

Grand Draw 2021

Terms & Conditions

- 1 *Imagine's* Grand Draw (herein referred to as 'Grand Draw') is applicable to all *Imagine's* Residential customers where customers can collect points based on different activities to stand a chance to win exclusive prizes.
- 2 This Grand Draw is valid for activities (as listed in Clause 3) performed from 1st January to 21st March 2021 (herein referred to as 'promotion period').
- 3 The activities that are applicable for point collection for the Grand Draw are listed as below. The number of points collected will also be dependent on the platform where the customer performs the activity (i.e. online or at *Imagine* Centres). The higher the points accumulated by the customer, the higher the chances of winning the grand prizes.

Activity	Points	
	Online	<i>Imagine</i> Centre
Sign Up	5	3
Recontract	N/A	3
Top Up	4	2
Bill Payment	4	2

Customers who are on a Dream Plus Bundle plan get five (5) times the points accumulated.

- 4 Following the activities listed in Clause 3, the eligibility criteria for the activities are as below:
 - 4.1 **Sign Up**
 - 4.1.1 Any new active sign up to *Imagine's* Dream Broadband or Dream Postpaid Mobile services will earn them the eligibility to be part of the *Imagine* Grand Draw.
 - 4.1.2 Any customers who move from their previous TelBru Home Broadband plans to any Dream Broadband plan will be considered as a successful sign up upon activation.
 - 4.2 **Recontract**
 - 4.2.1 Customers who are not on any contract can recontract to any Dream Broadband or Dream Postpaid Mobile plans of their choice with a minimum 12-month period.
 - 4.2.2 Customers who are currently serving a Dream Broadband or Dream 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 Grand Draw.

- 4.2.3 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 if the penalty has been settled. Any promotional offers will also be forfeited if they opt to recontract to participate in the Grand Draw.

4.3 Upgrade

- 4.3.1 Any successful plan upgrade with a refreshed contract period that has a higher bandwidth (speed) and/or data plan will be considered as an eligible upgrade.
- 4.3.2 Upon successful upgrade, the customer will need to maintain the upgraded plan for a minimum of three (3) months before they downgrade their plan. Should customers then downgrade within the three (3) months, their eligibility will be forfeited. Customers may still choose to upgrade to a higher plan within the three (3) months.

4.4 Top Up

- 4.4.1 A customer may top up as many times as they wish for either Dream Broadband and Dream Postpaid Mobile services. Every successful top up purchased will accumulate points on either service.
- 4.4.2 Successful top up purchases are non-refundable regardless the reason.

4.5 Bill Payment

- 4.5.1 For every successful **Dream Broadband** bill payment of BND\$80 made will entail customers the points as above.
- 4.5.2 For every successful **Dream Postpaid Mobile** bill payment of BND\$30 made will entail customers the respective points as above.
- 4.5.3 Customers may make advanced bill payments if they have no outstanding to accumulate points for the Grand Draw.

5 Grand Draw Prizes

- 5.1** Any free Dream Postpaid Mobile rental stated in the Grand Draw prize(s) will be borne by imagine solely on the monthly rental fees of up to BND29.00 per month. Any other usages that incur charges that includes but is not limited to booster purchases, Pay-As-You-Go rates and roaming charges will be borne by the customer.
- 5.2** Any free Dream Broadband rental stated in the Grand Draw prize(s) will be borne by imagine solely on the monthly rental fees of up to BND85.00 per month. Any other usages that incur charges that includes but is not limited to data top up purchases, upgrades and the so forth will be borne by the customer.
- 5.3** The offers under Clause 5 will be applicable for 12 months and will begin in April 2021 or when service is activated, whichever applicable.

- 6** The customer's service (either Dream Broadband, Dream Postpaid Mobile or both) must be active throughout the Grand Draw period.
- 7** In the event that the customer chooses to terminate their service prior to the Grand Draw date, the customer will no longer be eligible for the Grand Draw.
- 8** Any customers other than residential customers are not eligible for the Grand Draw unless otherwise stated.
- 9** Customers who are subscribed to imagine employee plans, corporate employee plans and business broadband plans are not eligible for this Grand Draw.

- 10 Ten (10) winners will be chosen at random from a computerized tool from all eligible entries received. *imagine's* decision is final and no other correspondence will be entertained thereafter.
- 11 The winner(s) will be notified by phone call and/or published on social media.
- 12 *imagine* reserves the right to publish the names of the winner(s) including pictures and other details that are deemed necessary for this Grand Draw on any of *imagine's* platforms.
- 13 In the event that *imagine* is unable to contact the winners after reasonable efforts to do so as set out above, then the person's right to the Grand Draw will be deemed to have been waived and *imagine* may then randomly draw another winner from the pool of the remaining qualifiers.
- 14 *imagine* reserves the right to deem the offer void if the Customer does not comply with the terms and conditions specified for this Grand Draw 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.
- 15 All details and particulars registered by the Customer must be true, accurate and complete.
- 16 *imagine* shall not be liable for any delay, failure or omission in carrying out this Promotion.
- 17 *imagine* shall not be liable for any claims, losses and damages sustained by the Customer.
- 18 *imagine* reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.
- 19 *imagine* reserves the right to alter these terms and conditions at any time, without prior notice.
- 20 Customers in this promotion shall accept the terms and conditions and the alteration thereof.
- 21 All decisions are at the discretion of *imagine* and shall be deemed final.