

Annual License Fee FAQ

1. What is Annual License fee?

It is an annual mobile license fee of B\$25.00 that every mobile subscriber pays per mobile line. It is charged starting on the date of registration and then annually on each anniversary until the service is terminated.

2. What is the change to the Annual License fee?

From 24th January 2020 onwards, the \$25 Annual License fee is revised to B\$0.

3. Who is entitled to a refund of the Annual License fee?

Prepaid and postpaid mobile subscribers whose Annual License fees were due on or after 24 January 2020 and have paid for it, including subscribers whose accounts have been temporarily disconnected or terminated after paying the Annual License fee.

4. My Annual License fee was due on 24th January 2020 and I have paid it to mobile service provider A. On 25th January 2020, I ported my mobile number to mobile service provider B. Who will refund my Annual License Fee?

Mobile Service Provider A will refund your Annual License Fee.

5. Will I be refunded if my Annual License fee is due before 24th January 2020?

No, you will not be refunded.

6. When will I be refunded the Annual License Fee?

Customers will be refunded starting from the 30th day after the official public announcement.

7. How will I get refunded?

For affected Dream Postpaid subscribers, imagine will provide a rebate by reducing B\$25 from the next month's bill.

For affected Wish Prepaid subscribers, Imagine will credit B\$25.00 (or any amount deducted for the Annual License fee) to the total mobile credit amount.

For subscribers who have terminated their mobile number after paying the Annual License fee on or after 24th January 2020, the fee will be refunded directly to your bank account. Kindly Talk2Us at 111 or visit your nearest imagine centre for a refund application.

7. How will I get refunded?

Talk2Us at 111 or visit your nearest imagine centre for updates on the refund process.