

The X Factor 2016 Viewer Voting FREQUENTLY ASKED QUESTIONS

Be heard! Make your vote count! 'The X Factor' allows you to vote for your favourite contestant/act performance via 190 telephone numbers, SMS (text messaging), Smartphone and website each week.

Make sure you are ready with Premium Numbers allowed on your phone, so you can call or SMS through your vote. Simply call your carrier (your telecommunications provider) and ask for 'Premium Numbers to be enabled on your phone'. Then you're ready to vote!

Following is a list of frequently asked questions about the voting process.

Where can I see the voting terms and conditions?

The full terms and conditions are available on the following website: yahoo7.com.au/xFactor.

1902 PHONE VOTING

How do I vote?

Each contestant/act will be allocated a 1902 number each week, which will be broadcast within the Programme. You need to dial the number of the contestant/act whom you wish to vote for, which will be one of the following.

IVR number (\$0.55 fixed)
1902 559 001
1902 559 002
1902 559 003
1902 559 004
1902 559 005
1902 559 006
1902 559 007
1902 559 008
1902 559 009
1902 559 010
1902 559 011
1902 559 012

**Ansible Pty Ltd \$0.55 fixed. Mobile calls to 1902 extra. Closes: As broadcast within Programme each week. Terms and Conditions available from www.yahoo7.com.au/xFactor.*

Who can vote?

Anyone living within Australia can cast a vote.

I am not 18 years old, can I still vote using the 1902 numbers?

If you are under 18 years of age, you MUST get the account holder/bill payer's approval before phoning any of the 1902 telephone numbers.

When does voting commence?

Voting will commence at the start of the Program on Sunday 23 October 2016 at 19:00 AEDT, THEN at the time notified to viewers as part of the broadcast of the Program each week for every following week.

When does voting close?

Voting will close as notified in the broadcast of the Program. Voting times are subject to change and may not be the same each week; however this will be clearly communicated to viewers as part of the broadcast of the Program.

How much will I be charged for each 1902-telephone call/vote?

Each call to the 1902 number will be charged at AUD \$0.55 cents including GST. Calls from mobile phones may be charged at a higher rate dependent on your carrier.

How many votes does each call register?

Each call registers ONE vote for your nominated contestant/act.

How do I use the 1902 service?

Provided you don't have 1902 number barred on the telephone account, and you have access to Premium Services, you simply dial the ten digit 1902 number corresponding to your favourite contestant/act, which you will see on the television screen. You can telephone the 1902 numbers from most mobiles and/or land lines.

What happens if I have 1902 barring?

If you have 1902 barring then the telephone line you are calling from does not allow for 1902 calls to be made. To check this, call 1900 909 000 (free call) and you will be advised of your barring status.

How do I get 1902 barring removed?

The account holder/bill payer will need to call their phone carrier and request for the barring to be removed. This may not be possible in the case of pre-paid customers.

How do I know that my vote has been registered?

Once you have made the call, if you are successful, you will hear a recorded message confirming that your vote has been registered.

What information do I need to provide in order to register a valid vote?

Simply dial the 1902 number that corresponds with your favourite contestant/act during the voting period to register a valid 1902 telephone vote. No further action or information is required.

What happens if I call the voting line when voting has closed?

You will hear a recorded announcement advising you that your vote has not been registered. You will still be charged for any call placed during the closed voting period/s.

I heard an engaged signal when I called, will I still be charged and did my vote register?

The voting lines are very popular, so you may hear an engaged signal. If you do, please call again as your vote will not have registered. You will not be charged if you hear an engaged signal.

I saw the voting numbers advertised on the show, but when I called the recorded message advised me that voting was currently closed.

The voting numbers are up on screen so that you can write the numbers down as each contestant/act performs. The voting lines won't open until the time notified to viewers as part of the broadcast of the Program each week. There will be an announcement during the show advising you when you can start voting.

Can I vote in any other way other than 1902?

Yes, you can vote via SMS (text messaging), via smartphone and by the Couch Commentator link found online at yahoo7.com.au/xFactor or at the official The X Factor Australia page facebook.com/thexfactorau

How do I find out which contestant/act will be eliminated?

The elimination will be announced during the Monday night Program, as broadcast within the Program. This is subject to change and may not be the same each week; however the dates eliminated contestants/acts are to be announced will be clearly communicated to viewers as part of the broadcast of the Program.

SMS (TEXT MESSAGE) VOTING**When does SMS voting commence?**

SMS voting will commence at the start of the Programme on Sunday 23 October 2016 at 19:00 AEDT, THEN at the time notified to viewers as part of the broadcast of the Program each week for every following week.

When does SMS voting conclude?

Voting will conclude as notified during the broadcast of the Program. Voting times are subject to change and may not be the same each week; however this will be clearly communicated to viewers as part of the broadcast of the Program.

How much will it cost to vote via SMS?

It will cost you AUD \$0.55 cents to register your vote via SMS.

How do I vote via SMS?

You must send a text message from your mobile handset with the name of your favourite contestant/act (as broadcast within the Program) to 191 777 (Charge \$0.55 Helpline 1300 851 419). No other information (e.g. your details) is required in the SMS, only the contestant/act's name is required.

I think I have been charged more than \$0.55 for my vote.

\$0.55 is the charge for your SMS vote. There may be another premium number you have registered for so please check with your phone carrier to confirm charges and that you sent your SMS/text to the correct X Factor SMS service number.

Can I vote by actually telephoning 191 777?

No, you can only vote on 191 777 by sending a text message (SMS) to that number. If you wish to call, please use one of the 1902 numbers.

How many votes does each SMS provide?

Each SMS vote registers ONE vote for your favourite contestant/act.

What happens if I send in a text message after voting has closed?

If you vote after the SMS voting has closed, your vote will not be valid. You will receive a SMS message back to advise that voting has closed and your vote has not been registered, however you will still be charged \$0.55 for your SMS.

Will a confirmation text message be sent to me when my vote has been registered?

Yes. You should receive a text message in return to confirm your vote has been received.

If you have not received a SMS/text message confirmation reply it may mean the mobile networks are busy and there is a delay, you have accidentally sent it to the wrong number, or that you do not have premium services enabled. Check the sent items in your mobile phone messages section, and if the number is correct and you're sure there is no delay contact your phone carrier and ask to enable Premium SMS Services.

When I tried to vote, my handset said “Message Not Sent”. What does this mean?

This means that large numbers of people are trying to vote via SMS at the same time and the mobile network is busy. All we can ask is that you are patient and please keep trying!! Your vote is important. It may also mean that you do not have Premium SMS Services enabled on your phone account, contact your phone carrier to enable this service for you.

Does it matter which telephone network I am on?

No, it does not matter which telephone network you are signed up to because SMS voting is now available to all Australian mobile phone networks.

I have a pre-paid phone account, can I still vote via SMS?

Yes, if you are a pre-paid customer, you can still vote via SMS as long as Premium SMS services are enabled on your handset (ask your carrier to enable this service for you). SMS charges will be deducted from your pre-paid credit balance; you must have enough credit in your pre-paid balance to cover the cost of the text message. You vote by following the instructions listed above.

I am fourteen years old, can I still vote using SMS?

If you are under 18 years of age you MUST get the bill payers approval before you vote via SMS.

I need a bit more help. What should I do next?

If you have any further questions, please consult the Voting Terms and Conditions available at www.yahoo7.com.au/xFactor.

SMARTPHONE VOTING

Will my mobile phone be able to access the Smartphone voting service?

Only mobile smartphones can access the Smartphone service (ie iPhone, Samsung Galaxy or similar).

The Smartphone voting service is not available to Virgin customers or Vodafone Pre-Paid Cap customers.

If you do not own a smartphone you can still vote by calling the 1902 number associated with your favourite contestant/act, or texting your favourite contestant/act's name (as advertised within the Programme) to 191 777 (Charge \$0.55 Helpline 1300 851 419).

When does Smartphone voting commence?

Smartphone voting commences at the time notified to viewers as part of the broadcast of the Program (AEDT) each week.

When does Smartphone voting conclude?

Smartphone voting will conclude on the date and time advised to viewers as part of the broadcast of the Program. Voting times are subject to change and may not be the same each week; however this will be clearly communicated to viewers as part of the broadcast of the Program.

How much will it cost to vote via Smartphone?

Cost to vote will be dependent on the voting option you select. The options available will be: 1 entry for \$0.55, 2 entries for \$1.05, 5 entries for \$2.50, 15 entries for \$7.00, 20 entries for \$9.00. Voters

under the age of 18 years must have the smartphone account holder's permission prior to lodging a Smartphone vote.

How do I vote via Smartphone?

You can vote by sending a single text containing the first name of your favourite contestant/act to 191 777 (Charge \$0.55, Helpline 1300 851 419) and you will receive the Smartphone link in your SMS acknowledgement reply. Just click on the link and complete all the required details presented to you on your smartphone.

Alternatively you can use your smartphone to access the Smartphone URL – (Helpline 1300 851 419) - <https://enter7.tv/XFactor> and fill in all the required details presented to you on your smartphone.

How many votes does each Smartphone vote provide?

The numbers of votes lodged via the Smartphone service will depend on your selection. (1 vote for \$0.55, 2 votes for \$1.05, 5 votes for \$2.50, 15 votes for \$7.00, 20 votes for \$9.00).

What happens if I send in a Smartphone message after voting has closed?

The Smartphone URL will not allow/receive votes during the closed period of the X Factor Voting service. Watch the X Factor Program each week and the time voting lines open will be advised at the end of each Programme.

Will a confirmation page be presented to me when my vote has been registered?

Yes. You will receive a confirmation page which will advise the number of votes successfully lodged and the charge added to your mobile phone number.

When I tried to vote, I received an error message.

- ***“Sorry we can't detect your mobile carrier. Please ensure you have Premium Services enabled with your carrier if available. Your account has not been charged and no entries have been recorded.”***

Premium Services must be enabled on your phone to be able to use the Smartphone service. Contact your carrier and ask for Premium Services to be enabled. In this case no votes would have been lodged and no charges would have been made to your mobile number.

- ***“Is your phone using WiFi? Switch it off and try again”***

The Smartphone service cannot operate if WiFi is turned on. Just turn WiFi off on your smartphone and click on “Try Again” and complete all the required details to lodge your vote/s.

Does it matter which telephone network I am on?

Yes. The Smartphone service is not available to any Virgin customer or Vodafone Pre-Paid Cap Customers as the Smartphone service cannot link into their billing systems.

I have a pre-paid phone account, can I still vote via Smartphone?

Yes, if you are a pre-paid customer, you can still vote via Smartphone as long as Premium Services are enabled on your handset (ask your carrier to enable this service for you). However, the Smartphone service is not available to any Virgin customer or Vodafone Pre-Paid Cap customers as the Smartphone service cannot link into their billing systems.

I am fourteen years old, can I still vote using Smartphone?

If you are under 18 years of age, you MUST get the bill payers approval before you vote via the Smartphone service.

COUCH COMMENTATOR VOTING

How do I vote via Couch Commentator?

You can vote via Couch Commentator online by either accessing the link on yahoo7.com.au/xFactor or through the official The X Factor Australia Facebook page at facebook.com/thexfactorau, using your desktop computer, laptop computer, tablet or smartphone.

Do I need a Facebook account to vote via Couch Commentator?

If you wish to use Facebook to vote via Couch Commentator, yes, you will need a Facebook account.

What is the cost to vote via Couch Commentator?

Voting via Couch Commentator is free, however data charges applicable to your contact may apply when accessing the website.

Are there any limitations on how many times I can vote by Couch Commentator?

Yes. You are only allowed to one (1) vote per voting period per person.

Do I need Premium Numbers enabled on my phone in order to vote via Couch Commentator?

No. If you are accessing the Couch Commentator link on your phone, you just need to ensure you have data enabled on your phone to access the website. Data charges applicable to your contract may apply in accessing the website/Facebook app.

I don't have data enabled on my phone. How do I get this on my phone?

Contact your mobile phone provider to request assistance in getting data enabled on your phone.

Do I need a smartphone in order to vote via Couch Commentator?

If you are voting over your mobile phone, yes it needs to be able to access the internet and be able to view either the Yahoo website and/or be able to access Facebook. Otherwise you can use your desktop, laptop or tablet.