

Skill2Thrill Terms and Conditions for residents of NSW, NT, SA, TAS & WA

Residents of VIC & QLD please click here to view the T&Cs

- Skill2Thrill Trivia (The Service) is provided by SKILL2THRILL and is a service of Artiq Mobile B.V., P.O box 17348, 1001 JH Amsterdam, The Netherlands, with the technical assistance of Dialect Interactive. Helpline: 1800057154 (toll free).
- By sending an SMS to 194422 you acknowledge that you have read and understood and agree to be bound by these conditions.
- Be sure to return to these Terms and Conditions periodically to review the most current version. SKILL2THRILL reserves the right at any time, at our sole discretion, to change or otherwise modify the Terms and Conditions without prior notice, and your continued access or use of the SKILL2THRILL quiz and subscription service signifies your acceptance of the updated or modified Terms and Conditions.
- The Service is open to Australian residents (subject to paragraph 5). Employees and agents of SKILL2THRILL and their immediate families are not permitted to enter The Service. If you are under the age of 18 you must have the express permission of an adult or the express permission of the owner of the mobile phone.
- The Service has been developed for residents of NSW, NT, SA, TAS and WA only. Residents from QLD and VIC can participate in a different setup, see the link to the Terms and Conditions for VIC & QLD at the top of this page.
- If you send an answer via SMS to 194422 on the website you enter both a quiz and a subscription service. You also agree to receive non-rated marketing messages from SKILL2THRILL or third parties via SMS on a weekly basis.
- The quiz consists of two rounds: a qualifying round and a knock-out final round.
- The qualifying round consists of three questions.
- The final round is a free of charge knock-out round (except for the standard SMS charges of \$0.25), with a maximum of three open questions. The winner will be the first individual to send in the correct answer to the last question, or, if no individual sends in the correct answer to this question, the individual who has the answer that is closest to the correct answer. There is no chance involved in this. In the knock-out final, answering a question incorrectly or after the deadline eliminates you from the final.
- If there is a deadline by which an answer must be received, this will be mentioned in the question that is sent via SMS to you.
- If you do not answer a question in the knock-out final, you will not receive any further questions and you will be eliminated. You will still be subscribed to the SKILL2THRILL subscription service until you opt out of the service.
- There is no restriction on the number of times you may enter the quiz. However, each mobile phone number can receive only one place in the knock-out final.
- The subscription period for The Service is 1 week. The subscription contract and the subscription period will be renewed each week and a new subscription fee shall become due for the new subscription period. The subscription contract shall remain in effect until terminated and/or cancelled by the user or SKILL2THRILL.
- The subscription to The Service consists of new trivia rounds with new prizes starting every week.
- The subscription fee is \$10/wk, inclusive of GST. Additional free messages you may receive begin with [Free Msg] (or words to that effect). Free messages include the final knock out round, and the initial message advising you of your subscription. All messages you send will be charged at the standard SMS rate of \$0.25.
- The determination of the winner by SKILL2THRILL will be final. Entrants will have no right of appeal.
- SKILL2THRILL reserves the right to replace the advertised prize with a CASH alternative. If the prize advertised is replaced by cash, the amount will be one of equal value to the prize on offer.
- Winners will be contacted via a phone call to their mobile telephone number. If the winner does not answer their phone after two attempts, the prize will be allocated to the participant in second place. The winners of all competitions are announced on this website. Winners are required to send a confirmation email to SKILL2THRILL stating their current postal address their full name and mobile number. These details are checked against SKILL2THRILL's records. If the confirmation email is not received by SKILL2THRILL 28 days after the winner is first contacted, the prize is deemed forfeited. Prizes cannot be issued without this email confirmation. Prizes will only be sent to the address specified unless otherwise indicated by the winner. Prizes returned to SKILL2THRILL unclaimed are deemed forfeited and will not be reissued at a later date.
- If for some reason beyond SKILL2THRILL's control, it is not possible to supply the prize as advertised, SKILL2THRILL will supply a substitutable item of equal or greater value.
- The prize is awarded within 28 days of the closing date for the quiz.
- You can opt out of The Service at any time. To do so, send a text message stating "stop" to 194422 (standard SMS costs of \$0.25 may apply). By doing this you will opt out of the quiz and subscription service. If you have qualified for a knockout final round you will still be entitled to participate, even if you subsequently opted out of the service.
- There are no other obligations, such as an obligation to purchase goods or services, connected to participation in The Services.
- SKILL2THRILL will collect personal information about entrants for the purposes of conducting The Service and awarding prizes. Data may be passed to Australian mobile operators upon their request. Also the Provider reserves the right to send free of charge marketing messages for SKILL2THRILL or third party promotions purposes to customers who become subscribers. In accordance with the National Privacy Principles in the Privacy Act 1998 (Cth), you have a right to access most of the information SKILL2THRILL holds about you. If your request is denied, you will be provided with reasons.
- (a) Under the Trade Practices Act 1974 (Cth) and other statutes there are some warranties and conditions that cannot be excluded, restricted or modified or can only be excluded, restricted or modified to a limited extent.
(b) Other than the conditions or warranties referred to in paragraph 23 (a), SKILL2THRILL has no liability to you.
- If The Service is not capable of running as planned due to any reason (including, but not limited to fraud, a state of emergency, natural disaster, war, technical failures or any other causes) SKILL2THRILL reserves the right to cancel, modify, terminate or suspend The Service.
- You release and agree to keep SKILL2THRILL and Dialect Interactive indemnified from any claim, cost, demand, tax, liability or damage suffered or incurred by SKILL2THRILL or its directors, employees or agents, arising out of entry into The Service.
- SKILL2THRILL is not responsible for any technical error that may occur during The Service. This includes, but is not limited to, any omission, interruption, deletion, defect or delay in operation or transmission or failure of any telephone, mobile or satellite network.
- SKILL2THRILL is not responsible for any lost, late or incomprehensible entries in the quiz.
- SKILL2THRILL is not responsible for any tax implications that may arise from winning a prize in the quiz. You should seek independent financial advice about such matters.
- Except for the promotion of the SKILL2THRILL services on this website, these services are also promoted on other websites. Such promotions on other websites take place by and under the responsibility of third parties. SKILL2THRILL cannot control such promotions and to the extent permitted by law, it herewith excludes all liability for damage that results from or is otherwise connected to such promotion by third parties.
- Complaint Handling Policy
This Complaint Handling Policy aims to:
 - provide a framework for Artiq Mobile BV employees to work with when handling Complaints from Customers;
 - ensure consistency within Artiq Mobile BV in handling and resolving Complaints from Customers; and
 - assist Artiq Mobile BV's commitment to provide quality products, services and customer service.

Artiq Mobile BV defines the term complaint as any expression of dissatisfaction or grievance made to Artiq Mobile BV by a Customer or member of the public with any product or service of Artiq Mobile BV, not including a request for information.

Complaint handling procedure: Artiq Mobile BV's customer care agents will provide reasonable information and assistance to ensure that Complaints are lodged effectively. Complaints may be lodged by phone on 1800057154 (toll free, during business hours), electronic mail to info.au@skill2thrill.com. Complaints will be acknowledged and Customers can be advised of a reference that can be used to identify progress of their Complaint. By letter to Complaint Department, P.O box 17348, 1001 JH Amsterdam, The Netherlands. TMG has established, and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints.

Response to Complaints: Complaints will be processed in a timely and efficient manner. Managing our customer's expectations realistically is Artiq Mobile BV's goal. This involves the careful examination of each complaint and a resolution offered on the basis of that analysis.

Escalation of Complaints: Artiq Mobile BV's goal in the area of complaints handling is to finalise complaints at first contact.

- These terms and conditions constitute the entire agreement between you and SKILL2THRILL.

Skill2Thrill Terms and Conditions for residents of QLD and VIC

(Residents of NSW, NT, SA, TAS & WA please click here to view the T&Cs)

- Skill2Thrill Funclub (The Service) is provided by SKILL2THRILL and is a service of The Mobile Generation B.V., P.O box 17348, 1001 JH Amsterdam, The Netherlands, with the technical assistance of Dialect Interactive. Helpline: 1800057154 (toll free).
- By sending an SMS to 194433, you acknowledge that you have read and understood and agree to be bound by these terms and conditions.
- Be sure to return to these Terms and Conditions periodically to review the most current version. SKILL2THRILL reserves the right at any time, at our sole discretion, to change or otherwise modify the Terms and Conditions without prior notice, and your continued access or use of the SKILL2THRILL quiz and subscription service signifies your acceptance of the updated or modified Terms and Conditions.
- The Service is open to Australian residents (subject to paragraph 5). Employees and agents of SKILL2THRILL and their immediate families are not permitted to enter The Service. If you are under the age of 18 you must have the express permission of an adult or the express permission of the owner of the mobile phone.
- The Service has been developed for residents of VIC and QLD only. Residents from NSW, NT, SA, TAS and WA can participate in a different setup, see the link to the Terms and Conditions for NSW, NT, SA, TAS and WA at the top of this page.
- If you send a message via SMS to 194433 you enter both a competition (trade promotion) and a subscription service. You also agree to receive non-rated marketing messages from SKILL2THRILL or third parties via SMS on a weekly basis.
- The subscription period for The Service is 1 week. The subscription contract and the subscription period will be renewed each week and a new subscription fee shall become due for the new subscription period. The subscription contract shall remain in effect until terminated and/or cancelled by the user or SKILL2THRILL.
- The subscription to The Service allows the user to download 3 pieces of mobile content (games, wallpapers and/or ringtones) made available during the subscription period of that week on a WAP page. Any rights to download any content during a subscription period expire at the end of the subscription period, and will not roll over into subsequent subscription periods. Not all mobile networks allow the downloading of content. These users will still be able to use The Service's text based content such as love compatibility matches and horoscopes on that WAP page.
- The subscription fee is \$10.00 per week. In addition to the subscription fee, the user will be responsible for any applicable WAP and GPRS fees imposed by the user's mobile phone network service provider in connection with downloading or receiving material via The Service
- The determination of the winner of the trade promotion by SKILL2THRILL will be final. Entrants will have no right of appeal.
- SKILL2THRILL reserves the right to replace the advertised prize with a CASH alternative. If the prize advertised is replaced by CASH the amount will be one of equal value to the prize on offer.
- Winners will be contacted via a phone call to their mobile telephone number. If the winner does not answer their phone after two attempts, the prize will be allocated to the participant in second place. The winners of all competitions are announced on this website. Winners are required to send a confirmation email to SKILL2THRILL stating their current postal address their full name and mobile number. These details are checked against SKILL2THRILL's records. If the confirmation email is not received by SKILL2THRILL 28 days after the winner is first contacted, the prize is deemed forfeited. Prizes cannot be issued without this email confirmation. Prizes will only be sent to the address specified unless otherwise indicated by the winner. Prizes returned to SKILL2THRILL unclaimed are deemed forfeited and will not be reissued at a later date.
- If for some reason beyond SKILL2THRILL's control, it is not possible to supply the prize as advertised in its trade promotion, SKILL2THRILL will supply a substitutable item of equal or greater value.
- The prize is awarded within 28 days of the closing date for the promotion.
- You can opt out of The Service at any time. To do so, send a text message stating "stop" to 194433 (standard SMS costs of \$0.25 may apply). By doing this you will opt out of the subscription service. If you have qualified for the trade promotion you will still remain in the draw to win.
- There are no other obligations, such as an obligation to purchase goods or services, connected to participation in The Services.
- SKILL2THRILL will collect personal information about entrants for the purposes of conducting The Service and awarding prizes. Data may be passed to Australian mobile operators upon their request. Also the Provider reserves the right to send free of charge marketing messages for SKILL2THRILL or third party promotions purposes to customers who become subscribers. In accordance with the National Privacy Principles in the Privacy Act 1998 (Cth), you have a right to access most of the information SKILL2THRILL holds about you. If your request is denied, you will be provided with reasons.
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(b) Other than the conditions or warranties referred to in paragraph 17 (a), SKILL2THRILL has no liability to you.
- If The Service is not capable of running as planned due to any reason (including, but not limited to fraud, a state of emergency, natural disaster, war, technical failures or any other causes) SKILL2THRILL reserves the right to cancel, modify, terminate or suspend Skill2Thrill.
- You release and agree to keep SKILL2THRILL and Dialect Interactive indemnified from any claim, cost, demand, tax, liability or damage suffered or incurred by SKILL2THRILL or its directors, employees or agents, arising out of entry into The Service.
- SKILL2THRILL is not responsible for any technical error that may occur during Skill2Thrill. This includes, but is not limited to, any omission, interruption, deletion, defect or delay in operation or transmission or failure of any telephone, mobile or satellite network.
- SKILL2THRILL is not responsible for any lost, late or incomprehensible entries in the trade promotions.
- SKILL2THRILL is not responsible for any tax implications that may arise from winning a prize in the trade promotion. You should seek independent financial advice about such matters.
- Except for the promotion of the SKILL2THRILL services on this website, these services are also promoted on other websites. Such promotions on other websites take place by and under the responsibility of third parties. SKILL2THRILL cannot control such promotions and to the extent permitted by law, it herewith excludes all liability for damage that results from or is otherwise connected to such promotion by third parties.
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- Escalation of Complaints: Artiq Mobile BV's goal in the area of complaints handling is to finalise complaints at first contact.
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