



Frequently Asked Questions (FAQ)

1. What is the “Subscribe and Win” competition?

“Subscribe and Win” is a subscription based competition to promote Etisalat’s brand to its pre-paid and post-paid customers. Through daily charges, premium subscribers unlock a Trivia game and increase their points for the draws to win LE 10,000 every day and LE 200,000 every week.

The promotion is based upon an informative and entertainment trivia service that Etisalat’s customers can subscribe to . In order to become a participant the customer has to subscribe by sending an SMS to 8585. Subscribers are billed on a daily basis the cost of LE 3 per day, subject to sales tax according to customer rate plan. Once registered, customers deem as subscribers until the moment they cancel their subscription.

Apart from the daily service fee of LE 3, there are no other costs involved. SMS messages sent by the customer to 8585 and 8888 are free of charge.

With each successful charge subscribers get:

- 10 free on-net minutes to be used in the off-peak window from 9pm to 9am (valid for 12 hours) , if the customers opts-out from the promotion ,he/she loses his 10 free on-net minutes.
- 10 trivia questions per day to answer free of charge
- The chance to win LE 10,000 every day and LE 200,000 every week via draw

Successfully charged subscribers have the option to answer a series of multiple-choice educational questions. Users answer to win points and hence participate in the draw with as many entries as possible every day. The more points collected, the more are the chances of being a Winner!

2. Who is the Organizer of the promotion?

The Organizer is Etisalat Misr.

3. What is the competition duration?

The Promotion has **91 days** duration, starting from 11/3/2014 at 12:00pm until 9/6/2014 at 23:59:59 inclusive.

4. What are the prizes?

LE 10,000 daily for 91 days
LE 200,000 weekly (13 times)



5. Where may I find the detailed Terms & Conditions of the Promotion?

The promotion's Terms and Conditions are posted on Etisalat's website, under a dedicated link <http://www.etisalat.com.eg>. The participants can also obtain information regarding the Promotion Campaign by calling at **500** (Etisalat Customer Care) from their Etisalat mobile telephone.

6. Who is eligible to participate?

Residents of Egypt that are subscribers of Etisalat, both pre-paid and post-paid. For the SMS promotion and the relevant draws distributing Organiser's prizes are excluded: all employees of the Organiser or any company directly collaborating with the Organiser for the purposes of executing the Promotion, their spouses, direct members of their families or households, relatives of direct kinship or any other person in a position to benefit illegitimately from unpublished or privileged information connected to the Promotion. For more details please read the Terms and Conditions.

7. How can I participate?

Etisalat's post-paid and pre-paid customers can participate in the **Subscribe and Win** Promotion by sending one SMS to **8585** or by dialling ***85#**. The initial registration requires blank SMS or any other.

Upon this first participation, the subscriber will be charged the daily service price of LE 3 and will be awarded with one hundred (100) points, which are equivalent to one hundred (100) for the Promotion money prizes and also 10 on-net minutes to be used in the off-peak from 9pm to 9am

Following this first interaction, the Participant will receive a message welcoming him to the Promotion, displaying legal information. This second received message will include the first question, inviting him to send an answer in order to earn more points for the participation in the prize draws.

The users eligible for the daily cash prize of LE 10,000 are those that have been successfully charged the daily service cost of LE 3 on the corresponding day.

The users eligible for the weekly cash prize of LE 200,000 are those that have been successfully charged the daily service cost of LE 3 on the corresponding week.

8. How many times can I participate in the Trivia Game?

You can participate every day. Every day you will be charged the subscription fee and you will unlock the Trivia game. The total number of Trivia questions that each successfully charged subscriber is allowed to answer each day is ten (10).

9. Can I play with different mobile phones?

You can participate with as many different numbers as you wish. However, each one participates separately.

10. Can my participations be transferred in case I change my phone number (SIM card)?

Unfortunately your participations cannot be transferred. You can join the promotion with a new SIM card however.

11. How are the draws executed?

The draws are carried out electronically by specially designed software and will be held by Etisalat in the presence of an official Ministry representative. The more points awarded to a user, the more are the chances of winning.

Trivia Game Questions

12. Where can I find more details for the Trivia Game?

The participants can acquire additional information regarding the regulation of the Trivia Game by sending [INFO](#) | [HELP](#) | [معلومات](#) | [مساعدته](#) | [معلومات](#) | [مساعدته](#) to 8888, from their Etisalat mobile telephone (free of charge).

13. I have forgotten my last unanswered question, what should I do to retrieve it?

If you have forgotten your last unanswered question, simply send [QUESTION](#) | [LAST](#) | [سؤال](#) | [آخر](#) | [آخر](#) | [آخر](#) | [آخر](#) to 8888 (free of charge). You will receive a free SMS with the question.

14. How can I check my total points?

Almost all of the messages that you will receive will include your total points. If you just want to be reminded of your current balance, simply send [POINTS](#) | [SCORE](#) | [CHANCES](#) | [نقط](#) | [نقاط](#) | [فرص](#) to 8888 (free of charge). You will receive a free SMS with the total amount of points you have accumulated.

15. I wish to unsubscribe from the promo, what do I do?

All participants have the right to cancel their subscription. To do so, simply send [STOP](#) | [CANCEL](#) | [0](#) | to 8585 (free of charge). You may subscribe again at any time. However keep in mind that if you unsubscribe after having played the 10 questions of the day and you register again, you will not be able to play more questions that day. You just need to wait until the day after.

16. I sent a message but didn't receive a reply SMS

If you have not received a reply SMS, verify the following:

- Check if your mobile is full of messages and doesn't have enough of memory to receive new ones. Please erase some messages to free up some memory.
- The message wasn't sent to the correct number. Write a new message and send it to 8888 if your failed SMS was the answer to trivia question or to 8585 if your failed SMS was for subscribing to the service.
- There is a chance the network in your area is overloaded at the moment. Please show some patience. If you don't receive a message within 15 minutes, please send a new SMS.

Winners & Prizes

17. How are the winners notified?

Every winner will be contacted by Etisalat on the mobile phone number used to participate in the Competition.

18. Where will the winners be announced?

Winners will be published on Etisalat misr Facebook fan page.

19. Can contestants win twice?

Contestants that won the daily prize (10,000 EGP) are eligible to win again the weekly prize (200,000 EGP) however contestants that won the weekly prize (200,000 EGP) are not eligible to win any other prize.