

# **So You Think You Can Dance 2008 Website Viewer Voting FAQ's**

## **How do I vote?**

Each contestant will be assigned a toll-free telephone number during the performance show. However, during the first 5 weeks of voting (starting Wednesday, June 11, 2008), contestants will perform as couples and each dance couple will be assigned a toll-free telephone number during those performance shows. To vote, simply watch "So You Think You Can Dance" on FOX each week (see local listings for times in your area) and dial the telephone number of the contestant(s) for whom you wish to vote. Voting will open at the end of each performance show. DO NOT call before the end of the show as the lines will not be open. Results of the vote will be revealed in the special results shows that will also air on FOX each week (see local listings for details). Rules and procedures are subject to change at producers' discretion without notice.

## **Who can vote?**

Anyone calling from within the continental US, Hawaii, Alaska, Puerto Rico and the US Virgin Islands can cast their vote for "So You Think You Can Dance".

## **When can I vote?**

Voting for "So You Think You Can Dance" opens at the end of the performance show each week (see local listings for times in your area) and stays open for at least 2 hours, subject to time zone restrictions. Outside of these times, the toll-free lines will play a busy signal and your call will not count as a vote.

## **Is it true that some people can cast votes outside of the 2 hour window after the show?**

No, this is not true. As part of the process to ensure that the "So You Think You Can Dance" voting system is accurate and ready for the public to call and vote, a test window is built into the toll-free system for the morning of each vote show. During this test window, anyone calling the toll-free numbers from a phone with a West Coast area code will hear the 'thanks for voting' message. This vote window is for testing purposes only and any calls received during this time do not count as valid votes. Your votes will only count if you call during your valid 2 hour vote window after the performance show, subject to time zone limitations. Outside of these hours, votes will not count, even if you hear the 'thanks for voting' message.

## **How much does it cost to vote?**

Telephone calls to the "So You Think You Can Dance" voting lines are toll-free so you will not be charged to vote. If you use a cell phone to call, airtime and applicable roaming and long distance charges will apply.

## **Can I vote by using my cell phone?**

Yes, you can vote using your cell phone, although airtime and applicable roaming and long distance charges will apply to toll-free numbers from cell phones. Contact your cell phone service provider if you want to know how much you will be charged.

If you are calling from a cell phone and you are in a different time zone from your cell phone number, the system will accept or reject your vote based on the time zone of your

cell phone area code. For example, if you have a New York cell phone area code but are calling from Los Angeles, you will be voting outside the East Coast voting window and your vote will not be accepted. Try calling again from a land line telephone during the West Coast voting window.

Text message voting is not available for “So You Think You Can Dance”.

**I couldn't get through to the lines or all I get is a busy signal when I call – why?**

Although the telephone network is designed to handle huge volumes of calls simultaneously, there may be times (particularly just after the show) when it will not be able to handle every single call due to the sheer volume. If you are calling during your voting window but can't get through to cast your vote, be patient and try again.

If you hear the fast busy signal, it may be that you are calling outside of the voting window. When your voting window closes, lines will switch from a 'thank you for voting' message to a fast busy signal.

If you are sure you are calling within your voting window but still can't get through, it may be that your local phone company has been flooded with calls. Try waiting a few minutes before calling again. If you still have problems, contact your local phone company.

If you are calling from a cell phone with an area code that is in a different time zone from that in which you are calling, the system will accept or reject your vote based on the time zone of your cell phone's area code. For example, if you have a New York cell phone area code but are calling from Los Angeles, you will be voting outside the East Coast voting window and your vote will not be accepted. Try calling again from a land line telephone during the West Coast voting window.

**Can I vote if I subscribe to a digital phone service or VOIP (Voice Over Internet Protocol) service?**

Yes, you can vote if you subscribe to some digital or internet-based phone systems, such as Vonage or Skype. However, note that digital phone and VOIP services often re-route outgoing calls to a different geographical location from which the call is being made. As a result, you may only be able to vote in the voting window to which your call has been re-routed. If you are trying to vote in the regular voting window for your region and your call is re-routed outside of your region by your service provider, you will not be able to vote (instead, you will hear a fast busy signal). However, you still have the availability to vote during the other voting window. For further information, contact your digital phone or VOIP service provider.

**When I called one of the toll-free lines, I heard the wrong contestant's (or couple's) number – why?**

All lines for “So You Think You Can Dance” are tested before going on-air to make sure the lines work properly and are playing out the correct audio. If you call and hear the wrong contestant's number (or dance couple's number), it's possible you accidentally misdialed, so check the number and dial again.

**What will I hear if I call the toll-free numbers?**

Voting begins at the end of the performance show when ALL of the contestants have performed - if you call before then, you will hear a busy signal and your vote will NOT

count.

At the end of the performance show each week, phone lines will be opened and voting can begin. Voting lasts for at least 2 hours, subject to local time zone restrictions, from the end of the show and during that time you will hear a pre-recorded message thanking you for voting for your chosen contestant(s). Each contestant (or dance couple, during the first 5 weeks of voting) will have their own number read/shown on air, and the phone message will confirm for whom you have voted. After the voting window closes, no more votes will be accepted and lines will play out a busy signal.

**When I called, I was told to call a “900” number – isn’t “So You Think You Can Dance” voting toll-free?**

If you call to vote for your favorite “So You Think You Can Dance” contestant(s) and hear a message to call a "900" number, or if you hear anything other than ‘thanks for voting’, you have misdialled. Do not call this "900" number to vote as "900" numbers are not connected to “So You Think You Can Dance” voting. Please try the “So You Think You Can Dance” toll-free numbers again, dialing carefully.

**How do I know my vote has been counted?**

Your vote will count if you vote during your valid voting window and hear the ‘thanks for voting’ message. If you do not hear a pre-recorded message thanking you for voting, your vote did not count.

**How do I find out the results?**

“So You Think You Can Dance” will air a performance show Wednesdays on FOX each week (see your local listings for show times) and the results of each vote will be revealed in the special results show on FOX each Thursday (see local listings for details). So make sure you don’t miss a single minute of the two shows each week if you want to see how your vote affected the results!

**What's being done about power dialing?**

Production will have in place weekly monitoring procedures designed to prevent individuals from unfairly influencing the outcome of the voting by generating significant blocks of votes using technical enhancements. The producers reserve the right to remove any identified 'power dialing' votes.

**Why can't I vote by the toll-free numbers using a payphone?**

Votes from payphones will be blocked. To vote for your favorite contestant(s), use a standard land line telephone or cell phone. If you use a cell phone to call, airtime and applicable roaming and long distance charges will apply.

**Why can't I vote on the Internet?**

Only toll-free phone voting is available for “So You Think You Can Dance”.