

Smart Life Bundle FAQ

GENERAL FAQ

What does the Smart Life Bundle Promotion offer?

The Smart Life Bundle promotion offers customers the opportunity to purchase a Smart Life starter pack when they bundle with any Dream Broadband plan for 12 or 24 months.

Smart Life Bundle customers also have the option to purchase add-on devices at great deals!

Who is eligible for this promotion?

This promotion is applicable for customers who:

- a. Sign up to any Dream Broadband plan for 12 or 24 months
- b. Re-contract their existing Dream Broadband plan for 12 or 24 months
- c. Migrate their legacy broadband plan to Dream Broadband plan for 12 or 24 months

What if I am already on existing contract?

To sign up for the Smart Life Starter Pack:

- a. Customer on an existing 12-month or 24-month contract can sign up and recontract without any penalty fees. The new contract term must not be less than customer's existing remaining terms (Customers on an existing 24-month contract are not allowed to recontract to a 12-month contract).
- b. Customers on the January Broadband Refresher promotional 10% discount 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 existing remaining terms.
- c. Customers on any device bundle i.e. Mobile Bundle or Mesh Bundle, will only need to pay a flat fee of the device to sign up and recontract for Smart Life Starter Pack. The new contract period must not be less than the existing remaining contract period.
- d. Customer who signed up for imagine's Bingo Bonanza 2021 promotion will need to pay reward fee upon signing up and recontract however, without any penalty fees. The new contract term must not be less than customer's existing remaining terms

Where is the device bundle available?

The device bundle is available at the selected imagine Centres below:

- a. Citi Square, Berakas
- b. The Mall, Gadong
- c. Panaga, Seria

Can I sign up for the device bundle online?

No. The device bundle is only available at selected imagine centres listed above.

What are the devices offered in the Smart Life Starter Pack?

The Smart Life Starter Pack offers the following:

- 1) Tuya Smart Devices:
 - 1 unit of LED Light bulb, 1 unit of Indoor Camera, 1 unit of Door Sensor, 1 unit of Mini IR Remote Controller, 1 unit of Smart Plug with usage monitoring
- 2) 1 unit of Amazon echo dot (Complimentary)

Is the Smart Life bundle available for all customers?

The Smart Life bundle is applicable for residential customers only.

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

No, as long as it is one Dream Broadband plan to one Smart Life Bundle (1:1).

Can I purchase the add-on devices? If yes, what is the number of add-on can I purchase.

The add-on devices are only applicable for customer who have signed up for Smart Life Bundle. Customer who did not signed up is not eligible to purchase the add-on devices on its own.

There is no limit to the number of add-on devices you can purchase.

Can I purchase the add-on devices at a later date than when I signed up for the Smart Life Bundle?

Yes!

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

Yes. Kindly provide the necessary documents (customer's IC copy, letter of authorisation and signature).

Will I need to sign a separate contract for the device bundle?

Yes, you will be required to sign a separate bundle promotion T&C in addition to the Dream Broadband T&C and contract.

Can I change ownership during the device bundle contract?

No. Any change of account ownership, except in the event of death or otherwise as consented by imagine, will be deemed as a breach of contract and will require the customer to pay penalty fees.

What happens if I choose to terminate my device bundle earlier than the contract period?

You are required to settle all necessary fees and charges, which include a total of the rental charges for the remaining

months of the contract period and device bundle penalty fee.

Can I purchase the Smart Life Bundle on its own?

No. The Smart Life Bundle is only available for bundling with Dream Broadband plans.

What happens to my existing Dream Broadband contract if I sign up for the device bundle?

Your contract will be re-contracted and you are only required to make an upfront payment on the device.

I am on Dream Broadband with the January Broadband Refresher promotional 10% discount offer. What happens to my discount if I sign up for device bundle?

The previous contract will be deemed void and the customer will no longer receive the discount.

What happens if I lose my device?

imagine will not be liable for loss or theft.

Can I downgrade my Dream Broadband plan during the contract period?

Downgrades are not allowed during the contract period. Any downgrades will be considered as termination of contract and deemed void, and required the customer to settle all necessary fees and charges.

Can I sign up for a new device bundle during upcoming promotions/campaigns while on the Smart Life bundle contract?

Customer can only bundle with a new device after they:

1. Have served the contract terms, or
2. Pay the device penalty fee

Where can I ask for device stock availability?

As the devices are on First Come, First Serve basis, kindly visit the selected imagine Centres below:

- a. Citi Square, Berakas
- b. The Mall, Gadong
- c. Panaga, Seria

Will I need to return the Smart Life Bundle if I terminate or finish my contract?

No, you are allowed to keep the devices.

I am currently on the Smart Life bundle contract and wish to upgrade my plan. Will my contract period remain as is?

Yes.

SMART LIFE BUNDLE & ADD-ONS FAQ

What devices do I get when I sign up for Smart Life Bundle promotion?

You will get the following devices:

Tuya Starter Pack

- LED Light Bulb – A smart Life LED Light bulb which you can control via the app or configured to a Smart Speaker
- Indoor Camera – An indoor camera which you can access via the app to view or store up to 1 week (based on 64GB memory card installed)
- Door Sensor – This sensor can be placed by window/ door which in case of any breach, you will be notified via your application
- Mini IR Remote Controller – Turn on/ turn off your TV or air conditioner via the app
- Smart Plug with usage monitoring – Plug at any wall outlets to turn on or off your device. You can view the electrical power used for the device plugged to the outlet.

Amazon Echo Dot (Complimentary)

- A voice-controlled speaker that uses Alexa to play music, control smart home devices, make calls, answer questions, set timers and alarms, and more

Which app do I need to download to manage my smart devices?

You can download Tuya Smart App or Smart Life App from your android or iOS phone to start setting up your devices.

How long is the warranty and what does it include?

The warranty will be based on your contract terms as below.

Smart Life Bundle 24 months contract:

- Tuya devices – 1-year warranty + 1-year extended warranty (2 years warranty)
- Amazon device – 1-year warranty

*This applies to add-on devices as well

Smart Life Bundle 12 months contract:

- Tuya devices – 1-year warranty
- Amazon device – 1-year warranty

*This applies to add-on devices as well

Warranty start date applies for devices upon date of receipt:

- a. For purchases via imagine Centre, warranty will activate on the date of purchase and receipt.
- b. For deliveries to customer premise, warranty will activate on the date of delivery as agreed upon between the customer and Sales representative.

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

Customers can claim the warranty (if valid) and send the device for repairs/ one-to-one replacement to Smart Space located at:

No.1, 1st Floor, Block C
Urairah Complex, Kg. Kiulap
Bandar Seri Begawan BE1518

Contact No. : +673 744 2447
Email address: info@smart-space.me

Operational hours:

Monday – Thursday & Saturday

Time: 8am – 6pm

Friday

Time: 8am – 12pm

Time: 2pm – 6pm

Note: For returns, you are required to present imagine's receipt and the device.

I lost my warranty receipt.

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

What happens if my device is faulty during the warranty period?

Customers can claim the warranty (if valid) and send the device for repairs/ one to one replacement to Smart Space.

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

Fault claims after the warranty period are no longer applicable. Customers may bring their devices to the service centre and bear at your own cost.

What do I need in order to install the Smart Life Bundle and/or add-on devices?

You will need internet connectivity for installation. You will need to key in your WiFi password to connect the devices to your home WiFi network. The devices will need to be within your WiFi range.

How do I install the devices?

You may opt for:

- a. D.I.Y. – A simple instruction manual can be found in the packaging, OR
- b. Smart Space installation package – Our experts can install the bundle for \$30, and additional \$5 per add-on device (if any).

The installation package includes setup, voice configurations, scenario settings and security advice. Installation will be done within 3-5 working days (subject to your appointment date). Payment can be made at imagine Centres.