

Business Connect Bundle FAQ

1. What does the Business Connect Bundle offer?

Business Connect Bundle offers a special bundle pricing on Business Connect Mobile | plans when bundled with any Business Connect Broadband plan.

2. Who is eligible for Business Connect bundle?

Business Connect Bundle is applicable to imagine's existing and new Business customers.

3. How can I sign up for the bundle?

To receive the offer, both Business Connect Broadband & Business Connect Mobile plans must be:

- a. Registered under the same Account Owner.
- b. Active during the time of application.

To sign up, you may contact your respective Account Manager or head to your nearest imagine Centre.

4. I am already subscribed to both Business Connect Broadband and Business Connect Mobile services. Will I automatically receive the offer?

Yes, you will automatically receive the bundle pricing.

5. How many bundles can I sign up for?

There is no limit to the number of bundles customers can sign up for.

For 20Mbps 100GB and 50Mbps 100GB plans, customers can bundle one (1) broadband line with one (1) mobile line.

For 20Mbps/50Mbps 250GB and higher, customer can bundle one (1) broadband line with up to five (5) mobile lines.

6. I am currently subscribed to a Business Broadband plan. Will it be migrated to the Business Connect Broadband plan?

No, your plan will remain as Business Broadband unless you sign up for Business Connect Broadband.

7. I am currently on copper network. Can I migrate to the Business Connect Broadband plan?

Yes, you can. However, the bandwidth for copper is only on a best-effort basis.

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8. Can I as an authorised representative sign up for the new plan on behalf of the account owner?

Yes, you can. You will need to prepare the following documents:

1. Copy of business document (16/17 or Form X)
2. Signed authorisation letter
3. Signed copies of your IC & the account owner's IC
4. Business/Company stamp

9. What will happen to my free Brunet email and paid (applied) Brunet email when I move from Business Broadband to the new Business Connect Broadband?

We regret to inform that imagine will no longer be offering Brunet email for Business Connect Broadband customers.

For existing Business Broadband customers who migrate to Business Connect plans, your Brunet email(s) will remain in service.

10. Can I upgrade or downgrade my plan once I sign up for Business Connect Mobile?

Yes. However, a \$50 downgrade fee will apply.

11. I am on Business Connect Bundle and wish to relocate my service. Will this affect this affect my bundle pricing?

No, relocation will not affect the bundle pricing.

12. What do I need to pay if I wish to terminate my service(s)?

You will need to settle any outstanding bills and any unbilled usage e.g. outgoing calls or data boosters.