

Let's Stream: Broadband Promotion FAQ 2020

What does the Let's Stream: Broadband promotion offer?

This promotion offers three (3) days of unlimited streaming for broadband services at only \$8.00.

What is the duration of this promotion?

This promotion runs from 11th until 30th September 2020.

What streaming services are included in this booster?

The streaming services that customers can enjoy with this booster are as listed below.

Audio	Video
Soundcloud Deezer Shazam Audible	Youtube Netflix Twitch Tik Tok Daily Motion Vimeo iFlix iQIYI Crunchyroll

Note: Other unofficial streaming websites not published may not fall under this package.

What is the validity period of the Let's Stream: Broadband booster?

The validity of this booster will not be less than seventy-two (72) hours.

Who is eligible for this promotion?

This promotion is applicable to all new and existing residential customers.

How can I purchase the booster?

You can purchase the booster via our 'ImagineBroadband' mobile application or Web Self Care services. Otherwise, you may visit your nearest Imagine Centre.

When will the booster take effect?

The Let's Stream: Broadband booster will be activated upon successful purchase.

Note: It may take up to three (3) hours for your top-up to activate. You can check your purchase on the imagineBroadband app or web self-care under Total Usage & Top-Up History.

Is there a limit to as how many times I can purchase the booster?

No. However, you are only allowed to purchase another booster after the initial booster expires.

How will I pay for the booster?

It will be charged to your bill.

I still have my base quota. Can I purchase the booster?

Yes! The booster will take effect upon successful purchase, upon which the validity of the booster will start.

How can I know if the booster purchase is successful?

It will appear in your imagineBroadband mobile app or Web Self Care online service in the "Usage" tab, under "Total Usage & Top-Up History".

If you have not downloaded or registered to the imagineBroadband app or online, we highly recommend for you to download and register for future conveniences for free!

My service is currently throttled. If I purchase the booster, will I be surfing at my subscribed bandwidth?

Yes, you will be able to stream the apps/services (listed above) at your subscribed bandwidth for the booster duration of three (3) days.

Can I cancel the booster or get a refund after making a purchase?

Unfortunately, the booster cannot be cancelled or refunded as it will take effect upon successful purchase.

I purchased the booster on the last day of promotion. Will the top-up remain valid for three (3) days?

Yes, you will still be able to utilise the Let's Stream: Broadband booster for three (3) days!

I have not received the Let's Stream: Broadband booster despite successful purchase.

For any issues or enquiries, kindly Talk2Us at 111 for more assistance.