



Broadband Renewal Promotion FAQ 2022

What is the 2022 Broadband Renewal Promotion?

Customers are able to enjoy free data for 6 months or discounts to their monthly bill when they refresh their Dream Broadband contract for 24 months.

What is the duration of this promotion?

This promotion is valid from 3rd January- 28th February 2022

Who is eligible for this promotion?

This promotion is eligible for existing residential Dream Broadband customers only.

What is the promotion all about?

Imagine offers as follows:

a) Data based:

Subscription Plan	Reward
Dream 20 (200GB, 400GB, 800GB)	100GB for 6 months
Dream 50 (200GB)	100GB for 6 months
Dream 50 (400GB)	150GB for 6 months
Dream 50 (800GB)	200GB for 6 months
Dream 50 (1600GB)	400GB for 6 months
Dream 100 (400GB)	150GB for 6 months
Dream 100 (800GB)	200GB for 6 months
Dream 100 (1600GB)	400GB for 6 months

b) Unlimited:

Subscription Plan	Reward
Unlimited – Copper & Fiber	\$20 off monthly broadband bill for 6 months

- 30 Unlimited Plan customers will stand a chance to win Smart Home Bundle
- 1 lucky customer who recontract on 24th January 2022, will stand a chance to win RealMe 7

How can I sign up to this 2022 Broadband Renewal promotion?

This promotion is available through:

- Imagine centres: Starting 3rd January 2022
- Online Webstore: Starting 10th January 2022

When will customer be awarded their \$20 discount off their monthly bill?

Customers will be awarded according to their recontract date, which will only be reflected to in their monthly bill as below:

Sign up date	Award	Reflect in
3 rd Jan 2022 – 22 nd Jan 2022	End of Jan 2022	February
22 nd Jan – 23 rd Feb 2022	End of Feb 2022	March
24 th Feb – 28 th Feb 2022	End of March	April

When will customer be awarded their free data?

Customers will be awarded according to their recontract date, which will only be reflected to in their monthly bill as below:

Sign up date	Award
3 rd Jan 2022 – 22 nd Jan 2022	End of Jan 2022
22 nd Jan – 23 rd Feb 2022	End of Feb 2022
24 th Feb – 28 th Feb 2022	End of March

How do I know if I'm eligible for the Smart Home Bundle draw?

If Customers recontract from within the promotion period, they will automatically be eligible for the draw.

How do I know if I'm eligible for the Realme7 lucky draw?

If Customers recontract on 24th January 2022, they will automatically be eligible for the draw.

I'm on Dream Bundle. Am I eligible for this promotion?

Yes, however, customers who are currently on 12 months/24 months contract Dream Bundle plan must re-contract for 24 months.

I am currently on the TelBru Home Broadband plan. Can I apply for this promotion?

Customers are required to convert their Home Broadband plan to Dream Broadband 24-month contract or Dream Bundle 24-month contract to be eligible for this promotion

I am currently on an existing contract with a few months before expiry. Can I apply for this promotion?

For customers currently on Device bundle or Promotional contract attached to their Wish Mobile or Dream Broadband service:

- I. Customers currently on any discount or promotional contract will forego their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.
- III. Customers on non-promotional contract/ any device bundle contract can sign-up for device bundle without any penalty fee. Provided that they re-contract their Dream Broadband and Wish Mobile Bundle (bundled pricing) for 24 months.
- IV. Customers currently on 12 months/ 24 months contract plan must re-contract their Dream Broadband and Wish Postpaid Mobile Bundle (bundled pricing) for 24 months.

I wish to upgrade my plan.

Yes, you may upgrade your plan to any of the higher plans to a 24-months contract.

Can I sign up for the promotion on behalf of another person?

Yes, provided that you bring along a signed authorised letter and signed IC copy of the applicant.

Do I still receive my reward if Broadband is not 'active'?

Customer has to be in 'active' status during the awarding period. Otherwise, the rewards will be forfeited for that month and will only continue the following month. No back-dating rewards will be applied.

I wish to downgrade/terminate my plan.

For standalone (Dream Broadband), customer will need to pay necessary fees and charges incurred, which also include:

- Waived sign up fee of \$100.00
- Remainder of the months in the contract
- Reclamation of data used

For Dream Bundle, if customer decided to downgrade either 1 contract, customer will need to pay necessary fees and charges incurred, which also include:

- Waived sign up fee of \$100.00
- Remainder of the months in the contract
- Reclamation of data used

However, promotional offer will still be applicable for the ongoing standalone contract.

Will I need to sign a separate contract for the promotion?

Yes, you will be required to sign a new contract Dream Broadband T&C and contract.

Can I change ownership while on contract?

Any change of account ownership by the customer, except in the event of death or otherwise as consented to by imagine, will be deemed as a breach of contract, and will require the customer to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

I wish to cancel my application for the Zero Sign Up Promotion.

Cancellations are not allowed. Should you request for cancellations, no refunds will be given for the payment processed.

Are there any points received for Virtual Grand Draw if I sign up for this promotion?

Yes, you will receive 5 points for sign up.