



GENERAL CONTEST QUESTIONS

1. When does the RCN Awesomazing Words Contest start and end?

The Awesomazing Words Contest (AWC) consists of two (2) phases, running during the following time periods:

- Phase 1 (Word Creation): Monday, October 12, 2015, 9am ET through Tuesday, October 27, 2015, 6pm ET.
- Phase 2 (Voting): Monday, November 2, 2015, 9am ET through Friday, November 20, 2015, 6pm ET.

2. Who is eligible to participate?

The AWC is open to all legal residents of the United States who are 18 years of age or older as of the date referenced above as the start date for the AWC. You don't have to be an RCN customer to participate. More information on eligibility can be found in the Official Rules accessible via www.rcn.com/awesomazing.

3. How can I enter?

- Phase 1 (Word Creation): To enter the AWC, submit your original RCN word via a secure form at www.rcn.com/awesomazing.
- Phase 2 (Voting): Review the Top 5 RCN Words and then pick your favorite word(s) and vote by publishing a post to the [RCN Facebook timeline](#) or a tweet. You must include the hashtag corresponding to the RCN Words you selected in the post or tweet. You are given 5 votes per day, which you can "give" to one RCN Word or distribute among several words. Only one RCN Word per vote.

4. How many times can I enter?

- Phase 1 (Word Creation): The number of words you can submit is limited to one (1) per day. You can submit a new word once every day from October 12 to October 27, 2015.
- Phase 2 (Voting): You can vote up to five (5) times a day, every day from November 2 to November 20, 2015

5. Can I participate in both phases?

Yes! If your original RCN Word didn't win a prize at the end of Phase 1, we encourage you to come back and vote; active participation in voting can win you prizes, too!

6. Do I have to have a Facebook or Twitter account to participate?

To participate in Phase 1 (Word Creation), you only need a valid email address. To participate in Phase 2 (Voting), you will need either an active Facebook account or a Twitter handle. To be able to publish posts on RCN Facebook timeline, you need to first Like the [Official RCN Facebook Page](#).

7. What can I win?

We've got a lot of prizes to win! The full list of prizes can be found in the Official Rules accessible via www.rcn.com/awesomazing.

- In Phase 1 (Word Creation), you win if your unique RCN Word is selected as one of the Top 5 RCN Words.
- In Phase 2 (Voting), you have even more chances to win! You can win a prize for your active voting, or you may win a Grand prize if your RCN word receives the most of votes.

8. How do I know if I won anything?

RCN will notify you via the email or phone number you provided when entering. Additionally, winners who are selected for their voting activity will be notified via the Social Media platform you used to vote. Winner notification will happen within three (3) business days after the winner selection process is complete.

9. What will RCN do with my information?

RCN will not sell your data. Information provided is used only to contact you in case you won a prize. If you have additional questions, please review our [Privacy Policy](#).

10. I won! What if I don't like my prize...?

We're sorry, but no exchanges, refunds, or cash values are allowed for prizes.

11. I won! How will I receive my prize?

RCN will send you an email notifying you of your win and, at the same time, asking you to provide your full mailing address. Then, we will ship your prize. Prizes are sent via standard shipping only—no express.

PHASE 1: RCN WORD CREATION

12. What is an RCN word, exactly?

An RCN Word is a unique mashed-up word you invent by using your creativity, wit, and, perhaps, be even inspired by your experience with RCN.

13. In Phase 1, can I enter by posting my RCN Word to RCN Facebook timeline?

No, you can only submit your original RCN Word via the secure form located at www.rcn.com/awesomazing. During Phase 1 of the contest, any RCN words published as a Facebook post on RCN timeline will not be accepted as a qualified entry.

14. Can I enter by tweeting my RCN word and tagging @RCNConnects?

No, you can only submit your unique RCN Word via a secure form located at www.rcn.com/awesomazing. During Phase 1 of the contest, any tweets with your original RCN word won't be accepted as a qualified entry.

15. Can I submit a word that is presented on the landing page?

There are several words excluded from competition. Those words are presented on the contest main page www.rcn.com/awesomazing. The following words **cannot** be submitted as unique and original entries:

Awesomazing	Wickedfast	Highspeedhightech
Tivotacular	Wowzafast	RCNcredible
RCNcredible	Hightechtacular	Reliabuilt

16. I submitted one of the Top 5 RCN Words too. Why wasn't I selected as the winner?

In case when the same original word has been submitted by different participants, the winner will be determined randomly, at RCN sole discretion. To increase your chances to win, we encourage you to flex their creative muscle and come up with a new and absolutely unique RCN Word daily, while Phase 1 of the contest is running!

PHASE 2: VOTE FOR YOUR FAVORITE RCN WORD

17. How do I vote for an RCN word?

The winning Top 5 RCN Words will be displayed on the contest main page www.rcn.com/awesomazing, starting at 9am EST on November 2, 2015. Visit the page and review the RCN Words. Each word will be assigned a unique hashtag, so when you cast your vote, you must include the hashtag assigned to your favorite word in your Facebook post or tweet. The process of casting a vote is easy:

- Vote on Facebook: On the RCN Official Facebook page at www.facebook.com/RCN, publish a post and including the RCN Word you are voting for as a hashtag.

- Vote via Twitter: publish a public tweet using the RCN Word you are voting for as a hashtag.

18. Can I cast my votes by posting on my Facebook timeline?

Because of the different privacy settings Facebook users set for their profiles, we cannot “see” you posts. You can only cast your vote via RCN Official Page located at www.facebook.com/RCN.

19. Can I cast my votes by posting a comment to existing posts by RCN on RCN Facebook timeline?

Unfortunately, we will not be able to monitor all comments to existing posts. Each vote needs to be published as a separate post on RCN’s Facebook timeline.

20. Why I must include hashtags to vote?

RCN will track a set of five (5) specific hashtags corresponding to the Top 5 RCN Words selected in Phase 1. The technology we use will recognize those specific hashtags and track them. Without a hashtag, there is no way for us to see your entry, so we will not know whether you entered Phase 2 of the contest or not.

21. What can cause disqualification of my entry?

Phase 1 Disqualification criteria:

- Submitting more than one RCN Word per day will result in disqualification of all additional entries except for the first entry received.
- Using multiple email accounts in order to submit more than one unique RCN word per day will result in disqualification of this participant from the contest.
- Any use of robotic, automatic, macro, programmed, or like entry methods will void all such entries and will result in disqualification of this participant from the contest.
- Submitting inappropriate or offensive words will result in disqualification.
- Providing false information, including your age, name, phone number, or email address will void all submissions made by this participant.
- Submissions received before October 12, 2015, 9am EST or after October 27, 2015, 6pm EST will be disqualified.
- See the Official Rules document accessible via www.rcn.com/awesomazing for additional disqualifying factors.

Phase 2 Disqualification criteria:

- Casting votes more than five (5) times per day by the same participant will result in RCN discarding all excessive votes.
- Failure to include a hashtag will result in the entry not being received by RCN and thus, disqualified.
- Votes cast via any other Social Media platform except for Facebook and Twitter will not be received by RCN.
- Using multiple (or fake) Facebook or Twitter accounts in order to cast more votes will result in disqualification, and all entries made by such participants will be removed from the entry pool.
- Voting must be done via ONE channel, either Facebook OR Twitter, for the duration of Phase 2. You cannot vote one day via Facebook and the next day via Twitter. Please pick one (1) Social Media platform to vote!
- See the Official Rules document accessible via www.rcn.com/awesomazing for additional disqualifying factors.

22. My word has been chosen as one of the Top 5 RCN Words, can I vote?

Yes! Even if your RCN Word won in Phase 1, you can vote for your RCN Word or other RCN Words up to five (5) times a day, so vote away and ask your friends and family to vote for your awesome RCN Word, too!

23. My word was chosen as one of the Top 5 RCN Words, why should I vote?

Voting will not only be fun, it can win you more cool prizes! If your word was not chosen as one of the Top 5 RCN Words in Phase 1, don't worry, come back and vote. You can still win a weekly prize or one of the GRAND prizes!

24. How many times can I vote?

Each participant is given five (5) votes per day. Vote every day, five times a day, between November 2, 2015, 9am EST and November 20, 2015, 6pm EST! Your engagement counts! ☺

Have more questions? Call 1.800.RING RCN, [chat](#) with one of our agents online, ask via the RCN Official Facebook page at www.facebook.com/RCN or tweet us @RCNConnects!

Good luck!