**FREQUENTLY ASKED QUESTIONS (“FAQs”)**

**JIO CRICKET PLAY ALONG**

**A. ABOUT THE GAME & REGISTRATION**

**1** What is Jio Cricket Play Along?

**Ans:** Jio Cricket Play Along is an exciting concept which allows you to play a cricket play-along game during IPL Cricket Matches scheduled for broadcasting from April 07, 2018 to May 27, 2018.   
The application will display the questions and answer options in sync with the Match broadcast. Based on the answer options shown on the App, players should select the answer, thereby submitting it.  
Answers will be revealed on the App subsequently. Correct answers enable a player to earn points.

**2** How do I get Jio Cricket Play Along?

**Ans:** Players should download the latest version of MyJio app (available for Android on Play Store / for iOS on App Store for free). Once installed, click on MyJio and click on ‘play the game’ to start playing the game. For customers playing on a JioPhone, the App should already be installed. If not, please install the App. Please ensure that you have a Jio SIM in the Jio Phone, to be able to play the game.

Non-Jio users will have to confirm the OTP they will receive on their mobile before proceeding. OTP is generated as soon as you submit your details. In case it is not received, please check the number you have entered and click the ‘Re-send’ button.

We would love for you to do this at least 30 minutes before the match broadcast starts so that you have enough time to get acquainted with the format, select your preferred language and commence answering the game.

**3** What should I do if I am not able to access the Jio Cricket Play Along App?

**Ans** Thank you for playing Cricket Play Along game. If you are unable to access the Jio Cricket Play Along in the MyJio App, please follow the below steps:

* Check whether you have data connectivity. It is possible that you might not be able to access the App because of poor data connectivity.
* Update the latest version of the MyJio App from the Play Store / App Store
* Force close the MyJio App in your device
* Clear Cache / cookies from Settings -> Apps -> MyJio
* Open MyJio App once again

**4** Can anyone play the game?

**Ans**: Only persons who are 18 years or above on the date of registration, Indian citizen, and of sound mind & health are permitted to participate.

**5** I am not a Jio customer, can I still play Jio Cricket Play Along?

**Ans:** Yes, you can play so long as you download and register on the Jio Cricket Play Along game. Non-Jio customers will have to confirm their number by entering the OTP received on their mobiles before proceeding to play the Game.

**B. SELECTING ANSWERS**

**6** How much time will I get to answer the question?

**Ans:** In part, it is to keep the spirit of the game alive, and in part, it is to ensure that everybody gets a level playing field. A countdown timer will be depicted for answering each question.

**7** The colour of answer option selected did not change, would my answer be recorded?

**Ans:** Unfortunately no, once the colour changes, it tells us that you have submitted that answer and the same gets recorded at our end.

**8** I missed a question, can I give an answer to it at a later time?

**Ans:** No, the questions displayed on the App will be available for answering, as per the countdown timer. If you missed the question at the time it was displayed, then you can wait for the next question to answer and possible score points.

**C. POINTS COMPUTATION**

**9** Which score will be referred to for computation of points?

**Ans:** The scores maintained by the official scorekeeper of the Match will be considered as final. Your points will be calculated basis this.

**10** How are you calculating my points?

**Ans:** Jio Cricket Play Along Points are calculated based on the type of question. For example, the Match questions (during innings pertaining to the Match) will have 50 points each for the correct answer. The Over questions (prior to start of each Over), as well as Time-out questions (during strategic timeout as well as other timeouts during the match) will have 10 points each for the correct answer. If the player has the option to use Powerplay, then the player will be awarded 3 times the points for that particular question.

Please stay on the App to be able to receive each question on your device.

**11** My points are not getting updated / there is an error in the points that I can see. How do I resolve this?

**Ans** Thank you for playing Cricket Play Along game. You earn points basis the correct answers that you give for each question. After each correct answer, the points get added to your account and will be visible on the top right hand corner while playing the game. The points are mapped to your mobile number. In case you are playing with a different mobile number, the point accumulation will start afresh.

**12** I am not a Jio Customer, will I get the same points as a Jio customer?

**Ans:** Yes, you will get the same points

**D. POWERPLAY**

**13** How do I earn eligibility for Powerplay?

**Ans:**  Powerplay will be awarded to the player in the following ways:

1. The first time the you log in to play the game
2. The first time you complete your entire profile on the game. Please note, that any subsequent updates of the profile will not grant you an additional Powerplay.
3. Each time you answer a minimum of one Over question in three matches. These could be any 3 Matches during the Tournament.
4. Each time you refer the game with someone in your contact list successfully. Please note that the referrer will get a Powerplay only if the person with whom the link is shared plays the game using the same link. It is further clarified that if multiple players share links with the same person then only the first successful registration will be awarded a Powerplay.
5. When you get a level-up by obtaining a certain number of points through correct answers, as mentioned in Annexure A

A player could earn multiple Powerplays using the above options.

**14** When is a Powerplay available for redemption?

**Ans:** Only 1 Powerplay can be redeemed in an innings. Once the Powerplay is activated, the player could earn 3 times the points for the next 3 questions asked on the App. If the game is completed / ended prior to the three questions asked, then you will not be able to carry forward the Powerplay into the next game i.e. if Powerplay is activated, then it cannot be carried forward into next innings / next match. Unused Powerplays will be carried forward to subsequent innings / match.

The player can activate Powerplay at his/her discretion, once the player has been awarded the same. The Powerplay will be awarded as per the following timelines:

|  |  |
| --- | --- |
| **Powerplay eligibility** | **Timelines when Powerplay will be awarded** |
| First time the player logs in to play the game | Immediately |
| First time the player completes the full profile in the game |
| When a player gets a level up in the game |
| Each time the player refers (shares) the app successfully |
| Each time a player answers a minimum of 1 Match question for 3 matches | Subsequent match i.e. if a player answers a minimum of 1 question each for any 3 matches during the Tournament, then in the 4th Match that the player logs in, the player will be able to utilize the Powerplay |

**E. LEADERBOARD**

**15** My name is on the Leaderboard, why have I not won a prize?

**Ans** The Leaderboard displays the top 50 names randomly selected amongst the players with the highest points. The Leaderboard is purely indicative and does not affect the winner determination process. We will consider you basis the points you have scored, rather than the leaderboard.

**16** I have the same points as someone else, but my name is not on the Leaderboard. Does that have any implication?

**Ans** The Leaderboard only displays the top 50 names randomly, amongst all the players with the highest points. Please note that this does not affect the winner determination process.

**F. WINNINGS**

**17** What prizes am I eligible to win?

**Ans:**  An eligible player who is a Jio subscriber, can win Grand Prizes, dependent on the points earned by the player. Once a player has been a Grand Prize Winner, he/ she could be ineligible to win any further Grand Prizes for subsequent Matches for any sub-categories. The list of Grand Prizes and their sub-categories are specified in the below table:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Winner type | | Match Winner | Weekly winner | Qualifier / Eliminator Winner | Final Winner | Tournament Winner |
| Grand Prize | Sponsor Name | Per Match (56 matches excluding qualifiers, elminator and final) | Per Week (7 weeks starting April 7, 2018)\* | Per qualifier / eliminator (2 qualifiers and 1 eliminator) | Final | Tournament |
| Number of prizes | | | | |
| 1 BHK apartment in Palava City by Lodha | Lodha |  |  |  |  | 1 |
| Holiday in UK for a couple | Yatra |  |  |  |  | 2 |
| KWID Cars | Renault |  | 2 | 1 | 3 |  |
| INR 50,000 voucher for a holiday in India | Yatra | 1 |  | 1 | 1 |  |
| Theme park voucher - Family 4 Express | Imagica | 3 |  | 3 | 3 |  |
| Theme park voucher - Family 4 Express | Imagica | 6 |  | 6 | 6 |  |
| 3D2N Couple Stay | Treebo | 1 |  | 1 | 1 |  |

Gold Prizes are eligible for all players, dependent on the points earned by the player. A player can be a Gold Prize Winner multiple times across sub-categories of prizes. The list of Gold Prizes and their sub-categories are specified in the below table:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Winner type | | Match Winner | Qualifier / Eliminator Winner | Final Winner | Others |
| Gold Prize | Sponsor Name | Per Match (56 matches excluding qualifiers, elminator and final) | Per qualifier / eliminator (2 qualifiers and 1 eliminator) | Final | PAPs who register |
| Number of prizes | | | |
| Theme Park Vouchers – Express | Imagica | 10 | 10 | 10 |  |
| Theme Park Vouchers | Imagica | 39 | 39 | 39 |  |
| INR 1,000 Vouchers | VLCC | 150 | 150 | 150 |  |
| INR 1,000 Vouchers | OYO | 5 | 5 | 5 |  |
| INR 500 Vouchers | Pizza Hut | 300 | 800 | 800 |  |
| INR 500 Gift Hamper | VLCC | 33 | 33 | 33 |  |
| Theme Park Vouchers - Snowpark | Imagica | 50 | 50 | 50 |  |
| INR 300 Voucher | Zoomcar | 10 | 10 | 10 |  |
| Rs. 100 Movie discount Vouchers | Paytm | 15,000 | 40,000 | 40,000 |  |
| Rs. 200 discount Voucher | Zoomcar |  |  |  | All PAPs |
| Rs. 1,000 Vouchers | Treebo |  |  |  | All PAPs |
| 35% Discount Voucher | OYO |  |  |  | All PAPs |



**18** What are the T&Cs for the Prizes?

**Ans:**

Conditions for Grand Prizes are as below:

|  |  |
| --- | --- |
| **Prize** | **Terms & Conditions** |
| 1 BHK apartment in Palava City by Lodha | - All applicable taxes like GST and registration, stamp duty charges will be paid by the Sponsor - Winner will have to bear the TDS - Other T&Cs of will be communicated to the Winner subsequently |
| Holiday in UK for a couple (Yatra) | - Wiiner(s) will be responsible for the visa arrangements, if any - Winner couples not clearing UK visa for technical reasons can be sent to other locations / countries with similar package prices, as per discretion of Sponsor - Other T&Cs of will be communicated to the Winner subsequently |
| KWID Cars (Renault) | - xxxx - Winner will have to bear TDS  - Winner will have to bear the registration and any other taxes as applicable  - Other T&Cs of will be communicated to the Winner subsequently |
| INR 50,000 voucher for a holiday in India (Yatra) | - Voucher validity is 6 months - Voucher can be used to avail of any Yatra Online services, like Holiday, flight ticket or hotel stays, etc. - All applicable taxes including TDS for all above prizes will be borne by the Sponsor |

Conditions for Gold Prizes are as below:

|  |  |
| --- | --- |
| **Prize** | **Terms & Conditions** |
| Rs. 500 Vouchers (PizzaHut) | - Voucher validity is 6 months - Any billing above INR 500 at a Pizza Hit outlet has to be borne by the Winner |
| Rs. 1,000 Vouchers (VLCC) | - For redemption at outlets - Validity is XXX months |
| Rs. 500 gift hamper (VLCC) | - For redemption on products only - Validity is XXX months |
| Rs. 1,000 Room night Voucher (OYO) | - Available on bookings between 16-Apr-18 and 30-May-18 for the period 16-Apr-18 to 30-Jun-18 |
| Rs. 1,000 Vouchers (Treebo) | - Redemption is on the basis of a minimum of 2 nights stay |
| 55% Discount Voucher (OYO) | - Discount available on total value of package stay - Available on bookings between 16-Apr-18 and 30-May-18 for the period 16-Apr-18 to 30-Jun-18 |

Other applicable terms and conditions on the above vouchers will be mentioned on the respective vouchers.

**19** How will I know if I have won any Grand Prizes?

**Ans**: Grand Prize winners will be announced on a weekly basis. Such winners will be contacted on the mobile number provided by them at the time of registration on the Jio Cricket Play Along Game app. Failure to contact the Grand Prize Winner may result in forfeiture of the Grand Prize for such player and the Company may award the same to subsequent eligible player with highest score. If the Grand Prize winner fails to collect the Grand Prize within 30 days, the Grand Prize winner will be disqualified and the Grand Prize will be forfeited. The Grand Prize details will be made available to the player in the ‘My Winnings’ section in the game. Details such as gratification partner/ sponsor name and details of how to redeem the Grand Prize will be made available on the same.

**20** How will I know if I have won any Gold Prizes?

**Ans**: Gold Prize winners who have won the prizes will be notified through the ‘My Winnings’ section in the game. Details such as gratification partner/ sponsor name and details of how to redeem the Gold Prize will be made available on the same.

**21** Within how many days will the Company intimate me about my winnings?

**Ans**: The Company will intimate all Grand Prize winners within 10 working days from the Match / Week for which the prizes have been declared.

**22** Which documents will I be required to provide in order to redeem/ claim prizes?

**Ans**:

1. Lodha house: The player will be required to send attested copies of Aadhar card of the player and any other documents required will be informed subsequently. We will inform you the manner in which the documents need to be sent to us.
2. Travel to UK: The player will be required to send attested copies of a valid passport for the player and his/ her companion, Aadhar card of the player and any other documents that will be required to arrange for the player’s and companions’ visa and travel to UK within the stipulated time. We will inform you the manner in which the documents need to be sent to us.
3. Other Grand Prizes: The player will be required to send attested copies of Aadhar card of the player and any other documents required will be informed subsequently. We will inform you the manner in which the documents need to be sent to us.

**23** How many prizes can I win in the Play Along Game for each Match?

**Ans**:

1. For the sake of moreful clarity, once an eligible player has been a Grand Prize winner for any of the sub-categories of prizes, he/ she is ineligible to win any further Grand Prize for subsequent Match / Week.
2. For the sake of more clarity, eligible players who have already won a Gold Prize would be eligible to win Gold Prizes for subsequent Matches
3. Grand Prize winners can be eligible for Gold Prizes

**24** I have won the Episode prize for UK trip. How will I know my travel dates?

**Ans**: The travel dates will be communicated to the winner by our representative

**25** Can I request to modify/ extend/ reduce the number of travel days for the UK trip?

**Ans**: No. Unfortunately, we cannot permit any modifications to the travel dates decided by the Company. In the event the player is not available on the given dates, he/ she will be disqualified and the prize will be forfeited.

**26** I have won the Grand prize for Renault KWID car. When will I be handed over the prize?

**Ans**: The process of handover of the prize will be communicated to the winner by our representative.

**27** Where can I see my prizes on the MyJio app?

**Ans**: Prize details will be available to the players in the ‘My Winnings’ section of the Jio Cricket Play Along game. Details such as gratification partner/ sponsor name and details of how to redeem the prize will be made available on the same.

**28** I have not received any call/ SMS/ notification from Jio regarding my prizes. When will I receive an intimation regarding the same?

**Ans**: In case you win any prize, the details will be updated in the ‘My Winnings’ section the MyJio app. Please visit the same for more details.

**29** How can I redeem the prize that I have won?

**Ans:** In case you win any prize, the details will be updated in the ‘My Winnings’ section the Jio Chat app. For winners of US trip and Maestro Edge Scooter, you will receive a call from our advisor within 5 working days. For the other Ajio & Amazon vouchers, you can click on same which is visible under ‘My Winnings’ section.

**G. GENERAL**

**30** Can I tell my friends that I am playing Jio Cricket Play Along?

**Ans:** Absolutely!! We would be thrilled if you do that. You can select 'Share' icon and let your friends know that you are enjoying Jio Cricket Play Along game.

**31** What happens if the network connection breaks or I get a call or SMS or have poor data connectivity while I'm playing the game?

**Ans**: If you get a call or SMS while playing, do not exit the MyJio app, but continue playing after your call has ended. However, the question timer may have ended, in which case you will need to wait till the next question is asked on the App.

In the event network connection breaks for any reason, you may not able to play the questions. Please remember to stay in an area with a good data connectivity when playing this game! And do try and avoid lifts, basements, tunnels and any other area where data connectivity could be poor!

**32** If I change my phone number, can I continue to play the game?

**Ans**: Your phone number is your identity in the MyJio app. Using a different phone number would mean you are a new participant to the Game. So, to maximise your points, stick to one phone number! And don’t play with another person's phone number.

**33** How do I give you feedback about the Jio Cricket Play Along?

**Ans:** That’s really sweet of you!! Please email us at [jiocricketplayalong@jio.com](mailto:jiocricketplayalong@jio.com)

**Annexure A: Powerplay Level with Points range**

|  |  |
| --- | --- |
| **Level** | **Points Range** |
| 1 | 0 to 100 |
| 2 | 101 to 300 |
| 3 | 301 to 500 |
| 4 | 501 to 750 |
| 5 | 751 to 1000 |
| 6 | 1001 to 1250 |
| 7 | 1251 to 1500 |
| 8 | 1501 to 2000 |
| 9 | 2001 to 2500 |
| 10 | 2501 to 3000 |
| 11 | 3001 to 3500 |
| 12 | 3501 to 4000 |
| 13 | 4001 to 4500 |
| 14 | 4501 to 5000 |
| 15 | 5001 to 5500 |
| 16 | 5501 to 6000 |
| 17 | 6001 to 7000 |
| 18 | 7001 to 8000 |
| 19 | 8001 to 9000 |
| 20 | 9001 to 10000 |
| 21 | 10001 to 11000 |
| 22 | 11001 to 13000 |
| 23 | 13001 to 15000 |
| 24 | 15001 to 17000 |
| 25 | 17001 to 19000 |
| 26 | 19001 to 21000 |
| 27 | 21001 to 26000 |
| 28 | 26001 to 31000 |
| 29 | 31001 to 36000 |
| 30 | 36001 to 41000 |
| 31 | 41001 to 46000 |
| 32 | 46001 to 51000 |
| 33 | 51001 to 56000 |
| 34 | 56001 to 61000 |
| 35 | 61001 to 71000 |