

Contest
« 10 years Lucky Customers »
ENTRY RULES

1. The contest named **10 years Lucky Customers** (hereinafter referred to as the “**Contest**”) is sponsored by Vidéotron s.e.n.c (hereinafter jointly referred to as the “**Sponsor**”). The Contest begins on October 10th, 2013 at 00h01 and ends on October 10th, 2013 at 11h59 p.m. (EST) (hereinafter referred to as the “**Contest Duration**”). All times indicated are Eastern Standard Time (EST).

ELIGIBILITY

2. The Contest is open to Québec residents aged 18 or over, excluding employees, agents and/or representatives of the Sponsor, its affiliates, its promotional and/or advertising agencies, partners and other service providers associated with the Contest as well as any person residing with, or who is a member of the immediate family of, such an employee, agent and/or representative. For the purpose hereof, “**immediate family**” refers to the father, mother, brother, sister, child, husband, wife or common-law spouse of such an employee, agent and/or representative.

HOW TO ENTER

3. To enter the Contest, you must:
 - 3.1. Call Videotron Customer Service on October 10th, 2013. At the end of the day, 100 videotron customer will be drawn at random from all customers who have called in the day. The call must be transmitted later october 10th 2013 up to 23h59 EDT) OR send a letter under the terms of clause 3.5.
 - 3.2. To be declared a winner of the Contest, each entrant whose Entry Form has been selected under the draw must have correctly answered the question Mathematical Question (each of these being hereinafter collectively or individually “**Winner**”, subject to the other provisions of this Regulation).
 - 3.3. Participants must respect the following limits; otherwise the Sponsor reserves the right to disqualify one or more of their entries: a) limit of one entry per person, per civic address, per email address and per telephone number, per day b) only one email address is allowed, in the case where a person has more than one.
 - 3.4. No purchase necessary.
 - 3.5. Any person can participate in the Contest as follows: The person must send a 100-word letter, in which they explain why he/she deserves one of the Prize, and submit his/her contact details (name, address, phone number, email address) to the following address:

10 years Lucky Customers
Video On Demand
612 St-Jacques, (16th) floor
Montreal (Quebec)
H3C 4M8

DRAW

4. Entries will be drawn at random at the Sponsor's offices at 612, rue Saint-Jacques in Montréal, Québec, among all the entries that qualify and are received in accordance with these contest rules. The draws will take place on the following dates and times:
 - October 11, 2013 at 10h00 (**100 Prizes**)
5. Limit of one prize per person per civic address per participant for the duration of the Contest.
6. The odds that an entry is selected at random depend on the number of entries received in accordance with the Entry Rules herein.

PRIZES

7. A total of 100 prizes to be won. Each prize includes 2 video on demand valued at 5.99\$ each. The total value is approximately 11.98\$+tx Canadian dollars (13.77\$ taxes included). The approximate total value of the prizes awarded in the Contest is 1198.00\$ +tx Canadian dollars (1377.40 \$ taxes included).
8. Each prize includes:
 - A gift card with the value equal to 2 videos on demand (value based on the price of 2 movies of 5.99\$) for a total of 13.77\$ taxes included per winner.
9. The following conditions apply to the Prizes:
 - a. All fees or costs other than those listed above shall be borne by the Winner; and
 - b. If all or any portion of the Prize is not used, no compensation will be given; and
 - c. The Prize is non-transferable, non-refundable, non-exchangeable and non-redeemable for cash; and
 - d. The Sponsor will inform each of the Winners by email and/or telephone as to how to receive and claim their Prize; and
 - e. The Prizes will be sent by courier to the address indicated on the entry form. If it is impossible to deliver the Prizes to the winner (for any reason whatsoever), said Prize must be claimed by the Winner at the Sponsor's offices within two (2) days, at the latest, after the delivery period described herein, failing which the prize will become null and void; and
 - f. If the Prize includes a warranty, the Winner must acknowledge that the sole and unique warranty that applies is that of the manufacturer and/or retailer and/or maker of the Prize, if any; and
 - g. Any Prize must be accepted as described in the present Entry Rules and cannot be transferred to another person, substituted for another prize nor exchanged in part or in whole for a sum of money. In the event where, for reason not related to the Winners, the Sponsor cannot award a Prize (or a part of the Prize) as described in these Entry Rules, they reserve the right to award a Prize (or a part of a Prize) of the same nature and of equivalent value or, at their sole discretion, the cash value of the Prize (or part of the Prize) as mentioned in the Entry Rules.

PRIZE CLAIM

- 10.** To be declared a Winner, the participant whose entry is selected in the Prize draw must:
 - a. Meet the entry and eligibility criteria herein, including providing the correct answer to the Mathematical Question. Failure to meet one or more of these criteria will lead to automatic disqualification, and another draw will take place to determine a new Winner; and
 - b. Be reachable by the Sponsor within fifteen (15) days after the draw. It is each person's responsibility to provide a valid telephone number where they can be reached from 9 a.m. to 5 p.m. Should the Sponsor be unable to contact an entrant regarding one or more of the draws for any reason whatsoever within the fifteen (15) days following the draw, the Sponsor will proceed with as many new draws as necessary from the entries received in order to award the Prize; and
 - c. Accept the conditions relating to the Prize for which he or she was selected, and complete and sign a declaration and liability waiver (the "**Form**") as sent by the Sponsor and return it, duly completed and signed, within two (2) days after its reception. If the signed Form is not received within this time period, the selected entrant will not be declared a Winner and will not be awarded his/her Prize; and
 - d. In the event that a person selected at random refuses to accept a Prize according to the terms herein, the Sponsor is released from any obligation toward this person with respect to the Prize.
 - e. In the event a minor wins a Prize or is a guest, the tutor or the person having parental authority will have to sign the Declaration Form and accept, as applicable, the Prize for and on behalf of the minor.

GENERAL CONDITIONS

- 11.** Any Winner selected releases the Sponsor and its affiliated companies, their advertising or promotional agencies and, respectively, their shareholders, directors, representatives, employees and agents, as well as any other service providers involved in the Contest, from any damages they may suffer arising from the acceptance or use of the Prize or relating to the Prize and the Contest. To be declared a winner and before obtaining their Prize, any person selected agrees to complete and sign a Declaration Form to this effect, otherwise they cannot be awarded the Prize.
- 12.** By entering or attempting to enter this Contest, a person automatically releases the Sponsor, its affiliated companies, its advertising and promotional agencies, employees, agents and representatives from any damages they may suffer arising from their entry or attempt to enter the Contest.
- 13.** The Sponsor assumes no liability of any kind in case its inability to act results from a circumstance or situation that is beyond its control, or from strikes, lockouts or other labour disputes in its establishment or in the establishments of organizations and companies whose services are contracted for the Contest.
- 14.** By entering the Contest, the Winner authorizes the Sponsor and/or their partners and their representatives to use, if required, his/her name, photograph, city, voice, likeness and statements regarding his/her Prize without compensation for advertising purposes or any other purpose deemed relevant, at their discretion and without limit as for the period of use, in any media and on a worldwide scale. Furthermore, the

Winner consents to the publication of their first name and city of residence on the Contest website without compensation.

- 15.** The Sponsor assumes no liability for incomplete or incomprehensible contact information. The Sponsor reserves the right to disqualify any entry that is incomplete, illegible, mutilated or that contains a human or mechanical error, and to draw another entry form.
- 16.** Any customer file or registration attempt using a computer, electronic means or any other means contrary to the spirit of the Contest (e.g. hacking, mass emailing, etc.) shall automatically be disqualified and may be referred to the appropriate legal authorities. Any automated entry shall be identified and disqualified.
- 17.** The Sponsor assumes no liability for any problem including, but not limited to: a technical malfunction of the telephone network or lines, online computer systems, servers or providers, computer equipment, software or any other problem resulting directly or indirectly from a virus, computer worm, bug or failure while sending emails to the Sponsor for any reason, including, but not limited to, traffic on the Internet network or a website, or a combination of the two. The Sponsor and other agents and/or representatives cannot be held liable for any damage to participants' computer hardware following their entry in the Contest.
- 18.** Upon obtaining the approval of the Régie des Alcools, des Courses et des Jeux du Québec, if required, the Sponsor reserves the right, at its sole discretion, to cancel, terminate, modify or suspend this Contest, in whole or in part, in case an event, technical error or human intervention corrupts or disrupts the administration, security, impartiality or normal course of this Contest as provided herein. In all cases, the Sponsor, advertising and promotional agencies, providers of services or prizes relating to this Contest, as well as their employees, agents and representatives, cannot be required to award more prizes than those stated herein or to award prizes other than provided herein. Furthermore, the Sponsor is not liable for technical errors or difficulties resulting from server, hardware or software malfunctions, transmission problems, or loss, alteration or modification of data sent by participants.
- 19.** All decisions of the Sponsor or those of their representatives regarding the Contest are final and binding, subject to any decision by the Régie des Alcools, des Courses et des Jeux Du Québec in relation to matters under its jurisdiction.
- 20.** Any litigation as to the organization or conduct of a publicity contest may be submitted to the Régie des Alcools, des Courses et des Jeux for a ruling. Any litigation associated with the awarding of a prize may be submitted to the Régie des Alcools, des Courses et des Jeux only for the purpose of helping the parties reach a settlement.
- 22.** The names of the Winners will be available on the following dates and times at the Sponsor's offices two (2) days after the draw, at the latest, and for a minimum of ten (10) days.
- 23.** Contest rules are available throughout the Contest Duration at the Sponsor's offices at 612, rue Saint-Jacques, 6th floor in Montréal, Québec, or on the sponsor website at www.videotron.com/contest/10yearsluckycustomers.
- 24.** Any intellectual property and promotional material, Web pages and source codes are the property of the Sponsor or its affiliates. All rights reserved. Reproduction or unauthorized use of material protected by

copyright or trademark without the express written consent of its owner is strictly prohibited. The Entry Forms are the property of the Sponsor.

25. In the event of any divergence between the English and the French version of this RFP, the French version shall prevail.

PROTECTION OF PERSONAL INFORMATION

26. For the purposes of this Contest, the Sponsor is requesting the personal information of participants solely for the purposes of determining the Winner. Personal Information will only be kept for the period necessary or useful to the Contest's determined purposes or as required by law. Note that the Sponsor will in no case sell information, personal or otherwise, to anyone whomsoever, no more than it will deliver such information to organizations, including our affiliated companies. Information provided voluntarily may be conveyed to our partners organizing this Contest.