

Mega Top-Up Promotion FAQ 2021

What does the Mega Top-up promotion offer?

The promotion offers a broadband data top-up of 400GB for \$35 (for all data-based plans).

What is the duration for this promotion?

This promotion is valid from 7th September to 17th October 2021.

Who is eligible for this promotion?

This promotion is applicable to customers who subscribe to any data-based broadband plan (Dream Broadband, Biz Broadband, TelBru Home Broadband and TelBru Business Broadband).

What is the validity period of the top-up?

The validity period is 30 days upon purchase.

How can I purchase the top-up?

You can purchase the top-up via our 'imagineBroadband' App or web portal at imagine.com.bn. The top-up will be charged to your bill.

I still have my Dream Broadband base data. Can I purchase top-up?

Yes. However, your purchased top-up will only take effect after you have finished your base data.

How can I know if the purchase is successful?

It will appear in your imagineBroadband App or web portal in the "Usage" tab, under "Total Usage & Top-Up History".

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

I would like to cancel my top-up & get a refund. Can I do that?

Unfortunately, any successful top up cannot be cancelled or refunded.

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

No.

I have not received the top-up despite successful purchase.

We kindly advise to wait for the top-up to reflect and choose the option to refresh your imagineBroadband App or web portal.

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

What happens to my top-up if I choose to upgrade my broadband plan?

Unfortunately, your top-up will be removed when you upgrade your plan. We advise that you only change your plan after using up your top-up(s) data.