

iPhone 13 Bundle FAQ 2021

What is the iPhone 13 Bundle?

Customers are able to purchase an iPhone 13 when they sign up, upgrade and/or recontract to a Dream Plus Bundle plan on a 24-month contract period i.e. Dream Broadband (800 GB/1600GB or Unlimited) and any Wish Postpaid Mobile (bundled pricing) plan.

The first 100 customers who apply for the bundle online via AV Electronics' webstore at <https://store.ave.com.bn/imagine/> will be entitled to free accessories, one (1) LAUT case and one (1) Screen Protector, worth up to \$62.00. In addition, customer gets to enjoy discounts on accessories bundles.

What is the duration for this offer?

This offer is available while stocks last.

Who is eligible for this bundle?

This bundle is applicable for all new & existing Residential customers.

How can I sign up to imagine's iPhone 13 bundle?

Customers can sign up at:

- Citis Square and Panaga imagine centre
- Online via AV Electronics' webstore at <https://store.ave.com.bn/imagine/>

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

There is no limit to the number of devices you can purchase, as long as it is one (1) Dream Broadband plan to one (1) Wish Postpaid Mobile (bundled pricing) plan can only be bundled with one (1) device.

Does this require any deposit or upfront payment?

Payment for the iPhone 13 is a one-time payment and will vary according to your chosen Dream Bundle plan subscriptions.

New signups for Broadband

- \$100 activation fee
- Deposit (\$50 for Yellow & Red I.C. or \$100 for Green I.C.)

- One (1) month advanced rental
- One (1) month advanced fixed rental - \$10 (Applicable for 800GB 20Mbps plan only)

New signups for Mobile

- Deposit (Yellow & Red I.C holders: Waived or \$100 for Green I.C.)
- One (1) month advanced rental

At the pre-qualification stage of my online application, how long does it take for my application to be approved?

Applications during business hours will receive notification within 3 hours.

Applications after working hours will be processed the next working day.

Business hours: Monday – Friday, 10 AM to 5 PM

For online signups, how long does it take for my application to be processed?

For new signups and recontracts:

Applications during business hours will receive notification within 3 hours.

Applications after working hours will be processed the next working day.

Business hours: Monday – Friday, 10 AM to 5 PM

For port-ins:

Mobile or broadband port-ins will take up to 3 hours. During this period, customer will experience service disruption. We advise our customers to provide us with an alternative contact number for us to contact you.

Upon successful port-in, customers will be issued with a new imagine SIM card.

To ensure a smooth experience, customers are to ensure the following:

- Customer does not have any outstanding amount with imagine
- Should the customer be on contract, they will be paying any necessary fees charged by their current service provider
- Any remaining balance in terms of credit or voice minutes shall be forfeited

Any remaining charges at current operator will be paid by the customer

I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?

For customers currently on a device bundle or promotional contract attached to their Wish Postpaid Mobile or Dream Broadband service:

- I. Customers currently on any discount or promotional contract will forego their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.
- III. Customers on non-promotional contract/ any device bundle contract can sign-up for device bundle without any penalty fee. Provided that they re-contract their Dream Broadband and Wish Mobile Bundle (bundled pricing) for 24 months.
- IV. Customers currently on 12 months/ 24 months contract plan must re-contract their Dream Broadband and Wish Postpaid Mobile Bundle (bundled pricing) for 24 months.

Can I book the device in advance?

The devices are on a first come, first served basis. Bookings are not allowed.

Can I sign up on behalf on another person?

You are required to provide signed copy of owner's IC, authorised letter from service owner and to present your IC.

Can I change ownership while on contract?

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 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.

Can I purchase the iPhone as a standalone device?

No. All devices are bundled with a Dream Bundle plan (refer to Question 1).

I am currently on TelBru Home Broadband plan. Can I apply for this bundle?

Customers are required to convert their Home Broadband plan to Dream Broadband 800GB/1600GB or Unlimited on a 24-month contract and sign up to any Wish Postpaid Mobile (bundled pricing) on a 24-month contract to be eligible for the iPhone 13 bundle.

Can I relocate my Dream Broadband during the contract period?

Yes, provided that the broadband service is active and within the contract period (24 months).

If there are any changes in service number due to relocation, the terms of contract shall be transferred to the new service number.

Will I be getting the iPhone immediately upon signing up?

For existing imagine Dream Bundle customers, you will receive your device immediately upon sign up at the imagine centre.

For new signups for Dream Bundle plans, you will receive your device upon successful activation of your Dream Broadband service.

For any port-ins for Dream Bundle, you will receive your phone upon successful port-in. You may choose to collect your device and/or SIM card (for Wish Postpaid Mobile customers) at your chosen imagine centre/AV Electronic store, or have it delivered to your doorstep.

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

Downgrades are not allowed. 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 pay for device penalty fee stipulated on T&C.

I am already on an existing Dream Bundle plan with a Dream Broadband 800GB/Unlimited. Can I sign up?

Yes, you can re-contract your Dream Bundle plan for 24 months.

For customers have any promotional contract and device bundle contract attached to their mobile or broadband service, the following apply:

- I. Customers currently on any discount or promotional contract will forego their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.

I wish to terminate my Dream Broadband and/or Wish Mobile service before the contract ends. Will there be any charges?

In the event that the customer wishes to terminate their Dream Broadband or Wish Mobile 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 the cost of the device.

IPHONE 13 DEVICE

My iPhone is not functioning/broken upon receiving.

Upon signup at the imagine centre or receiving via AV Electronics delivery, customers are required to check and activate the device.

Should there be any defects afterwards, customers can claim their warranty at the Authorised Service Provider, AV Electronics.

Does the iPhone include any accessories?

The device will come with a charging cable only.

Can I apply installment for the iPhone 13?

No, customers are required to pay the upfront payment to be entitled for the iPhone 13.

However, customer may apply for loans for the device upfront payment via online application at AV Electronics.

<https://store.ave.com.bn/imagine/>

Can I return or exchange the iPhone 13 once purchased?

Returns or exchanges are not allowed once the device has been successfully purchased from imagine.

OUT OF STOCK

Will imagine be bringing in more iPhone 13?

Customers who are interested in our bundle may fill in the 'Expression of Interest List' at <https://forms.gle/U8CcqtyjR3TfpKLS8>.

WARRANTY

Is there any warranty for the iPhone device?

All iPhone 13 series devices are covered by the Apple Two (2) years limited warranty.

What is included in the warranty?

Apple warrants the Apple-branded hardware product and Apple-branded accessories contained in the original packaging ("Apple Product") against defects in materials and workmanship when used normally in accordance with Apple's published guidelines for a period of TWO (2) YEARS from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Apple's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

Please note: All claims made under the Apple Two-Years Limited Warranty will be governed by the terms set out in the warranty document link below:

<https://www.apple.com/legal/warranty/products/embedded-mac-warranty-rest-of-apac-english.html>

Where can I claim my warranty?

Customers may claim their warranty and provide receipt of purchase from imagine at the Apple Authorized Service Provider address as below:

AV Electronics Sdn Bhd
Spq. 88, Unit 27, Block B, Ground and 1st Floor,
Bangunan Awg. Hj Ahmad bin Hj Awg. Hassan &
Anak-Anak, Kg. Kiulap, BSB, Brunei Darussalam, BE1518.

Tel : +673 2237650
Fax : +673 2237649

How long is the warranty period?

This warranty is valid for a period of TWO (2) YEARS from the date of purchase from imagine.

Is the warranty an international warranty?

Yes, it is an international warranty and can only be claimed at an Authorized Service Provider

Can I go straight to AV Electronics to check my phone?

Yes, customers are required to drop by the Authorized Service Provider (AV Electronics) for warranty claims.

Where should I bring if I need to get it repaired?

To claim the warranty, you are required to provide the receipt of purchase from imagine.

How long is the warranty for the cable charger (accessories)?

The one (1) year warranty includes accessories contained in the original packaging (“Apple Products”).