

**VOTING FAQs**  
**EFFECTIVE MAY 14, 2018 AT 9AM PDT / 12PM EDT**

**FOR WHAT I AM VOTING?**

Fans will have the opportunity to vote and select the winners of the Billboard Chart Achievement Award (“Chart Achievement Award”) and the Top Social Artist Award (“Social Media Award”), which will be given at or in connection with the *2018 Billboard Music Awards*®. The *2018 Billboard Music Awards* will be broadcast live on May 20, 2018, starting at 5:00 p.m. Pacific Daylight Time (“PDT”) / 8:00 p.m. PDT on NBC (the “Program”). The Chart Achievement Award and the Social Media Award may be referred to herein individually as an “Award” or collectively as the “Awards.”

**WHEN CAN I VOTE?**

Voting for the Awards begins at 9:00 a.m. PDT on May 14, 2018, and ends at 5:30 p.m. PDT on May 20, 2018 (“Voting Period”).

**HOW DO I VOTE?**

There are two (2) ways for you to cast votes for the Awards: (1) online using your PC, tablet, or mobile device the designated voting webpage for each Award on the Billboard.com website (“Voting Website”); and/or (2) via Twitter by including a specific hashtag for the nominee of your choice in a message posted from your Twitter account (a “Tweet”). Both voting methods are further described below:

1. **Online Voting:** You can vote online through the Voting Website using your PC, tablet, or mobile device (“Online Voting”). Votes for each Award can only be submitted (and counted) while the Voting Period is open.
  - To vote for the Chart Achievement Award, go to [www.billboard.com/votechart](http://www.billboard.com/votechart) (“Chart Achievement Voting Page”). To vote for the Social Media Award, go to [www.billboard.com/votesocial](http://www.billboard.com/votesocial) (“Top Social Voting Page”). The Chart Achievement Voting Page and the Top Social Voting Page may be individually and collectively referred to herein as “Voting Page(s).”
  - On the Voting Page for each Award, you will see the names and photos of all of the eligible nominees for that Award next to corresponding vote buttons (“Voting Button”).
  - To cast a vote for either Award, you must be registered with and logged into your Facebook account. Your Facebook account may be either public or private, as you may elect in your sole discretion.
    - If you are registered with and logged into your Facebook account, you may vote by clicking the Voting Button for the nominee you select. A confirmation window will open, and by clicking “Confirm Vote,” your vote will be officially submitted.
    - If you click the “Confirm Vote” button and are not logged into your Facebook account, you will be directed to a Facebook login page where you will need to

enter your e-mail address and password to log in to Facebook. Once you are logged in, your vote will be officially submitted.

- If you do not currently have a Facebook account, you will not be able to vote on the Voting Website unless you register for a Facebook account (go to Facebook.com to register). Registration on Facebook is free.
- After you click the “Confirm Vote” Button, you will see a “Thank You” page that confirms receipt of your vote and offers you the opportunity to take one of the following actions:
  - Share on Twitter
    - If you click the “Share on Twitter” button and are registered with and logged into your Twitter account, you will be presented with a pre-populated Tweet announcing the nominee for whom you just voted. Publishing this Tweet **WILL** count as another vote for your selected nominee, subject to all other vote restrictions and limitations herein.
      - If you want to change your vote, you can change the text of the Tweet in accordance with the instructions in Section 2 below.
      - If you don’t want to cast another vote for that Award, that nominee, or any other nominee, cancel the Tweet.
    - If you click the “Share on Twitter” button and are not logged into your Twitter account, you will be asked to log in.
    - If you do not currently have a Twitter account, you will not be able to vote via Twitter unless you register for a Twitter account (go to Twitter.com to register). Registration on Twitter is free.
    - You may also submit votes directly on Twitter (without first voting online) by posting one (1) or more Tweets from your Twitter account in accordance with the instructions in Section 2 below.
  - Vote Again for the Same Award
    - If you click the “Vote Again” button, you will be taken back to the Voting Page for the same Award.
    - If you do not want to cast another vote for that nominee or that Award, you may close the tab for the Voting Page on your browser.
    - You may cast up to one hundred (100) votes per day per Award on the Voting Website.

- Share on Facebook
  - If you click the “Share on Facebook” button, you will be presented with the Facebook message box where you can compose a post and share your vote on your Facebook timeline. Publishing this post on your Facebook timeline **does NOT** count as an additional vote.

2. Twitter Voting: To cast a vote directly via Twitter, you must be registered with and logged into Twitter (go to Twitter.com to register). Your Twitter account must be set to Public.

- You may cast a vote for an Award by composing a Tweet containing any **ONE** (1) of the following acceptable hashtags associated with the nominee for whom you intend to vote and posting it from your Twitter account (“Tweet Vote”):

BILLBOARD CHART ACHIEVEMENT AWARD	
Nominee	Official Hashtag
Camila Cabello	#IVoteCamilaBBMAs
Cardi B	#IVoteCardiBBMAs
Drake	#IVoteDrakeBBMAs
Sam Hunt	#IVoteSamBBMAs
Ed Sheeran	#IVoteEdBBMAs

TOP SOCIAL ARTIST AWARD	
Nominee	Official Hashtag
Justin Bieber	#IVoteJustinBBMAs
BTS	#IVoteBTSBBMAs
Ariana Grande	#IVoteArianaBBMAs
Demi Lovato	#IVoteDemiBBMAs
Shawn Mendes	#IVoteShawnBBMAs

- Only Tweet Votes posted during the Voting Period that contain an acceptable hashtag specified above for the applicable Award will be counted as valid votes.
- If hashtags for multiple nominees or more than one (1) Award are included in a Tweet Vote, the vote will be disqualified, and no vote will be counted.
- If you re-tweet a third party’s valid Tweet Vote, it will count as a valid Tweet Vote by you, subject to the same rules for ordinary Tweets set forth above.
- Tweet Votes must comply with all other Twitter requirements (e.g., number of characters, etc.) and may not include any derogatory, defamatory, or obscene language or images.
- If you do not currently have a Twitter account, you will not be able to vote unless you register for a Twitter account (go to Twitter.com to register). Registration on Twitter is free

### HOW MANY TIMES MAY I VOTE?

You may cast up to one hundred (100) votes per Award per day through the Voting Website and an additional one hundred (100) total Tweet Votes per Award per day via Twitter, using any combination of the permitted Twitter-related voting methods described above (i.e., by clicking on the “Share on Twitter” button on the Voting Website and submitting the pre-populated Tweet, by direct Tweet as described in Section 2 above, retweeting someone else’s valid Tweet Vote).

- If you use the Online Voting method, once you submit one hundred (100) votes for a particular Award (regardless of how many are cast for a single nominee), that Award will be unavailable for further voting on the Voting Website until the next day.
- If you use the Twitter Voting method, any Tweet Votes for an Award in excess of one hundred (100) in a given day will not be counted as valid votes.

#### **WHO CAN VOTE?**

Anyone with a valid Facebook account and/or Twitter account can vote regardless of location. You must have a Facebook account to vote online or a Twitter account to vote via Twitter.

#### **HOW MUCH DOES IT COST TO VOTE?**

Voting is free, except for standard internet access charges which may apply if you are using a web browser or standard data charges which may apply if you are voting via your mobile device.

#### **HOW DO I FIND OUT THE RESULTS?**

The winners of the Awards will be revealed during the live television broadcast of the Program scheduled for Sunday, May 20, 2018, 8:00 p.m. Eastern Daylight Time /5:00 p.m. Pacific Daylight Time on NBC. Check your local listings for more information about Program times. Results will also be posted on the Program Website after the end of the live broadcast of the Program.

#### **WHY DO I NEED A TWITTER ACCOUNT OR A FACEBOOK ACCOUNT TO VOTE?**

Logging into your Facebook and/or Twitter account to vote is a key security feature to guard against voting fraud.

#### **ARE THE 2018 BILLBOARD MUSIC AWARDS COLLECTING PERSONAL INFORMATION WHEN I VOTE ONLINE?**

When you participate in Online Voting using Facebook, you will be asked to share some personal information with the *2018 Billboard Music Awards* for vote verification purposes and for other permissible uses set forth in our Privacy Policy available at <https://www.billboardmusicawards.com/legal/privacy-policy>.

#### **I AM HAVING TROUBLE VOTING ONLINE – WHY?**

Although the Internet can handle huge volumes of vote submissions simultaneously, there may be times when your local service provider may not be able to handle every attempt due to the sheer volume. Other technical issues may also arise, such as errors in vote transmission, service outages, delays, malfunctions of telecommunications equipment, software glitches, etc. If you are trying to vote for an Award during the Voting Period but find that your attempts to vote are not being processed, please be patient and try again later.

#### **WHAT ELSE DO I NEED TO KNOW ABOUT THE VOTING PROCESS?**

Any attempt to deliberately undermine, circumvent, or manipulate the legitimate operation of the vote process is strictly prohibited, including, without limitation, use of fraudulent, robotic, or ghost Facebook and/or Twitter accounts, use of multiple email addresses to set up multiple Facebook and/or Twitter accounts, and/or automated voting scripts, programs, or macros (not including legitimate third-party software that enables the scheduling of Tweets such as HootSuite or TweetDeck). dick clark productions, llc ("Producer") reserves the right to disqualify the votes from any individuals/entities it suspects or finds to: (a) have engaged in manipulated and/or inauthentic voting practices; (b) have tampered with the voting process; or (c) be acting in an unsportsmanlike or disruptive manner or with intent to annoy, abuse, threaten, or harass any other person. Producer further reserves the right, in its sole discretion, to make changes, corrections, or modifications to the voting process, procedures, methods, and/or periods at any time during the Voting Period and will post any changes in a timely manner on the Voting Website. Producer is not responsible for technical, hardware, software, or telephone malfunctions of any kind, lost, or unavailable network connections, or failed, incorrect, incomplete, inaccurate, garbled, or delayed electronic communications or for any of the equipment or programming associated with or utilized in the voting process or by any human error which may occur in the tabulation of votes. Producer further reserves the right to designate alternate spellings, key words, or other criteria (as it determines in its sole discretion) that, if used, will qualify a Tweet Vote as valid.

#### **HOW IS MY VOTE COUNTED?**

The total number of valid votes of each kind submitted during the Voting Period for each Award will be tabulated, and the nominee receiving the highest total number of valid votes for the Award for which he, she, or it was nominated will be declared the winner of that Award. If the voting process is interrupted for any reason or is found to have been tampered with in any way or for any other reason that Producer believes to be reasonably necessary (for example, in instances of infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical or system failures or disruption, 'acts of God,' terrorist attacks, or any other causes beyond our control), Producer reserves the right to select the winners of the Awards and may take into consideration the number of votes received by any nominee up until the time of the interruption or cancelation of the voting process.

#### **ARE THE 2018 *BILLBOARD MUSIC AWARDS* AFFILIATED WITH FACEBOOK AND/OR TWITTER?**

No. Although you may use Facebook and Twitter in the voting process, the *2018 Billboard Music Awards* are in no way sponsored, endorsed, or administered by or associated with Facebook or Twitter. Inquiries (whether questions, comments, or complaints) should be directed to [info@telescope.tv](mailto:info@telescope.tv), not to Facebook or Twitter.

If you have additional questions after reading these FAQs, email [info@telescope.tv](mailto:info@telescope.tv).