

## Biz Broadband Promo 2021

### Terms & Conditions

1. imagine's Biz Broadband promotion offers discounts to customers when they sign up to or recontract their existing Biz Broadband, Biz Broadband Plus and/or Biz Bundle plans.
2. This promotion is valid from 09<sup>th</sup> July to 31<sup>st</sup> August 2021 (herein referred to as 'promotion period').
3. This promotion is applicable for all new and existing enterprise customers on Biz Broadband, Biz Broadband Plus and/or Biz Bundle services (herein referred to as 'eligible customers').
4. Customers who either sign up or recontract are eligible for \$9 only on monthly rental up to 4 months and additional 15% discounts up to 8 months on their respective services as per below:

#### Biz Broadband and/or Biz Broadband Plus

Contract Period	Offer
1-Year Contract	<ul style="list-style-type: none"> <li>▪ \$9.00 on monthly rental for first month</li> <li>▪ 15% discount on monthly rental for next 2 months</li> </ul>
3-Year Contract	<ul style="list-style-type: none"> <li>▪ \$9.00 on monthly rental for 4 months</li> <li>▪ 15% discount on monthly rental for next 8 months</li> </ul>

#### Biz Bundle

Contract Period	Offer
1-Year Contract	<p><b>Broadband:</b></p> <ul style="list-style-type: none"> <li>▪ \$9.00 on monthly rental for first month</li> <li>▪ 15% discount on monthly rental for next 2 months</li> </ul> <p><b>Mobile:</b></p> <ul style="list-style-type: none"> <li>▪ \$50.00 deposits waived</li> </ul>
3-Year Contract	<p><b>Broadband:</b></p> <ul style="list-style-type: none"> <li>▪ \$9.00 on monthly rental for first 4 months</li> <li>▪ 15% discount on monthly rental for next 8 months</li> </ul> <p><b>Mobile:</b></p> <ul style="list-style-type: none"> <li>▪ \$50.00 deposits waived</li> </ul>

5. Bill discount reflection on customer's bills:
  - i. Customers who sign-up between 09<sup>th</sup> July – 25<sup>th</sup> July will receive the bill discount in their August bill.
  - ii. Customers who sign-up between 26<sup>th</sup> July – 22<sup>th</sup> August will receive the bill discount in their September bill.
  - iii. Customers who sign-up between 23<sup>rd</sup> August – 31<sup>st</sup> August will receive the bill discount in their October bill.
6. Customers who upgrade their plan are also required to re-contract in order to be eligible for the Biz Broadband promotion.



7. Customers who sign up and/or recontract to Biz Broadband or Biz Broadband Plus or Biz Bundle services via *imagine* Centre or sales agents (outbound callers or account managers) are eligible for the promotion (herein referred to as 'eligible entries').
8. Any customers other than enterprise customers will not be eligible for this promotion unless otherwise stated.
9. Any changes in plans to either (i) a higher bandwidth or (ii) higher quota plan will be considered an upgrade unless otherwise stated.
10. Any promotional offer will be based on the initial chosen plan from the customer. Should the customer upgrade their plan prior to the awarding period, the promotional offer will still be based on the initial plan chosen.
11. Eligible Customers' service must be in 'Active' state during the awarding period. Otherwise, the discount will be forfeited for that month, and will be awarded the following month instead.
12. Following any temporary disconnection from Biz Broadband services during any relocation activity by the customer, the discounts will be postponed for that period. The discounts will only be applied once the customers have their broadband service reconnected and reactivated. No additional extension of contract period will apply.
13. Customers who are subscribed to *imagine* employee plans, corporate employee plans and residential broadband plans are not eligible for this promotion.
14. Eligibility to recontract
  - a. Customers who are on any previous promotions that have either free rental or discounts can recontract at no penalty if their remaining contract period is six (6) months or less. However, any previous offers or discounts that have not been awarded will be forfeited.
  - b. Customers who are on an existing Biz Broadband or Biz Broadband Plus or Biz Bundle contract can recontract if their remaining contract period is six (6) months or less.
  - c. Customers who are on device bundle contract attached to their mobile or broadband service can recontract if their remaining contract period is six (6) months or less. However, the customers are required to settle the device penalty at a flat rate indicated by *imagine*.
15. Service cancellations for new signups
  - a. In the event that the customer requests for a service cancellation within ten (10) working days of the agreed appointment date during application, no refunds will be entertained.
  - b. In the event that the customer requests for a service cancellation due to a delay by the network service provider, any upfront payments made for the service installation will be refunded.
  - c. In the event that the customer requests for a service cancellation due to reasons including but not limited to lack of infrastructure, non-standard installation or additional external costs, the refund request shall be reviewed by *imagine*.
16. Eligible customers who have successfully signed up to Biz Broadband and/or Biz Broadband Plus and/or Biz Bundle services are not allowed to downgrade their plan for the duration of the contract period upon successful activation.
  - a. In the event that the said customer performs a downgrade of their initial plan before fulfilling their contract period, a downgrade fee will be charged and any discount and/or bill rebates will be charged back to the customer accordingly, and the customer will no longer be eligible for the promotion.



17. Change of ownership

- a. Any change of account ownership by the customer, except in the event of death or otherwise consented by *imagine*, will be deemed as a breach of contract and will require the customer to pay penalty fees (early termination fees), including but not limited to pay back of the promotional offer as well as rental charges for the remaining months of the contract period.

18. Early termination fees while serving contract

- a. Any early termination of the contract will incur cancellation fee(s), including but not limited to the total rental charges of the remaining months of the contract period and any rental(s) that has been awarded.

19. The customer shall also be bound by the following Terms & Conditions, which are deemed to be incorporated by reference:

- a. The General Terms and Conditions of Service;
- b. *imagine* Broadband Terms and Conditions;
- c. *imagine* Mobile Terms and Conditions;
- d. These Specific Terms and Conditions are available on the *imagine* website or can be requested upon written request.

20. *imagine* reserves the right to deem the offer void if the customer does not comply with the terms and conditions specified for this promotion including *imagine's* General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed and accepted by the customer. Such rights conferred by *imagine* under these terms and conditions shall be additional to the rights conferred by *imagine* under *imagine's* General Terms and Conditions for services and any other terms and conditions agreed and accepted by the customer.

21. All details and particulars registered by the customer must be true, accurate and complete.

22. *imagine* shall not be liable for any delay, failure or omission in carrying out this promotion.

23. *imagine* shall not be liable for any claims, losses and damages sustained by the customer.

24. *imagine* reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.

25. *imagine* reserves the right to alter these terms and conditions at any time, without prior notice.

26. Customers in this promotion shall accept the terms and conditions and the alteration thereof.

27. All decisions are at the discretion of *imagine* and shall be deemed final.