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Unifone's 12 Days of Christmas Promotion – Terms and Conditions

Eligibility

- 1.1 The promotion is open to all residential Unifone customers located in eligible service areas who meet the criteria outlined in the promotion details.
- 1.2 Business customers, employees of Unifone, its affiliates, and immediate family members of employees are not eligible to participate.
- 1.3 Customers must have an active Unifone account as of the day they enter and remain in good standing throughout the promotion period to be eligible.

Promotion Period

- 2.1 The competition eligibility period runs from October 1, 2024, through December 11, 2024.
- 2.2 Starting on December 12, 2024, one winner will be drawn each day for 12 consecutive days.
- 2.3 The competition concludes on December 23, 2024, at 11:59 PM.

How to Enter

- 3.1 Entries are earned based on qualifying actions made between October 1, 2024, and December 11, 2024, as outlined in the promotion announcement.
- 3.2 Each qualifying action has a specific number of entries assigned. For example, a plan upgrade earns 1 entry, adding a mobile phone earns 2 entries, and signing a new 12-month contract earns 1 entry.
- 3.3 Customers who have signed a 12-month contract within the 1-2 months prior to the competition period will have their existing contract count as an entry. If a customer's contract is more than 3 months old, they will need to sign a new 12-month contract that begins after their current contract to qualify for an entry.
- 3.4 There is no limit to the number of entries a customer can earn during the promotion period.

Winner Selection and Notification

- 4.1 Winners will be randomly selected from all eligible entries each day during the promotion period.
- 4.2 Each customer can only win once; once a winner's name has been selected, they will be removed from the name pool for subsequent draws.
- 4.3 Winners will be notified via email and/or phone, and their names will be announced on Unifone's Facebook and Instagram pages.
- 4.4 If a winner does not respond within 7 days of being contacted, the prize will be forfeited, and Unifone reserves the right to select another winner.

Prizes

- 5.1 Prizes will vary daily and may include free internet, new equipment, or service upgrades.
- 5.2 Free internet prizes will be applied to the customer's account beginning in January 2025 for the specified number of months. After the free period ends, the account will revert to the standard

monthly pricing.

5.3 Prizes are non-transferable, non-exchangeable, and cannot be redeemed for cash.

Changes to Service and Plan

6.1 Customers who win free internet and wish to upgrade their plan will be responsible for paying the difference between their current plan and the new plan each month.

6.2 If a customer moves during the prize-winning period and Unifone can provide service at the new address, the prize will remain valid. If services are not available at the new address, or if the customer chooses not to continue with Unifone, the prize will be forfeited, and no credit or cash equivalent will be provided.

General Conditions

7.1 Unifone reserves the right to modify, suspend, or terminate the promotion at any time due to circumstances beyond its control. In such an event, customers will be notified via the Unifone website or social media channels.

7.2 Unifone is not responsible for any technical issues or disruptions that may impact a customer's ability to participate in the promotion.

Data Privacy and Use of Information

8.1 By participating in this promotion, customers consent to the collection and use of their personal information by Unifone for the purpose of administering the promotion.

8.2 Winners agree to the use of their name and image for promotional purposes without additional compensation.

Dispute Resolution

9.1 Any disputes arising from this promotion will be governed by the laws of New Zealand and resolved through Unifone's internal dispute resolution process.

9.2 If the matter cannot be resolved internally, customers may contact the relevant external dispute resolution body.

Exclusions and Limitations

10.1 The promotion does not apply to business customers, or any purchases made outside the specified promotion period.

10.2 Free internet prizes are only valid for the specific plan and duration stated. Additional charges for plan upgrades, equipment, or service changes will apply as per the standard terms.

Limitation of Liability

11.1 To the fullest extent permitted by law, Unifone shall not be liable for any loss, damage, or injury of any nature arising out of or in connection with the promotion, participation in the promotion, or the use of any prize.

Promotion Integrity

12.1 Any attempt to manipulate or abuse the promotion, including but not limited to fraudulent activity or multiple entries using different accounts, will result in immediate disqualification.