

2022 Broadband Renewal Campaign

Terms & Conditions

1. Incorporation by reference

In addition to:

- 1.1 The General Terms and Conditions of Service;
- 1.2 Imagine Broadband Service Terms and Conditions; and
- 1.3 Imagine Dream Bundle Terms and Conditions.

Which terms and conditions are deemed to be incorporated by reference, the Customer shall be bound by the following specific Terms and Conditions.

2. The 2022 Broadband Renewal Campaign (herein referred to as 'Campaign') offers customers to have a benefit as follows when they refresh their contract to any Dream Broadband on a 24-month contract period within the Campaign Period:

- 2.1 Free data on their monthly Data Based Broadband Plans; and/or
- 2.2 Discounts off their monthly Unlimited Broadband bill.

3. This Campaign is valid from 3rd January 2022 to 28th February 2022 (herein referred to as 'Campaign Period').

4. This Campaign is applicable for all imagine's existing Residential customers (herein referred to as 'Eligible customers').

5. Eligible customers can refresh their broadband contract and enjoy 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

c) A total of 30 Unlimited plan customers who refresh their Dream Broadband contract to 24 months on 24th January 2022 will receive a Smart Home Bundle drawn at random during the Campaign Period. Only one (1) customer (from either plans) will earn a chance to win the Realme 7 smartphone at the end of January.

6. The reflection of Bill discount and the Free GB data on customers' accounts:

- i. Eligible Customers who successfully recontract with imagine between 3rd to 22nd January 2022 will receive their Dream Broadband rewards at the end of February.
- ii. Eligible customers who successfully recontract with imagine between 23rd January to 23rd February 2022 will receive their Dream Broadband rewards at the end of March.
- iii. Eligible customers who successfully recontract with imagine between 24th to 28th February 2022 will receive their Dream Broadband rewards at the end of April.

7. Customers under imagine's business plans, or corporate employee plans are not eligible to participate in this Campaign.

8. Applications are available at all imagine branches and imagine's website at <https://www.imagine.com.bn>.

9. Eligible customers are not allowed to downgrade their subscribed plan within the 24-month contract period. Any downgrade will result in the contract being void and an early termination penalty fee shall be imposed.

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. Subject to clause 2, in the event that the Customer decides to downgrade or terminate their Dream Broadband subscription within the contract period, the Customer shall pay the necessary fees and charges incurred. Unless otherwise stated, those fees and charges shall entail the \$20.00 discount, as well as the remainder of the months remaining in the contract and the reclamation of the utilized data.

12. Customers who wish to terminate or downgrade only one (1) of their Dream Bundle services:

- i. In the event that the customer terminates or downgrade their Dream Broadband contract before fulfilling the contract period, the Customer shall pay the necessary fees and charges incurred. Unless otherwise stated, those fees and charges shall entail the \$20.00 discount, as well as the remainder of the months remaining in the contract and the reclamation of the utilized data for that terminated service; and
- ii. The promotional offer is still applicable to the ongoing standalone contract.

13. Contractual eligibility for existing customers includes:

- i. Customers who are not on any contract can recontract to any Dream Broadband or Wish Postpaid Mobile plans of their choice with a minimum 12-month period.
 - ii. Customers who are currently serving a Dream Broadband or Wish Postpaid Mobile contract with a remaining period of six (6) months or less and is not linked to any promotion is also eligible to recontract their plan to be eligible to collect points for the Virtual Grand Draw.
 - iii. Customers who are an existing contract (promotional or device bundle) will not be able to recontract their plan until their current contract period is completed or the early termination penalty fee is settled. Any promotional offers will also be forfeited if they opt to recontract to participate in the Virtual Grand Draw.
14. 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.
15. Eligible customers shall remain 'active' with their service during the awarding period, otherwise the rewards will be forfeited for that month. The rewards will continue the following month. No back-dating of discounts will be applied.
16. Customers who sign up for the promotional offer laid out in this contract will not be eligible for other broadband offers unless otherwise specified by imagine.
17. Once customers have successfully signed up for a specific contract term, they will not be allowed to change to a new contract term unless otherwise specified by imagine.
18. Following requirement on Clause 15, for any temporary disconnection from Dream Broadband services during any relocation activity from the customer, the discounts will not be applicable during that period. Hence, the offer and rewards will only be applied once the customers have their broadband service re-connected and activated. No additional extension of awarding period will apply.
19. imagine reserves the right to deem the offer void if the customer does not comply with the Terms and Conditions specified for this Campaign 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.

20. All details and particulars registered by the customer must be true, accurate and complete.
21. imagine shall not be liable for any delay, failure, or omission in carrying out this Campaign.
22. imagine shall not be liable for any claims, losses and damages sustained by the customer.
23. imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these Terms and Conditions to cancel or make amendment(s) to this offer as well as the giveaways.
24. imagine reserves the right to revise these Terms and Conditions at any time with one (1) month prior notice to the customers.
25. Customers in this Campaign shall accept the Terms and Conditions and the alteration thereof.
26. All decisions are at the discretion of imagine and shall be deemed final.