

imagine x Incomm Promotion FAQ 2021

What is the imagine x Incomm Joint Promotion bundle?

Customers are able to purchase a range of bundles when they sign up, upgrade and/or recontract to Wish Postpaid Mobile plans on a 24-month contract period.

What is the duration for this promotion?

This promotion is valid from 27th December 2021 to 31st January 2022

Who is eligible for this promotion?

This promotion is eligible for new and existing customer and port-ins to Wish Postpaid Mobile customers.

What are the bundle options?

Customer has the option of choosing between Mobile devices or Tablet devices to bundle with their Wish Postpaid plan.

How can I sign up to this imagine x Incomm Joint Promotion bundle?

- 1) This promotion is available through:
 - i) Incomm Website via <https://www.incomm.com.bn>
 - ii) Incomm Stores:
 - The Mall
 - Samsung Experience Store
 - Kiulap
 - Seria
- 2) Customers will need to go through prequalification which will be assessed to be eligible
Customers will be contacted accordingly

I'm on Dream Bundle. Am I eligible for this bundle?

Yes, however, customers who are currently on 12 months/24 months contract Dream Bundle plan must re-contract for 24 months.

I'd like to sign up/register for the imagine x Incomm Joint Promotion, what are the charges involved?

Payment for the bundle is a one-time payment and will vary according to your chosen Wish Postpaid Mobile plan subscriptions.

New signups for Mobile

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

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

For customers currently on Device bundle or Promotional contract attached to their Wish Mobile 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 who are on an existing Dream Bundle (Dream Broadband and Wish Postpaid bundle) contract will be able to sign up but re-contracted for 24-month period on the same plans or higher plans. Downgrade of plans are not allowed.
- IV. 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 Wish Mobile Bundle (bundled pricing) for 24 months.
- V. Customers currently on 12 months/ 24 months contract plan must re-contract their Wish Postpaid Mobile Bundle (bundled pricing) for 24 months.

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, 9 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 a notification within 5 hours.

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

Business hours: Monday – Friday, 9 AM to 5 PM

For port-ins:

Mobile port-ins will take up to 5 hours, during which customers will experience some 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 or your previous mobile operator
- 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.

What are the bundles offered?

Wish Postpaid Mobile bundle:

Devices	Free Gifts
Samsung Galaxy Z Flip 3	1. Z Flip 3 Clear Casing with ring 2. UV Sterilizer Wireless Charger
Samsung Galaxy A52s 5G	A52s 5G Tempered Glass
Samsung Galaxy A12 Nacho	A12 Tempered Glass

Wish Postpaid Tablet Bundle:

Devices	Free Gifts
Samsung Galaxy Tab S7 FE 5G	Tab S7 FE Book Cover

Samsung Galaxy Tab A7 Lite LTE	Tab A7 Lite Book Cover
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Is there a limit to the number of bundles I can purchase?

No, as long as it is one Wish Postpaid plan to one device (1:1).

Customer can have up to maximum of 10 numbers with imagine.

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

Yes, provided that you bundle the device with a Wish Postpaid Mobile plan.

For collection on behalf, customer needs to inform Incomm prior to collecting the devices for ease of process. As for application on behalf, customer needs to provide the necessary documents as required.

I wish to cancel my application for the imagine x Incomm Joint Promotion bundle.

Cancellations are not allowed. Should you request for cancellations, no refunds will be given for the payment processed. And customer will be accountable for the penalty fee and any other charges involved.

What happens if I lose my device?

Imagine and Incomm will not be liable for loss or theft.

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

Yes, you will be required to sign a separate bundle promotion contract, imagine Device Bundle Terms & Conditions

Can I book the Samsung Galaxy device bundles in advance?

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

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 devices as standalone device?

No, all devices are bundled with a Wish Postpaid Mobile plan.

Will I be getting the devices upon sign up?

Upon successful registration, customer have the option of self-collection at an agreed time slot at Incomm or opt for delivery (delivery will take 1-3 working days)

Is there a delivery option?

Yes, you can opt for free delivery or self-collect at Incomm. Incomm will contact you the location and time slot.

My items are not functioning upon receiving.

Should there be any defects with the devices, customers must bring their devices and claim their warranty at:

Address: Samsung Experience Store

Unit 6 & 7, Block D, Abdul Razak Complex

How long is the SLA for repair?

Basic troubleshooting will take **3-5 working days**

Should your device require a replacement, **Incomm will replace immediately** unless the device is not in-stock, then you will be given store credit to shop at Incomm.

Can I apply installment for the imagine x Incomm Joint Promotion Bundles?

No, customers are required to pay a one-time upfront payment to be entitled for the imagine x Incomm Joint Promotion bundles.

Can I return or exchange the items once purchased?

Returns or exchanges are not allowed once the device has been successfully purchased from imagine, via Incomm

WARRANTY

All devices are covered by Incomm.

Item	Warranty Period
Samsung Galaxy Z Flip 3	1 year
Samsung Galaxy A52s 5G	1 year
Samsung Galaxy A12 Nacho	1 year
Samsung Galaxy Tab S7 FE 5G	1 year
Samsung Galaxy Tab A7 Lite LTE	1 year
UV Sterilizer Wireless Charger	6 months

Where can I claim my warranty?

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

Samsung Experience Store
Unit 6 & 7, Block D, Abdul Razak Complex

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

Customers can claim the warranty (if valid) and send the device for repairs to Samsung Experience Store.

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

Fault claims after the warranty period are no longer applicable.

Can I go straight to Incomm to check my devices?

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

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

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

I lost my receipt.

Any loss of receipt is subject to Incomm return policy. Please contact Incomm for more information.

- Phone: +673 899 8086
- Email: customerservice@incomm.com.bn