

Wish Prepaid FAQ 2021

What's the latest news on imagine's Wish Prepaid Mobile?

Starting 6th November 2021, our Wish Prepaid Mobile service is introducing:

- Four (4) new boosters
- New data bonus and data bonus validity for our existing credit top-ups of \$5, \$25 and \$55

What's included in the new Wish Prepaid starter pack?

The new Wish Prepaid Starter pack is \$8.00 and comes with:

- Free 2GB data (30 days validity, Customer can check the free 2GB via APP/WSC)
- \$5 Credit
- Free 20 Local SMS (30 days validity)
- Free 20 Minutes Local Calls (30 days validity)
- Sim card is valid for 30 days

When will this be effective?

This will be effective from 6th November 2021 onwards.

Will there be a charge if I reactivate my SIM?

Yes, you will be required to buy a new starter pack to reactivate your SIM.

I accidentally purchased several boosters. Can I cancel and get a refund?

Unfortunately, refunds are not allowed.

What are the new boosters?

Time based boosters

1. Fast 1GB -
 - \$2.00 with 1GB of data which is valid for one (1) HOUR from time purchased and it can be 'stackable'.

2. NIGHT 2GB

- 2GB of data which is valid for seven (7) days. In terms of data utilization for this booster, it will only be within 6:00 PM to 12:00 AM and it can be 'stackable'.

Flexi Boosters

1. **Flexi10+ comes with:**

- 10GB local data
- 1GB data bonus for (WhatsApp, IG, FB only)
- 20 Local SMS
- 20 Local Calls
- Valid for 30 days

2. **Flexi20+ comes with:**

- 20GB local data
- 3GB data bonus for (WhatsApp, IG, FB YouTube, Netflix only)
- 50 Local SMS
- 50 Local Calls
- Valid for 30 days

I don't see the new Night 2GB and Fast 1GB Booster? Where can I find it?

Thank you for your interest in our exciting new boosters.

We're happy to share that you can purchase the Night 2GB and Fast 1GB Boosters via SMS. These boosters will also be added into our imagineGo App very soon!

To purchase the boosters, simply:

- Type BOOST[SPACE]NIGHT2 (for Night 2GB Booster)
- Type BOOST[SPACE]FAST1 (for Fast 1GB Booster)
- Send to 39998

We've renamed our Combo Boosters!

Our Combo 1 Booster is now called the Flexi 1 Booster, and our Combo 2 Booster is now called the Flexi 5 Booster.

Changes to existing credit top-ups

We've made some changes to the Data Bonus and Data Bonus Validity Period for our credit top-ups in denominations of \$5, \$25 and \$55.

Top-up	Credit	Expiry extension	Data Bonus	Data Bonus Validity
\$5	\$5	90 days	0.5GB 0.2GB	7 days 3 days
\$25	\$25	180 days	1.0GB 1.5GB	14 days
\$55	\$55	180 days	1.0GB 3.5GB	14 days 21 days

How can I sign up for a Wish Prepaid plan?

You can sign up at any of our imagine Centre, third party resellers or online via our imagine webstore (<https://mobile.imagine.com.bn/sales-area#brochureware-home>)

Are there any upfront charges to register for a Wish Prepaid plan?

No. You only need to pay \$8 to purchase our new starter pack!

Where can I purchase credit top-ups?

You can purchase credit top-ups via:

- All imagine Centre
- Mobile App or web portal
- Third-party retailers

How do I purchase boosters for my Wish Prepaid plan?

You can purchase boosters via:

- All imagine centres
- Mobile App or Web Self Care (WSC)
- Booster SMS
- Mybillpayment App
- PayExpressPos