

# FANBOX VOTING & DONATION FEATURES TERMS AND CONDITIONS VERSION 1 OF 2026

## 1. INTRODUCTION

These Terms and Conditions govern participation in the FanBox Voting and Donation Features available on the FanBox platform.

By participating in any FanBox voting poll, fan award, player award, team donation campaign, player donation campaign, or any other monetized voting or donation activity available through FanBox, participants agree to be bound by these Terms and Conditions.

These Terms and Conditions apply exclusively to the FanBox Voting and Donation Features and do not apply to any other FanBox products, services, features, promotions, competitions, or campaigns, which may be governed by separate terms and conditions. The terms and conditions are applicable as at 1 March 2026 and shall remain applicable unless otherwise reviewed.

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## 2. DEFINITIONS

For purposes of these Terms and Conditions:

- **"FanBox"** means the digital fan engagement platform operated by MTN Eswatini.
  - **"MTN"** means MTN Eswatini Limited.
  - **"Poll"** means any voting campaign, award, competition, recognition initiative, or fan engagement activity hosted on FanBox.
  - **"Donation Feature"** means any feature allowing users to financially support a player, club, team, fan, or other approved beneficiary through FanBox.
  - **"Collections"** means all valid voting or donation revenue generated through a specific poll or donation campaign.
  - **"Platform Fee"** means the percentage retained by MTN for platform administration, operational costs, payment processing, and platform sustainability.
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### **3. PLATFORM FEE**

#### **3.1 Voting Polls**

Unless otherwise stated for a specific poll:

- MTN shall retain twenty percent (20%) of all Collections generated through paid voting polls as a Platform Fee.
- Eighty percent (80%) of Collections shall be allocated for distribution to eligible beneficiaries or winners in accordance with the applicable poll rules.

#### **3.2 Donation Campaigns**

Unless otherwise stated:

- MTN shall retain twenty percent (20%) of all donations received through the FanBox Donation Feature as a Platform Fee.
- Eighty percent (80%) of donations shall be paid to the designated beneficiary.

#### **3.3 Right to Amend Distribution Formula**

MTN reserves the right, at its sole discretion, to amend, revise, replace, increase, decrease, or otherwise modify the Platform Fee and distribution percentages at any time.

Any revised distribution structure may be communicated through the FanBox platform, campaign-specific rules, or other official communication channels.

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### **4. PLAYER AWARD POLLS**

This section applies to polls including but not limited to:

- Player of the Month
- Player of the Season
- Goal of the Month

- Goalkeeper of the Season
- Defender of the Season
- Midfielder of the Season
- Striker of the Season
- Any other player-focused recognition award

#### **4.1 Winner Takes All Model**

Unless otherwise communicated:

- The player receiving the highest number of valid votes shall be declared the winner.
- Following deduction of the applicable MTN Platform Fee, the winning player shall receive one hundred percent (100%) of the remaining distributable prize pool.

#### **4.2 Vote Pool Inclusion**

The distributable prize pool shall include revenue generated from all valid votes cast in the poll, including votes cast for non-winning nominees.

#### **4.3 Right to Amend**

MTN reserves the right to modify the prize allocation methodology for any player award poll at its sole discretion.

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### **5. FAN AWARD POLLS**

This section applies to polls including but not limited to:

- Fan of the Month
- Fan of the Season
- Best Dressed Fan
- Most Passionate Fan
- Super Fan Awards

- Any other fan-focused recognition poll

### **5.1 Default Prize Distribution**

Unless otherwise communicated:

- The top two (2) participants receiving the highest number of valid votes shall qualify for prize distribution.
- Following deduction of the MTN Platform Fee, the remaining distributable prize pool shall be allocated amongst the top three finalists.

### **5.2 Proportional Distribution**

Prize allocations shall be calculated proportionally based on each finalist's percentage contribution to the total votes accumulated by the top three finalists.

**Example:**

If:

- Fan A contributes 60% of votes among the top three finalists
- Fan B contributes 40%

Then the distributable prize pool shall be shared accordingly:

- Fan A receives 60%
- Fan B receives 40%

### **5.3 Vote Pool Inclusion**

The distributable prize pool shall include revenue generated from all valid votes cast within the poll, including votes cast for participants who do not place in the top three.

### **5.4 Right to Amend**

MTN reserves the right to modify the prize allocation methodology, number of winners, or distribution percentages at any time.

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## **6. DONATION CAMPAIGNS**

## 6.1 Team Donations

For team donation campaigns:

- MTN shall retain the applicable Platform Fee.
- The remaining amount shall be paid to the nominated team beneficiary.

## 6.2 Player Donations

For player donation campaigns:

- MTN shall retain the applicable Platform Fee.
- The remaining amount shall be paid to the nominated player beneficiary.

## 6.3 Beneficiary Verification

MTN reserves the right to verify beneficiary identity and payment details prior to any payout.

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## 7. PAYOUTS

### 7.1 Mobile Money Only

All monetary winnings, donations, rewards, and payouts shall be paid exclusively through a valid Mobile Money account registered in the name of the approved beneficiary.

No alternative payment methods shall be permitted, including but not limited to:

- Cash payments
- Bank transfers
- Cheques
- Airtime
- Third-party accounts

### 7.2 Verification Requirements

MTN may require winners or beneficiaries to provide:

- Valid identification

- Proof of ownership of the Mobile Money account
- Any additional information required for compliance purposes

### **7.3 Payment Timelines**

MTN shall endeavor to process payouts within a reasonable period following winner confirmation and verification.

MTN shall not be liable for delays caused by verification requirements, technical issues, Mobile Money service interruptions, regulatory requirements, or circumstances beyond its control.

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## **8. FRAUD, ABUSE AND DISQUALIFICATION**

MTN reserves the right to investigate any suspicious activity.

Votes, donations, participants, beneficiaries, or winners may be disqualified where MTN reasonably suspects:

- Fraudulent activity
- Vote manipulation
- Use of automated systems
- Artificial vote inflation
- False identities
- Collusion
- Any activity intended to unfairly influence results

MTN's decision regarding disqualification shall be final.

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## **9. MTN RIGHTS**

MTN reserves the right to:

- Modify any poll rules.
- Modify payout formulas.


- Change winner selection criteria.
- Suspend or terminate any poll or donation campaign.
- Cancel votes deemed invalid.
- Refuse or delay payment pending investigation.
- Amend these Terms and Conditions at any time.

Any decision made by MTN regarding the administration of FanBox shall be final and binding.

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## 10. LIMITATION OF LIABILITY

MTN shall not be liable for:

- Network failures
  - Technical interruptions
  - Delayed payments
  - System downtime
  - Errors caused by third-party service providers
  - Losses arising from participation in FanBox activities
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## 11. ACCEPTANCE

Participation in any FanBox Voting or Donation Feature constitutes acceptance of these Terms and Conditions.

MTN's decision on all matters relating to FanBox Voting and Donation Features shall be final and binding.