

Business Connect Mobile FAQ

1. WHAT IS THE BUSINESS CONNECT MOBILE PLAN?

For this mobile plan, customers pay at the beginning of every month based on their subscribed plan as well as any additional charges accrued during the month.

2. WHERE CAN I PURCHASE IMAGINE'S BUSINESS CONNECT MOBILE SIM CARDS?

You can purchase our SIM cards at any imagine Centre closest to you!

3. HOW DO I PERFORM THE FIRST ACTIVATION ON MY POSTPAID LINE?

Your SIM will be activated upon successful registration via our branch.

4. IS THERE A LIMIT TO THE NUMBER OF SIM CARDS A USER CAN PURCHASE?

There is no limit to the number of SIM cards per customer account.

5. CAN I BUNDLE MY PLAN WITH BUSINESS CONNECT BROADBAND?

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

For 20Mbps 250GB plans or higher, customers can bundle one (1) broadband line with (up to) five (5) mobile lines.

6. WHAT ARE BOOSTERS?

Boosters are one-time purchases that you can make to customise your Business Connect Mobile experience. It can be used to add data, SMS or even talk minutes to your plan!

Please take note that:

- All Boosters are stackable (unless stated otherwise), which means subscribers can have multiple boosters of the same type active at the same time;
- Booster validity is calculated on an hourly basis (instead of day-based)

Boosters will be automatically removed when they reach their expiry date or have been fully utilised i.e. at 100%.

7. HOW MANY TYPES OF BOOSTERS DO YOU HAVE?

For our Business Connect Mobile plan, we have:

1. Standard Data Boosters
2. Time-Bound Data Boosters (Data that you can use within a specified time period)

Business Connect Mobile FAQ

8. CAN I PURCHASE BOOSTERS VIA USSD?

Yes, you can purchase Boosters via USSD as well as through our imagineMobile app, imagine Web Self-Care and at imagine Centres near you.

9. I HAVE PURCHASED TWO OR MORE OF THE SAME TYPE OF BOOSTERS. WHICH ONE WILL BE UTILISED FIRST?

The Booster with the earlier expiry date will be utilised first.

10. CAN I PURCHASE MULTIPLE BOOSTERS OF DIFFERENT TYPES E.G. STANDARD DATA BOOSTER AND TIME-BOUND DATA BOOSTER?

Yes, you can purchase multiple boosters of different types at the same time. However, the validity of the Boosters starts upon successful purchase.

11. I PURCHASED A WRONG BOOSTER IN THE APP, HOW DO I GET A REFUND?

Unfortunately, there will be no refund for a successful purchase.

12. HOW DO I CONFIGURE MY INTERNET MANUALLY?

For iPhone users:

Go to Settings > Cellular > Cellular Data Network > Configure > Under APN, type: internet.bn

For Android users:

Go to Settings > Mobile Network > Under APN:

Name: imagine

APN: internet.bn

13. WHEN WILL THE DATA BE REFRESHED?

The data will be refreshed on the 1st of every month.

14. IF I PURCHASE ON 15TH FEBRUARY 2020, IS THE DATA PRO-RATED?

Both bill and data allowances shall be pro-rated depending on the day of the month you sign up.

15. DO THE FREE LOCAL CALLS/SMS INCLUDE CALLS/SMS TO OTHER LOCAL MOBILE OPERATORS AND LANDLINES?

Yes, they include calls and SMS to local mobile operators and landlines.

Business Connect Mobile FAQ

16. WHAT WILL HAPPEN ONCE I FULLY UTILISE THE LOCAL DATA ON MY BUNDLE?

You will be notified when you use up 75%, 85% and 90% of your data. Once data from the base pack has been fully utilised, you will then be charged PAYG rates.

17. HOW WILL I RECEIVE MY BILL?

We will send your bill to the email address you have provided to us. We therefore strongly advise you to provide us with an active and accurate email address.