

Mesh WiFi Device Bundle Promotion 2020

Terms & Conditions

1. The Mesh WiFi Device Bundle promotion offers customers the opportunity to purchase a mesh WiFi device when they bundle with any dream broadband plan, including customers who either:
 - a. Sign up to any dream broadband plan on a 12-month or 24-month contract.
 - b. Re-contract their existing dream broadband plan on a 12-month or 24-month contract.
 - c. Migrate their legacy home broadband plans to dream broadband plan on 12-month or 24-month contract (all the above herein referred to as 'promotion').
2. This promotion is valid from 10th September to 10th October 2020 or while stock lasts (whichever comes first. (herein referred to as 'promotion period').
3. This promotion is applicable for all new and existing residential customers who subscribe to dream broadband service (herein referred to as 'eligible customers').
4. Customers who sign up to dream broadband service via selected imagine centre are able to participate in the promotion (herein referred to as 'eligible entries').
5. Any customers other than residential customers will not be eligible for this Promotion unless otherwise stated.
6. Customers who are subscribed to imagine employee plans, corporate employee plans and business broadband plans are not eligible for this promotion.
7. The device bundle is only available at imagine centre stated as follows:
 - Citis Square, Berakas
 - The Mall, Gadong
 - Rimba Point, Rimba
 - Stoneville, Temburong
 - Petani Mall, Tutong
 - Panaga, Kuala Belait

8. Upfront payment of the mesh WiFi device will vary according to the customer's chosen plan subscription and contract period.

Dream Broadband Plan	Contract Period	Price
100GB	12 Months	\$250
	24 Months	\$200
250GB	12 Months	\$150
	24 Months	\$60
500GB	12 Months	\$100
	24 Months	Complimentary
Unlimited	12 Months	Complimentary
	24 Months	Complimentary

9. Customers who sign up to dream broadband service via online at imagine's website (<https://imagine.com.bn/>) are not eligible for this promotion.
10. Any upgrades or change of plans by customers would require the renewal of their existing contract to be eligible for the promotion (hereon referred to as 'recontract').
11. Upgrades or change of plans via imagineBroadband app or Web Self-Care will not be eligible for the promotion.
12. One mesh WiFi device can only be bundled with one (1) service number.
13. Offer is only applicable at selected imagine centre and while stocks last.
14. Service cancellations for new sign-ups.
- i. In the event, that the customer requests for a service cancellation within ten (10) working days of the agreed appointment date during application, no refunds will be entertained for the mesh WiFi device.
 - ii. In the event that the customer requests for a service cancellation is due to a delay by the service provider, any upfront payments made for the service installation and mesh WiFi device will be refunded.
 - iii. In the event that the customer requests for a service cancellation due to reasons including but not limited to lack of infrastructure, non-standard installation or additional external costs, refund request shall be reviewed by imagine.
15. Eligible customers who have successfully signed up to dream broadband service are not allowed to downgrade their plan for the duration of the contract period upon successful activation.
- i. In the event that the customer downgrades within the chosen contract period, a downgrade fee will be charged and the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.
 - ii. In the event that the customer terminates their dream broadband service within the chosen contract period, the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

16. For new dream broadband sign-ups, the device will only be provided upon service activation at the customer's premise within three (3) to five (5) working days.

17. Device warranty

- i. Device will have one (1) year warranty, detailed as follows:
 - a. For new sign-ups, the one (1) year warranty will be activated upon agreed initial date of delivery of device to customer premise, as agreed upon between the customer and imagine Sales representative.
 - b. For customers who upgrade their dream broadband plan or migrate their legacy home broadband plan to dream broadband, the one (1) year warranty will be activated upon date of purchase of device at imagine Centre.
- ii. For future claims or any issues in relation to the device, the customer will be required to present the following:
 - a. A copy of their device warranty along with the complete device set, including the box, three (3) Deco units, three (3) power adapters, one (1) RJ45 Ethernet cable & included TP-Link documents.
 - b. The customer will also be required to present imagine's receipt, whereby the serial number stated must match the serial numbers on all Deco units presented.
- iii. The customer will be required to present the above to Netcom Computer House service centre for repairs, located as addressed below:

Unit A2, 1st Floor, Setia Kenangan Complex, Kg. Kiulap,
Bandar Seri Begawan BE1518, Negara Brunei Darussalam

Contact No.: 2231565

Email address: technical@netcomwebsite.com

Technical service line/Whatsapp (Kiulap): +6737199967

18. Change of ownership

Any change of account ownership by the customer, except in the event of death or otherwise as consented to by imagine, will be deemed as a breach of contract and will require the customer to pay penalty fees (early termination fees).

19. Recontract to sign up for Mesh WiFi device bundle.

- i. Any upgrades or change of plans would trigger the recontract to be eligible for the device bundle.
- ii. Customers currently on 12-month dream broadband contract must serve a minimum of six (6) months of the contract period before they are allowed to recontract without cancellation fees.
- iii. Customers currently on 12-month dream plus bundle must serve a minimum of six (6) months of the contract period before they are allowed to recontract without cancellation fees.
- iv. Should customers who are currently on 24-month dream broadband contract wanting to sign up for the device bundle, they will only be allowed to do so if they convert to the same contract term period or higher. The contract will then be converted to a new contract plan from the date of signing for the Mesh WiFi Device Bundle Promotion.

- v. Should customers who are currently on 24-month dream broadband contract wanting to sign up for the device bundle, they will be deemed to forfeit any ongoing promotional offer and/or discount previously granted, and the customer will no longer receive the offer and/or discount accordingly.
 - vi. Customers currently subscribed to legacy home broadband plans will be able to sign up for the mesh WiFi device bundle without any cancellation fees if they migrate to dream broadband plans. Any and all prevailing awards or offers from previous contract promotion(s) will be deemed forfeited and the said customers will no longer receive any such offers.
20. Early termination fees while serving contract
- i. Any early termination of the Mesh WiFi Device Bundle contract will incur a cancellation fee(s), including but not limited to a total of rental charges of the remaining months of the contract period and cost of the Mesh WiFi. Customer may keep the WiFi Mesh Device once termination request is successful.
21. The customer shall also be bound by the following Terms & Conditions, which are deemed to be incorporated by reference:
- i. The General Terms and Conditions of Service;
 - ii. imagine Broadband Terms and Conditions;
 - iii. These Specific Terms and Conditions are available on the imagine website or can be requested on written request.
22. imagine reserves the right to deem the offer void if the Customer does not comply with the terms and conditions specified for this Promotion 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.
23. All details and particulars registered by the Customer must be true, accurate and complete.
24. imagine shall not be liable for any delay, failure or omission in carrying out this Promotion.
25. imagine shall not be liable for any claims, losses and damages sustained by the Customer.
26. 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.
27. imagine reserves the right to alter these terms and conditions at any time, without prior notice.
28. Customers in this promotion shall accept the terms and conditions and the alteration thereof.
29. All decisions are at the discretion of imagine and shall be deemed final.