

# Big Brother 2014 (“Program”)

## Frequently Asked Questions

**SALMAT DIGITAL HELPLINE (for 1900, SMS and Facebook queries only): 1300 131 276**

*Live helpline available 9.00am to 5.00pm weekdays. Outside of these hours there is a voicemail facility and your call will be returned on the next business day*

The full voting terms and conditions are available at [www.jump-in.com.au/bigbrother](http://www.jump-in.com.au/bigbrother) (“Program Website”) and [www.facebook.com/BigBrotherAU](http://www.facebook.com/BigBrotherAU) (“Facebook Page”).

General	
<p>1. How do I vote in Big Brother?</p>	<p><b>Voting Week 1 only (Wednesday 17 September 2014 – Tuesday 23 September 2014):</b></p> <p>You can vote to save your favourite pair of Big Brother housemates as nominated in the first round of nominations on Wednesday 17 September. There are 3 ways to vote to save your favourite pair from eviction:</p> <p><b>a) SMS:</b> To vote by SMS, you must send a text message from your mobile with the key word associated to your favourite pair, as promoted during the Program, on the Program Website and Facebook Page to the SMS number <b>199 55 999</b>;</p> <p><b>b) 190 Call:</b> To vote by phone, you must call the 1902 telephone number associated with the pair you want to save and as promoted during the Program, on the Program Website and Facebook Page;</p> <p><b>c) Facebook:</b> To vote using Facebook, you must ‘Like’ the Facebook Page and click on the Big Brother Voting Application and follow the instructions to submit a vote to save your favourite pair.</p> <p><b>Voting Week 2 -9:</b></p> <p>You can vote to save your favourite Big Brother housemate when they are nominated for eviction. There are 3 ways to vote:</p> <p><b>a) SMS:</b> To vote by SMS, you must send a text message from your mobile with the first name of the housemate you want to save, as promoted during the Program, on the Program Website and Facebook Page to the SMS number <b>199 55 999</b>;</p> <p><b>b) 190 Call:</b> To vote by phone, you must call the 1902 telephone number associated with the housemate you want to save and as promoted during the Program, on the Program Website and Facebook Page;</p> <p><b>c) Facebook:</b> To vote using Facebook, you must ‘Like’ the Facebook Page and click on the Big Brother Voting Application and follow the instructions to submit a vote to save your favourite housemate.</p> <p>All voting methods will be announced during the Program when voting is open, and further details can be found on the Program Website or the Facebook Page.</p>
<p>2. When can I vote?</p>	<p>Each voting period is made of 2 vote events:</p> <ul style="list-style-type: none"> <li>Vote Event 1: Votes cast between 10.00pm on Wednesday night (after the Nomination Show broadcast) and 8.50pm on Monday night (during Monday Save Show);</li> </ul>

	<ul style="list-style-type: none"> <li>• Vote Event 2: Votes cast between 10.00pm on Monday night (after the Monday Save Show broadcast) and 8.50pm on Tuesday night (during Tuesday Eviction Night)</li> </ul> <p><b>Vote Open:</b> SMS, 190 and Facebook voting will open after the housemates have put forward their nominations for the week every Wednesday at 10.00pm (AEST) or as advertised on the Program, Facebook Page and Program Website.</p> <p><b>Vote Freeze:</b> Every Monday (except for Week 6 being Monday 13<sup>th</sup> October 2014) during a Monday Live Save Show, the housemate/s will be reprieved by viewer vote (the exact number to be confirmed on the day). The voting will close in-show at 8.50pm AEST and re-open at 10.00pm AEST or as advertised on the Program, Facebook Page and Program Website.</p> <p><b>Vote Unfreeze:</b> SMS, 190 and Facebook voting will re-open after the housemate/s up for nominations are reprieved by viewer vote during Monday Save Show. The Housemates who have not been saved from Eviction by public vote will be still eligible for eviction. Voting will open again in-show every Monday at 10.00pm (AEST) or as advertised on the Program, Facebook Page and Program Website.</p> <p><b>Vote Close:</b> Voting will close every Tuesday at 8.50pm AEST or as advertised on the Program, Facebook Page and Program Website. The housemate with the least votes will be evicted from the Big Brother house during Tuesday Eviction Night.</p> <p><b>Note:</b> Vote open and close times may vary and will be confirmed during the Program. Vote open and close times will also be detailed on the Program Website and Facebook Page. Vote open and close times may vary according to the broadcast times of the Program.</p> <p>Votes made outside of the applicable voting period will not be counted but you will still be charged by your telephone carrier or service provider. Any costs incurred by you in relation to votes made outside of Voting Periods, including due to changes to such voting periods as notified, will be your sole responsibility.</p>
<p>3. How do I know which housemate I can vote for?</p>	<p><b>Voting Week 1 only (Wednesday 17 September 2014 – Tuesday 23 September 2014):</b></p> <p>Each pair will nominate other pairs for eviction from the Big Brother house. When voting opens, you will be able to submit a vote to save your favourite pair from eviction.</p> <p>The pairs nominated for eviction will be announced in Program on Wednesday nights. The pairs up for eviction and eligible for voting will be confirmed on the Program Website and the Facebook Page</p> <p>During the Monday Save Show, the pair with the most votes at the end of that vote period will be reprieved from eviction by viewer vote. The voting will then re-open and viewers will be able to cast their vote for the pairs that are still eligible for voting as confirmed in –show, on the Program Website and the Facebook Page.</p> <p>The pair with the least number of votes will be evicted from the Big Brother house during Tuesday Eviction Night.</p> <p><b>Voting Weeks 2 -9:</b></p> <p>Each week, the housemates will nominate other housemates for eviction from the Big Brother house. When voting opens, you will be able to submit a vote to save your favourite housemate(s) from eviction.</p> <p>The housemates nominated for eviction will be announced in Program on</p>

	<p>Wednesday nights. Housemates up for eviction and eligible for voting will be confirmed on the Program Website and on the Facebook Page.</p> <p>During the Monday Save Show, the housemate/s with the highest number of votes at the end of that vote period will be reprieved from eviction by viewer vote. The voting will then re-open and viewers will be able to cast their vote for the housemates that are still eligible for voting as confirmed in –Program, on the Program Website and the Facebook Page.</p> <p>The housemate with the least votes will be evicted from the Big Brother house during Tuesday Eviction Night.</p>
<p>4. How do I know my vote has been counted?</p>	<p><b>a) <u>SMS:</u></b> If you vote by SMS you will receive one free reply SMS confirming the receipt of your SMS vote. This reply will only be sent on your first (or only) vote per vote event. Subsequent SMS votes in that particular vote event will not receive a vote confirmation SMS reply.</p> <p>To avoid any confusion, please note each voting period is made of 2 vote events:</p> <ul style="list-style-type: none"> <li>- Vote Event 1: Votes cast between 10.00pm on Wednesday night (after the Nomination Show broadcast) and 8.50pm on Monday night (during Monday Save Show)</li> <li>- Vote Event 2: Votes cast between 10.00pm on Monday night (after the Monday Save Show broadcast) and 8.50pm on Tuesday night (during Tuesday Eviction Night)</li> </ul> <p>If you vote outside the vote period, your vote will not be counted but you will still be charged by your telephone service provider.</p> <p><b>b) <u>190 call:</u></b> If you vote by calling the 1902 vote line, you will hear a message from the housemate you voted to save, confirming your vote has been registered. If you vote outside the vote period, you will hear a message that voting is closed and your vote will not be counted. You will still be charged by your telephone service provider.</p> <p><b>c) <u>Facebook:</u></b> If you vote via Facebook, when your vote is submitted you will be presented with a Thank You page confirming your vote has been successfully cast.</p>
<p>5. I tried to vote after voting closed, am I still charged?</p>	<p><b>a) <u>SMS:</u></b> If you cast a vote by SMS outside of the vote period, your vote will not count. Your mobile service provider will charge you 55c (including GST).</p> <p><b>b) <u>190 call:</u></b> If you reach a ‘vote closed’ message when you call the 1902 voteline, your vote won’t count. Your telephone service provider will charge you 55c (including GST).</p> <p><b>c) <u>Facebook:</u></b> The Facebook Voting Application will not be open when voting is closed. You will reach a ‘vote closed’ message and will be unable to submit any votes.</p>
<p>6. I tried to vote but couldn’t?</p>	<p><b>a) <u>SMS:</u></b></p> <ul style="list-style-type: none"> <li>• <b><i>SMS didn’t send:</i></b> If your SMS didn’t send, check that you have access to 199 premium SMS services with your mobile phone provider. Also check that you have sufficient credit in your mobile account as you’ll be charged 55c to send your SMS.</li> </ul> <p>Or you can vote by calling the 1902 number for your favourite housemate or by Facebook.</p> <ul style="list-style-type: none"> <li>• <b><i>Voting Closed:</i></b> If voting is closed, you’ll receive an SMS reply to confirm this. Watch Big Brother on Channel 9 or go to the Program Website for</li> </ul>

	<p>details on the next vote period.</p> <ul style="list-style-type: none"> <li>• <b>No reply:</b> If you didn't receive an SMS reply confirming receipt of your vote, but have sufficient credit in your account, and access to 199 PSMS services, and voting is open, your vote will have been counted. Big Brother only sends 1 vote reply SMS to each voter, per vote event, so you won't receive a vote reply every time you vote.</li> <li>• <b>Network Message:</b> If you receive a message that isn't Big Brother-related it's likely to be a network error message from your mobile telephone provider. This message will confirm if your SMS was not sent via the provider's network. You can contact your mobile service provider in this regard.</li> </ul> <p>Or you can vote by calling the 1902 number for your favourite housemate or by Facebook.</p> <p><b>b) 190 call:</b></p> <ul style="list-style-type: none"> <li>• <b>Engaged Tone:</b> If you tried to call the 1902 vote line and reached an engaged tone, wait a little while and try again. Often there is a peak of calls to the Big Brother vote lines especially when numbers are advertised on TV, and not all calls can be answered. Your vote will not be counted and you won't be charged for any unanswered calls.</li> </ul> <p>Try again before voting closes.</p> <p>Or you can vote by SMS or Facebook.</p> <ul style="list-style-type: none"> <li>• <b>Voting Closed:</b> If voting is closed, you'll hear a closed message on the line. Call again when voting is open.</li> <li>• <b>Network Message:</b> If you reach a 'service message' from your telephone service provider, you may not have access to premium 190 phone numbers on your account. Check with your telephone service provider in this regard.</li> </ul> <p><b>c) Facebook:</b></p> <ul style="list-style-type: none"> <li>• <b>High Volumes:</b> If you're trying to vote by Facebook and reach a holding page that states: "we are currently experiencing high vote volumes" wait a little while and try again.</li> </ul> <p>Remember, you can still vote by SMS or by calling the 190 number for your favourite Housemate.</p>
<p>7. How many times can I vote?</p>	<p><b>a) SMS:</b> When you vote by SMS, you can vote as many times as you like. Every vote will cost 55c including GST, charged by your mobile operator.</p> <p><b>b) 190 Call:</b> When you vote by calling the 190 phone line, you can vote as many times as you like. Every call will cost 55c including GST, charged by your telephone service provider.</p> <p><b>c) Facebook:</b> When you vote using Facebook, you can purchase a minimum of 1 vote, or vote bundles of five, fifteen and twenty. You can purchase as many bundles as you like.</p>
<p>8. How do I find out the results and/or who won and/or who was evicted?</p>	<p>Voting results may be revealed during a subsequent episode of the Program on the Nine Network. Check your local listings for Program times.</p>
<p>9. How do I know the voting isn't skewed/rigged?</p>	<p>Big Brother employs Salmat Digital as the voting service provider. Salmat Digital has very thorough systems and checks in place to count all votes, and ensure all votes are validated and appropriately accounted for.</p> <p>The systems and voting processes are also audited by an independent vote</p>

	adjudicator (Ernst & Young).
<b>Voting with Facebook Payments</b>	
<b>10.</b> I don't have a Facebook account?	<p>You don't need to have a Facebook account to vote to save a housemate in Big Brother. You can vote by SMS or 190 phone line.</p> <p><b>a) SMS:</b> To vote by SMS, you must send a text message from your mobile with the name of the housemate, as promoted during the Program, on the Program Website and Facebook Page to the promoted SMS number <b>199 55 999</b>;</p> <p><b>b) 190 Call:</b> To vote by 190, you must call the 190 telephone number associated with the Housemate and as promoted during the Program, on the Program Website and Facebook Page;</p> <p>If you do want to vote via Facebook, go to <a href="http://www.facebook.com">www.facebook.com</a> and follow the instructions to create an account.</p>
<b>11.</b> Why is Facebook requesting my personal data for the Big Brother voting application?	<p>When you download the Big Brother Voting Application, Facebook will request permissions to access your Facebook profile.</p> <p>For example, when you submit a vote, you can choose to share your vote with your friends on Facebook by posting your vote to your own Facebook Wall.</p> <p>Your personal Facebook information will <i>not</i> be used for any purpose by Big Brother voting.</p>
<b>12.</b> Can I vote via Facebook on my mobile or tablet?	<p>No. The Big Brother Facebook Voting Application is only accessible via desktop. Facebook doesn't support the Voting Application via the Facebook iPhone, iPad or Android application or the Facebook mobile site.</p> <p>If you want to vote from your mobile, the easiest way to vote is by SMS.</p>
<b>13.</b> When voting via Facebook, why do I need to give my phone number?	<p>As part of the vote validation process, excessive voters are contacted by Salmat Digital to verify voting, this includes Big Brother viewers voting by phone line, SMS and Facebook.</p> <p>Your phone number is used for this purpose only and will not be used for any other reason other than contacting you as part of this vote verification process should you vote excessively in a single vote period.</p>
<b>14.</b> What are Facebook Payments?	<p>Facebook Payments are a safe and secure way to buy virtual goods (including Big Brother Votes) on Facebook. You can use the Facebook Payments tool buy Facebook votes using your credit card or PayPal (and other Facebook-supported payment methods). Go to <a href="http://www.facebook.com/help">www.facebook.com/help</a> for more information.</p> <p>When you use Facebook Payments to pay for anything on Facebook, including Big Brother votes, you agree to Facebook's Payment Terms: <a href="http://www.facebook.com./payment_terms">www.facebook.com./payment_terms</a></p>
<b>15.</b> How do I buy Facebook Votes, using Facebook Payments?	<p>When you are in the Big Brother Facebook Voting Application, you will be guided through the purchase process, which will request you to:</p> <ul style="list-style-type: none"> <li>• Select your currency as Australian Dollars</li> <li>• Select your preferred payment method – this will include registering your credit card or PayPal details**</li> </ul> <p>** Credit card or PayPal are the most suitable payment methods for purchasing Facebook Credits for Big Brother voting You can purchase one Facebook Vote or vote bundles of five, fifteen or twenty.</p>

	<p>Other Payment Methods (including Mobile Payments, Moneybookers, DaoPay or Ukash) vary in price and minimum Facebook Credit purchase. Always ensure you check the price of Facebook Credits before you purchase, especially if using alternative payment methods to credit card or PayPal.</p> <p>When you use Facebook Payments to pay for anything on Facebook, including Big Brother votes, you agree to Facebook’s Payment Terms here: <a href="http://www.facebook.com./payment_terms">www.facebook.com./payment_terms</a></p>
<p><b>16.</b> Can I use Facebook Payments on my mobile?</p>	<p>Yes you can, but Facebook Payment prices may vary by mobile.</p> <p>When you select your payment method in Facebook you can enter your mobile phone number to be charged for Facebook Payments directly to your mobile phone bill (by Facebook’s payment partner ZONG).</p> <p>Facebook Vote prices are subject to change due to Australian conversion rates from US dollars to Australian dollars.</p> <p>However, if you want to use your mobile directly to vote, you can simply SMS your vote as per the instructions in the Program, or on the Program Website or Facebook Page and every SMS vote will cost \$0.55 (including GST).</p>
<p><b>17.</b> What is Zong, or Moneybookers, or POLi, or DaoPay, or, or Ukash?</p>	<p>These are Facebook’s payment providers in Australia. To use these payment methods, you will be required to have an existing account or to register for these services.</p> <p>The way these payment providers operate and price of Facebook Credits can vary.</p> <p>Always check the payment method and price set by the Facebook-supported payment provider before you buy Facebook Credits for Big Brother voting.</p> <ul style="list-style-type: none"> <li>• <b>ZONG</b> is a mobile payment provider charging payment for product via your mobile phone account.</li> <li>• <b>Moneybookers</b> (to be renamed Skrill) enables safe and secure online payments. Go to <a href="http://www.moneybookers.com">www.moneybookers.com</a> for more information</li> <li>• <b>DaoPay</b> is a global payment service allowing you to charge the purchase of your product to your phone bill by dialling a phonenumber. For Facebook Credits, DaoPay charges approx. \$0.75 for 5 Credits to your landline phone bill when you call and stay on the line for over 5 minutes. Go to <a href="http://www.daopay.com">www.daopay.com</a> for more information.</li> <li>• <b>Ukash</b> is an international cash payment method that allows you to hand over cash in a shop or purchase online to receive a voucher number to then redeem products using this voucher online (or Facebook Credits). Go to <a href="http://www.ukash.com">www.ukash.com</a> for more information.</li> </ul>
<p><b>18.</b> When voting via Facebook, why do I have to select Australian Dollar (AUD) as my Preferred Currency?</p>	<p>Big Brother voting is available to all Australian residents.</p> <p>To purchase Facebook votes using Facebook Payments, your Facebook account must have its preferred currency set to Australian Dollars (AUD) so we can control any potential additional charges incurred as a result of purchasing Facebook votes in another currency, subject to foreign exchange rates and/or additional charges.</p> <p>To ensure your Facebook account is set to Australian Dollars go to your Account Settings, then select Payments, then Preferred Currency, and make sure your currency is set to Australian Dollars (AUD).</p> <p>You will be prompted to do this when you vote.</p>

## Voting Charges

19. How much will I be charged to vote?

**a) SMS:** Will be charged at 55c (including GST) per SMS vote. You will be charged by your mobile telephone service provider. The fee will either be automatically deducted from your pre-paid account, or will appear on your post-paid phone bill.

**b) 190 Calls:** Will be charged at 55c (including GST) per phone call vote. Calls to 190 services from public or mobile phones may be charged at a higher rate by your telephone service provider. You will be charged by your telephone service provider via your telephone bill.

**c) Facebook Payments:** Preferred payment methods for purchasing Facebook votes are Paypal or credit card. Facebook Payment prices will be confirmed by Facebook before you complete your purchase to submit your vote.

Facebook Payment prices, additional charges and minimum Facebook vote purchase requirements vary, depending on the payment method selected, and will be confirmed by Facebook before you purchase the Facebook votes.

Facebook Payments convert currency from US dollars to Australian dollars, so the vote charge may fluctuate based on that day's exchange rate. Facebook Payment prices will be confirmed by Facebook before you complete your purchase to submit your vote.

When you use Facebook Payments to pay for anything on Facebook, including Big Brother votes, you agree to Facebook's Payment Terms here: [www.facebook.com./payment\\_terms](http://www.facebook.com./payment_terms)

20. How will I be charged?

**a) SMS:** Votes submitted by SMS will be charged to your mobile bill (either deducted from your pre-paid credit or included outlined in your post-paid bill). If you have insufficient credit on your pre-paid mobile phone account, your SMS will not be accepted and you will receive a service message to confirm that you have insufficient credit.

**b) 190 calls:** 190 calls to the vote lines will be charged to your telephone bill.

**c) Facebook Payments:** You can purchase Facebook votes using Facebook Payments via a wide range of payment types, although credit card and Paypal are preferred. When you use the Facebook Payments tool for the first time, you will be prompted to select your payment method. Once this is set, Facebook will default to this same payment method when you next utilise Facebook Payments to vote. You can change your payment method following the Facebook prompts.

Go to [https://www.facebook.com/payments\\_terms](https://www.facebook.com/payments_terms) for more information.