

ICMI Call Recording Contest  
OFFICIAL RULES

**NO PURCHASE OR PAYMENT OF ANY KIND IS NECESSARY TO ENTER OR WIN. A PURCHASE OR PAYMENT WILL NOT IMPROVE YOUR CHANCES OF WINNING. CONTEST IS VALID ONLY IN THE UNITED STATES (EXCLUDING PUERTO RICO) AND CANADA (EXCLUDING QUEBEC) – ENTRIES FROM PERSONS LIVING IN OTHER COUNTRIES WILL BE AUTOMATICALLY DISQUALIFIED.**

**GENERAL CONDITIONS:**

The ICMI Call Recording Contest (the “**Contest**”) is sponsored by ICMI, a part of UBM LLC, with a principal place of business at 600 Community Drive, Manhasset, NY 11030 (“**ICMI**” or “**Sponsor**”). The Contest is governed by these Official Rules, as well as by the laws of the State of New York and applicable United States federal law, without regard to any conflicts of laws principles. The Contest is void where prohibited or restricted by law. By entering the contest, each entrant agrees to abide by the terms of these Official Rules and by the decisions of Sponsors, which are final and binding on all matters pertaining to the Contest. The Contest is being run in connection with [www.icmi.com](http://www.icmi.com) (the “**Web Site**”) and is therefore also governed by ICMI’s Terms of Service and Privacy Statement, as well as other policies pertaining to the Web Site. These Official Rules will govern any conflict between any of the Web Site policies and these Official Rules. The Web Site policies may be viewed on the Web Site.

**HOW TO ENTER:**

The Contest entry period shall run from September 9, 2013 through September 30, 2013; late entries will not be taken.

To enter the Contest, submit two (2) transcriptions of recordings of phone, email or chat conversations held by your help desk – one (1) example which demonstrates a very positive customer interaction and one (1) example which needs improvement, along with a short paragraph for each that explains how you either praised the call or used it as a training opportunity.

**ALL ENTRIES MUST BE FULLY SCRUBBED OF ANY AND ALL NAMES, SOCIAL SECURITY NUMBERS, ADDRESSES, PHONE NUMBERS, PASSWORDS, PERSON DETAILS, AND ANY AND ALL OTHER PERSONALLY IDENTIFIABLE INFORMATION OR OTHER INFORMATION THAT COULD BE LINKED TO A PARTICULAR CALLER OR SITUATION. ANY ENTRIES THAT ARE NOT FULLY SCRUBBED BY CONTEST ENTRANT WILL BE IMMEDIATELY DISQUALIFIED AND DESTROYED.**

One (1) entry per company; multiple entries will not be accepted. Entries/submissions are not considered, nor will they be treated as confidential.

Entries will be judged on the following criteria, all of which will be weighed equally:

- Complexity – Was the issue straight-forward and easily resolved or did it require additional effort from the coach and/or the agent?
- Clarity – Was the transcript provided in a clear and easy to understand format? Was the explanation complete or was it lacking specific details?
- Finesse – Was the level of praise or coaching appropriate for the call?

Sponsor reserves the right to disqualify any entries in its sole discretion.

Winners of Prizes (defined below) are collectively referred to herein as the “Winners.”

**AWARDING OF PRIZES & NOTIFICATION:**

The odds of winning are determined by the total number of eligible participants.

Judging of entries will occur from October 1, 2013 through November 14, 2013. Winners will be notified on or about November 15, 2013.

Winner will be required to: (1) provide his or her full mailing address for the purpose of receiving the prize(s), which address must be within the 50 United States (excluding Puerto Rico) or Canada (excluding Quebec); (2) sign and return a release of liability, declaration of eligibility, and, where lawful, a publicity release, upon Sponsor's request; (3) verify his or her social security number or other taxpayer identification number; and (4) take possession of the prize(s) in the manner specified by Sponsors. In addition, selected Canadian entrants must first correctly answer a time-limited mathematical skill testing question administered by telephone in order to claim a prize. If the above requirements are not met, the prize(s) may be awarded to a replacement winner. The replacement winner will need to satisfy all of the requirements of these Official Rules. This process will be repeated until the prize(s) are awarded in full.

**PRIZE(S):**

The following prizes will be awarded (collectively the "Prizes"):

The entry with the highest score based on the judging criteria set forth above will win one (1) All-Access OnDemand Training Pass (valued at \$5,000). 2<sup>nd</sup> highest score will win one (1) 4-day Symposium Pass (valued at \$2995). 3<sup>rd</sup> highest score will win one (1) Virtual OnDemand: 3-part Agent Coaching Series Pass (valued at \$900).

In the event of unavailability of a stated prize, Sponsor reserves the right to substitute items of equal or greater value. Prizes are not transferable, exchangeable, or redeemable for cash. Reporting and payment of any federal, state, provincial, local, VAT, or other taxes, fees, customs, duties, insurance, or other amounts owed in connection with any prize are the sole responsibility of the winner. Winner will be required to sign and return an affidavit of eligibility, liability release and grant permission to use his/her name and likeness for advertising and promotion (without further compensation) within 21 days of notification or alternate winner will be selected. (Tennessee residents need not complete and return a publicity release.)

EACH PRIZE IS GIVEN AWAY BY SPONSOR "AS-IS." SPONSORS DO NOT MAKE, AND HEREBY DISCLAIM, ANY WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING ANY PRIZE, INCLUDING WITHOUT LIMITATION ANY IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

**ELIGIBILITY:**

The Contest is open to any natural person who is a legal resident of the 50 United States, including the District of Columbia (excluding Puerto Rico) and Canada (excluding Quebec), who is 18 years or older at the time of entry and who is a member of the Web Site. Officers, directors, and employees of Sponsors and/or their parents, subsidiaries, affiliates, divisions, or agents (including but not limited to advertising, promotion and production agencies) and members of their immediate families (including spouse, parents, siblings, grandparents, grandchildren, step-children, step-parents and in-laws) or those with whom they are domiciled are not eligible.

**DISQUALIFICATION:**

Sponsors reserves the right, in its sole discretion, to disqualify any entrant that Sponsors determine: (1) has tampered with the entry process or the operation of the contest; (2) has acted in an unsportsmanlike or disruptive manner or with the intent to annoy or harass Sponsors or any other person or entity; (3) has not satisfied all of

the requirements for entry in the contest; (4) has fabricated or altered their entry except for scrubbing personally identifiable information or other information required to be removed hereunder; or (5) to be otherwise ineligible under, or otherwise in violation of, these Official Rules. Any attempt by an entrant to commit any of the above acts of misconduct may be a violation of civil or criminal law and Sponsors reserve the right to seek damages from such entrant to the fullest extent permitted by law.

**LIABILITY/TERMS AND CONDITIONS:**

**By entering the contest you agree to participate at your own risk.** By entering, each entrant releases and holds harmless Sponsors, any manufacturer or supplier of any prize, any other persons or entities involved in the contest, each of its and their respective parents, subsidiaries, and affiliates, and each of its and their respective officers, directors, employees, and agents, from any responsibility or liability whatsoever arising out of or resulting from: (1) entry or participation in the contest; (2) the acceptance, possession, or use of any prize; (3) any violation by such entrant of these Official Rules or applicable laws; (4) any incorrect or inaccurate entry of information including, but not limited to as a result of technical malfunctions, human error, lost/delayed data transmission, omission, interruption, deletion, defect, line failures of any telephone network, computer equipment, software or any combination thereof; (5) entry materials that have been tampered with, or entries that are illegible, late, lost, damaged, postage due or misdirected; (6) any injury or damage to participants or any other person or property to or resulting from participation or downloading any material in connection with the contest; and (7) any conditions arising from events beyond Sponsors' reasonable control. By entering the Contest you acknowledge that you have the right to enter your photograph in the Contest (including, but not limited to, ownership of the photograph and the express permission of any individuals included in your photograph) and you assume all liability arising from your actions.

WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, NEITHER SPONSORS NOR ANY OF THE AFOREMENTIONED PARTIES SHALL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE CONTEST, HOWSOEVER CAUSED, WHETHER ARISING IN STATUTE, TORT, CONTRACT, OR OTHER LEGAL THEORY, AND REGARDLESS OF WHETHER SUCH PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND ALL SUCH DAMAGES ARE HEREBY DISCLAIMED AND EXCLUDED.

**PUBLICITY:**

By entering, each entrant grants to Sponsors the right to use and publish such entrant's name, state of residence, and any other information in any winning entry both online and in print, in connection with the contest, without additional compensation, except to the extent prohibited by law. In addition, by entering, each entrant consents to the use of their names and likeness for advertising and/or promotional and/or marketing purposes without additional compensation. (A Tennessee resident consents to the use of his name and likeness only if such Tennessee resident expressly consents to such use.) Sponsors reserve the right to use any information provided by entrants in connection with the Contest in any manner permitted by these Official Rules.

**TERMINATION:**

Sponsors reserve the right, in their sole discretion, to cancel, terminate, modify, or suspend the Contest at any time for any reason, including but not limited to any reason that affects the administration, security, fairness, integrity, or proper conduct of the contest. Such reasons included but are not limited to fraud, tampering, unauthorized access, infections by computer virus, bugs, technical failures, or any other causes beyond the control of Sponsors. In the event that Sponsor terminates the Contest before all Prizes are awarded, Sponsor shall award all Prizes earned up to the effective date and time of termination and no other Prizes will be awarded.

**NO ENDORSEMENT:**

Nothing contained in these Official Rules or in any of the Contest materials should be construed as an endorsement by Sponsors of any prize manufacturers or suppliers or other third party, product, or service.

**WINNERS LIST:**

For the name of the prize winners, available after November 15, send a stamped, self-addressed envelope to:

ICMI  
Call Recording Contest  
121 South Tejon Street, Suite 1100.  
**Colorado Springs, CO 80903**  
Attn: Erica Strother

Requests must be received by November 30. Questions regarding the contest may be directed to Erica Strother at ICMI at [estrother@icmi.com](mailto:estrother@icmi.com).