

# **Lucky Draw – eBill**

## **FAQs**

### **ABOUT THE DRAW**

#### **1. How does the lucky draw work?**

If you are registered to the eBill service, you automatically get a chance to participate in a monthly lucky draw.

#### **2. Who is eligible to participate in the lucky draw?**

All residential customers in Mauritius and Rodrigues having an active Fixed line with Mauritius Telecom are eligible to participate in the draw.

#### **3. I am already registered to eBill. Am I eligible to participate in the lucky draw?**

Yes, customers who are already registered to eBill service will also participate in the lucky draw.

#### **4. How do I register to the eBill service?**

You can register to eBill

- On my.t care app
- On myt.mu
- On Selfcare
- In any Telecom shop
- By calling 8902

#### **5. How many lottery tickets do I get?**

You will get 1 lottery ticket per Fixed line number.

#### **6. When will I receive my lottery ticket?**

You will receive an SMS or an email with your lottery ticket number at least 1 week before the draw.

**7. I have 2 Fixed line numbers or more under my name. How many lottery tickets will I get?**

You will receive 1 ticket for each Fixed line number registered under your name.

**8. What is the duration of the lucky draw campaign?**

The campaign starts on 18<sup>th</sup> August 2025 and ends on 31<sup>st</sup> October 2025.

**9. How many draws are there?**

There will be 1 draw per month. (Total of 3 draws over 3 months).

**10. When will the lucky draw take place?**

It will be a monthly draw which will take place on the 17<sup>th</sup> of the following month at the Mauritius Turf Club (MTC) under the supervision of the Gambling Regulatory Authority (GRA).

	Month	Period		Lucky Draw at Mauritius Turf Club
		From:	To:	
1	August	Monday 18-Aug-25	Sunday 31-Aug-25	<b>Thursday 17-Sep-25</b>
2	September	Monday 01-Sep-25	Tuesday 30-Sep-25	<b>Friday 17-Oct-25</b>
3	October	Wednesday 01-Oct-25	Friday 31-Oct-25	<b>Monday 17-Nov-25</b>

**11. For how many draws is my lottery ticket valid for?**

Your lottery ticket is valid for **1 draw only**. You will be notified in the SMS for which draw your ticket is valid.

**12. Will I be eligible to participate in the next draw if I did not win?**

Yes, you will receive another SMS/email with a new lottery ticket number to participate in the next draw.

**13. How many winners are there for each lucky draw?**

There will be 1 winner per draw.

**14. I am registered to eBill but did not receive any SMS or email with my lottery ticket number. What should I do?**

Make sure to check your inbox, Including spam folders.

You can also check your lottery ticket on my.t care app. If you still cannot see your lottery ticket, please contact us on 8902. Our team will be happy to assist you.

**15. Am I eligible to participate in the next draw if I won the previous draw?**

No, you will not be eligible to participate in the next draw if you have won the previous one.

**PRIZE**

**16. What is the prize?**

The winner will get 1 iPhone 16.

**17. Will I receive notifications for my lottery ticket for the lucky draw?**

You will receive an SMS or an email with your lottery ticket. You can also check all your lottery tickets on my.t care app.

**18. Where can I check the results of the lucky draw?**

The results will be published on my.t care app, in local newspapers and on MT social media platforms.

**19. Will I be notified if I win?**

Yes, the winner will be contacted on his/her mobile number or Fixed line number.

**20. How do I claim my prize if I win?**

You will need to collect the prize in person. You will be requested to bring your NID card as proof of identification.

**21. Can someone else claim the prize for me?**

Yes, the authorized person will have to bring a letter of authorization duly signed by you, and your original NID card.

**22. Can I gift the prize to someone else?**

Yes, but you must claim the prize in person first.

**23. Can the prize be exchanged for other alternatives?**

No. The prize cannot be exchanged.

**24. How much time do I have to claim my prize if I win?**

You will have 6 months to collect your prize.