

## Mesh WiFi Device Bundle FAQ

### What does the Mesh WiFi Device Bundle offer?

This promotion offers customers the opportunity to purchase a mesh WiFi device when they bundle with any Dream Broadband plan for 24 months.

### What is this bundle available for?

The Mesh WiFi Bundle is a permanent product offering.

### Who is eligible for this bundle?

This promotion is applicable for customers who:

1. Sign up to any Dream Broadband plan for 24 months
2. Re-contract their existing Dream Broadband plan for 24 months
3. Move their TelBru Home Broadband plan to any Dream Broadband plan for 24 months

### Where can I get the bundle?

The device bundle is available at all imagine centre and online at <https://app.imagine.com.bn/imagine/forms/>.

### I am on an existing contract. Am I able to sign up for this bundle?

To sign up, the following conditions apply:

1. Customer on an existing 12-month or 24-month contract can sign up and recontract without any penalty fees.
2. Customers on any promotional contract offer will forfeit the remaining promotion reward to sign up and recontract without any penalty fees. The new contract term must not be less than customer's initial subscribed contract period.
3. Customers on any device bundle will only need to pay a flat penalty fee of their current device bundle to sign up and recontract for this bundle.

### Will I get the device immediately if I apply over imagine Centre or online?

#### For online signups:

1. New Broadband Application

Delivery will take 3-5 working days and will only be dispatched from date of broadband installation at customer's premise

2. Port in/ Existing Customer's application

Delivery will take 3-5 working days and will only be dispatched from date of successful registration

**For signups over imagine centre:**

1. New application or relocations

Delivery will take 3-5 working days from date of successful broadband installation

2. Port-in application

Delivery will take 3-5 working days from date of successful port-in

3. Existing Dream Broadband customer upgrade or recontract

Customers can collect device upon registration over the counter

**What is the Mesh WiFi device offered?**

It is the TP-Link Deco M5 3-Packs.

**Is there a limit to the number of devices I can purchase?**

No, as long as it's one Dream Broadband plan (1 Service Number) to one Mesh WiFi starter pack (1:1).

**Can I sign up for the device bundle on behalf of another person?**

Yes. You are required to provide:

1. Your IC
2. Signed authorisation letter from account owner
3. Signed copy of account owner's IC

**Can I purchase the device on its own?**

No, the device is only available for purchase by bundling with a Dream Broadband plan.

**Can I book the device in advance?**

Bookings are not allowed and the device bundle will be on a first come, first served basis.

**I wish to cancel my application for the device bundle.**

Cancellations are not allowed for the device. Should you request for cancellations, no refunds will be given for the device upfront payment.

**I wish to terminate my contract. Will I need to return the device?**

No, you are allowed to keep the devices.

**What happens if I lose my device?**

imagine will not be liable for loss or theft.

**Can I bundle with a new device while on this contract?**

Customers on **any device bundle** will only need to pay a flat penalty fee of their current device bundle to sign up and recontract for Mesh WiFi Bundle.

**How do I check if you have any available stock?**

To check on availability, you can Talk2Us at 111.

## **DEVICE AND WARRANTY**

**How long is the warranty and what does it include?**

1. Twelve (12) months warranty applies for devices upon date of receipt:
  - For purchases via imagine Centre, warranty will activate on the date of purchase and receipt.
  - For deliveries to customer premise, warranty will activate on the date of delivery as agreed upon between the customer and Sales representative.
2. Warranty includes defects in material or workmanship of the devices, antennas and accessories only.

**My device is faulty. How do I claim my warranty?**

You will need to bring your device to the assigned vendor to check your device.

For returns, you are required to present imagine's receipt (serial numbers on the receipt & devices must match) and the complete device set, which include:

- i. 3 Deco units
- ii. 3 power adapters
- iii. A RJ45 Ethernet cable
- iv. TP-Link documents

### **I lost my warranty card.**

Kindly visit an imagine Centre and our representative can verify whether your warranty is still valid.

### **What happens if my device is faulty after the warranty period?**

Fault claims after the warranty period are no longer applicable.

### **Is the Mesh WiFi device compatible with any type or brand of router/ONT?**

Yes, the Deco M5 Mesh WiFi system can be used as an extension to the current ONT or any other type of routers.

To experience full benefits of Mesh WiFi, the device should be exclusively connected directly to your ONT/modem to fully enjoy the speed capability.

### **Is the Mesh WiFi compatible on fibre or copper networks?**

Yes!

### **How do I install the Mesh WiFi?**

Simply download the Deco app for iOS & Android and follow the step-by-step on-screen instructions. Alternatively, you can visit <https://www.tp-link.com/my/support/faq/1436/>.

### **Where can I find more details about the Mesh WiFi device?**

For more details, visit [https://www.tp-link.com/my/home-networking/deco/deco-m5/v3%20\(3-pack\)/](https://www.tp-link.com/my/home-networking/deco/deco-m5/v3%20(3-pack)/).

For a better understanding on the operating temperatures, visit [https://www.tp-link.com/my/home-networking/deco/deco-m5/v3%20\(3-pack\)/#specifications](https://www.tp-link.com/my/home-networking/deco/deco-m5/v3%20(3-pack)/#specifications).

**Can I use the Mesh WiFi in addition to an extender?**

Yes, you can. To experience the full features and benefits, we advise to use the system directly connected to your ONT/modem (copper).

**If I change my internet password, does the Mesh WiFi reset and require re-configuration?**

WiFi password can be changed on-the-go using the Deco app for iOS & Android.

On the Deco app, simply navigate to the “More” tab and click on Wi-Fi under router settings. You may need to reconnect to your WiFi using the new password once your settings have been applied.

**Do I need to use all three device deco units?**

You have the option to use one to three deco units, depending on your coverage needs. The estimated coverage for all 3 devices is approximately 5,500 sq. ft.

**How long is the SLA for repairs?**

Basic troubleshooting will take 3-5 working days.

Should your device require a replacement, the vendor will replace immediately (subject to availability of vendor's stock and re-stocking date).

**Can I still apply for the bundle while the devices are out of stock?**

Yes, you can!

**Do I need to make upfront payment while the devices are out of stock?**

Yes, you are required to pay the device upfront payment accordingly to secure your device.

**How long is the waiting time for my device?**

The next batch of devices is estimated to arrive by **end of October 2021**.

Once the devices arrive, our imagine Sales representative will contact you for to collect the device at the designated imagine Centre or set an appointment for delivery.

Please note that the due to the pandemic, the devices may arrive later than scheduled. We will notify you if there is any delay in the arrival of the device.

**Is there a delivery charge?**

Delivery is free of charge!