

Smart Security Bundle FAQ

General FAQ

What does the Smart Security Bundle offer?

The Smart Security Bundle offers customers the opportunity to purchase a Smart Security Bundle and optional add-on devices when they bundle with any Dream Broadband plan on a 12 or 24-month contract.

How long is this bundle available for?

The Smart Security Bundle is a permanent product offering.

Who is eligible for this bundle?

This bundle is applicable for customers who:

- a. Sign up to any Dream Broadband plan for 12 month 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 month or 24 months.

Note: Customers on imagine staff plans, business plans or corporate employee plans are not eligible for this bundle.

How can I sign up for the device bundle?

To sign up for the Smart Security Starter Pack:

- a. Customer on an existing 12-month or 24-month contract can sign up and recontract without any penalty fees however, the new contract term must not be less than the customer's initial subscribed contract period (Customers on an existing 24-month contract are not allowed to recontract to a 12-month contract).
- b. 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.
- c. Customers on any device bundle i.e. iPhone 12 Series Bundle or Samsung Galaxy S21 Ultra or Smart Life Starter Pack Bundle or Mesh Bundle, will only need to pay a flat penalty fee of their current device bundle to sign up and recontract for Smart Security Starter Pack. The new contract period must not be less than the initial subscribed contract period.

Where is the device bundle available?

The device bundle is available at all imagine Centre.

Can I sign up for the device bundle online?

No, the device bundle is only available at imagine Centre.

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

The Smart Security Pack offers the following Tuya Smart Devices:

1. 3 unit of Smart Indoor Camera
2. 1 unit of Smart Outdoor Camera

Is the Smart Security Starter Pack available for all customers?

The Smart Security Starter Pack is applicable for residential customers only.

Is there a limit to the number of Starter Pack that I can purchase?

No, as long as it is one Dream Broadband plan (i.e., one service number) to one Smart Security Starter Pack (1:1).

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

The add-on devices are only applicable for customers who have signed up for the Smart Security Starter Pack or Smart Life Bundle. Customer who did not signed up on either bundles 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 on a later date from the day I sign up from Smart Security Starter Pack?

Yes, you can. As long as the customer has signed up for the Smart Security Starter Pack, they can purchase the add-on at a later date.

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

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

Yes, you will be required to sign a separate Device Bundle 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 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 the necessary penalty fees.

What happens if I choose to terminate my broadband services 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.

I wish to terminate my contract. Will I need to return the Smart Security Bundle?

No, you are allowed to keep the devices.

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

No, downgrades are not allowed during the contract period.

In the event of a downgrade, a downgrade fee will be charged and the contract will be deemed void. The customer is required the customer to settle all necessary fees and charges.

Can I purchase the Smart Security Starter Pack on its own?

No, the Smart Security Starter Pack is only available for purchase by bundling with a Dream Broadband plan.

I am on Dream Broadband with the Raya Promotion 15% discount offer. What happens to my discount if I sign up for this 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 bundle with a new device while on this contract?

No. Customers can only bundle with a new device once their contract period has ended.

Smart Security Bundle & Add-on Devices FAQ

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

You will get the following devices:

Tuya Security Pack

- 3 x 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)
- 1 x Outdoor Camera – An outdoor camera which you can access via the app to view or store up to 1 week (based on 64GB memory card installed)

Which app should I 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?

Warranty is based on your contract terms:

Customer on Smart Security Bundle on 24 months contract:

Tuya devices – 1-year warranty + 1-year extended warranty

Amazon device – 1-year warranty

**This applies to add-on devices as well*

Customer on Smart Security Bundle on 12 months contract:

Tuya devices – 1-year warranty

Amazon device – 1 year

**This applies to add-on devices as well*

Warranty start date applies for devices upon date of receipt.

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. : +673 737 1173
Email address: info@smart-space.me

Operational hours:

Monday – Thursday & Saturday
Time: 8am – 6pm

Friday
Time: 8am – 12pm
Time: 2pm – 6pm

Note: For returns, the customer is 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.

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

You need WiFi or internet connectivity. Kindly ensure you remember your WiFi Password to connect the devices to your home WiFi. The devices will need to be within your WiFi Range.

How do I install the devices?

You may either opt for either:

- a. D.I.Y. – Simple instruction manual can be found in the packaging or;
- b. Smart Space installation package for the Smart Security Bundle at \$35 and additional \$5 per add-on devices. These payments can be made over our counter. The installation package includes set up, voice configurations, scenario settings and security advice. Installation to be done within 3 – 5 working days* subject to your appointment date.

**For customers with Dream Broadband Plan of 50mbps and above, and 800GB and above, they are entitled a free installation by our partner Smart Space.*