

Business Connect Broadband FAQ

1. WHAT IS BROADBAND?

Broadband is a method of connecting to the Internet. It is a type of high-speed internet connection that has surpassed dial-up as the standard way to connect to the internet. A broadband connection can be accessed at any time.

2. WHAT ARE THE DIFFERENT TYPES OF BROADBAND CONNECTION IMAGINE OFFERS?

The two basic materials we use to connect to the Internet are:

- Copper
- Fiber optics

These two mediums for Internet connections are available at imagine. However, please take note that the broadband connection will depend on what's available in your area.

3. WHO IS ELIGIBLE FOR BUSINESS CONNECT BROADBAND?

Imagine caters to all Business customers with any of the following:

- 16/17 Business Registration document
- Form X document
- Government Entities
- Embassies
- Educational Institutions
- Non-Governmental Organisations (NGOs)

4. WHO IS ENTITLED FOR BUSINESS CONNECT BROADBAND PLUS?

Business Connect Broadband PLUS are for Business Customers who meet the Business Connect Broadband Plus requirement in subscribing MORE than one Business Connect Broadband line.

5. HOW DO I REGISTER FOR BUSINESS CONNECT BROADBAND?

The first step to getting broadband is to see what plans are available for you. To check, kindly visit our website at www.imagine.com.bn - click 'Business', then click 'Explore', then go to 'Broadband' tab. Once you've decided, you can head to any of our imagine Centres to sign up. Visit www.imagine.com.bn/personal/imagine-centre-locations to find an imagine Centre near you.

Business Connect Broadband FAQ

6. I HAVE AN EXISTING TELEPHONE LINE. ARE THERE ANY UPFRONT CHARGES IF I SIGN UP TO BUSINESS CONNECT BROADBAND?

For a new application, you will need to pay:

- Deposit - \$50.00
- Business Connect Broadband Activation Fee - \$100.00
- Broadband Connect Broadband Advanced Rental
(depending on your subscribed plan)

7. DO I STILL NEED MY TELEPHONE LINE WHEN I HAVE BUSINESS CONNECT BROADBAND? IF SO, WHY DO I NEED IT?

Yes, you will need a telephone line in order to have broadband. This is because the broadband service makes use of your existing telephone line. It splits the signal into two channels, one for voice communications and the other for the high-speed data communications. Broadband makes use of a frequency range not used in normal voice communications.

8. HOW CAN I CHECK OR MEASURE MY BUSINESS CONNECT BROADBAND USAGE?

You can check your broadband usage by logging in to our imagineBroadband app or web self-care. If you don't have imagineBroadband credentials yet, you may refer to the imagineBroadband Online Guide.

9. WHAT WILL HAPPEN IF I TERMINATE MY BROADBAND WHILE I AM STILL TIED TO THE CONTRACT? IS THE DEPOSIT REFUNDABLE?

You will have to pay the penalty of the remaining months of your contract period and settle any outstanding balance. All deposits will be refundable, provided there is no outstanding bill.

10. HOW DO I FOLLOW-UP WITH THE STATUS OF MY APPLICATION?

Whether you have applied through your respective Account Manager or our imagine Centre, our Account Managers will contact you to update the status of your application.

11. HOW DO I CHANGE MY IMAGINEBROADBAND USER ID?

imagineBroandband User ID cannot be altered once successfully registered.

Business Connect Broadband FAQ

12. I FORGOT MY IMAGINEBROADBAND USER ID/SECRET ANSWER. WHAT SHOULD I DO?

Kindly be advised to call 111 or visit our nearest imagine Centre to obtain your secret answer. Please bring a valid ID for verification purposes for in-store enquiries or you may also reach your respective Account Manager for further assistance.

13. I DIDN'T RECEIVE THE ONE-TIME PASSWORD (OTP).

An OTP will be sent both via email and SMS. Kindly ensure that your email address and mobile number are kept up-to-date.

14. WHY IS THE ONE-TIME PASSWORD (OTP) NOT WORKING?

Kindly be informed that the OTP is only valid for ONE hour, after which you will need to request a new OTP by entering your Customer or Account number in our imagineBroadband app or web self-care.

15. WHY CAN'T I UPGRADE MY BUSINESS CONNECT BROADBAND PLAN THROUGH IMAGINEBROADBAND APP/WEB SELF-CARE?

As for now, broadband upgrade is only available for Dream Broadband customers. For Business customers, you can upgrade via our imagine Centre or through your respective Account Manager.

16. WHY AM I UNABLE TO CHECK DATA USAGE?

Only data-based broadband plan subscribers are able to view data usage bars and summary usage. If this persists for data-based plans, kindly contact your respective Account Manager or Talk2Us at 111 for further assistance.

17. IS THE SUMMARY USAGE SHOWING REAL-TIME DATA CONSUMPTION?

The Summary Usage feature updates the accumulated data after every 24 hours at 00:00 of the previous day.

18. I STILL HAVE NOT RECEIVED MY TOP-UP DATA PURCHASE AFTER TRYING A FEW TIMES.

Kindly allow up to three hours for the top-up purchase to be fully reflected in your account. Please click 'refresh' before trying another purchase. If the problem persists, kindly contact your respective Account Manager or Talk2Us at 111 for further assistance.

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SUBSCRIPTION AND BILLING

1. WHO CAN SUBSCRIBE TO THIS SERVICE?

Any customer who fit the eligibility of the Business Connect Broadband Plans.

2. CAN I STILL SUBSCRIBE TO ANY OF IMAGINE’S OFFERED VALUE-ADDED SERVICES & E-PRODUCTS BY USING FIBER SERVICE?

Yes, you can still enjoy other services with fiber network. You will need to fill in a form at an imagine Centre to subscribe to Value-Added Services.

3. WHAT IF I MOVE OFFICE LOCATION WITHIN MY CONTRACT PERIOD?

If the location you are moving to is fiber-ready, you will need to apply for Relocation at any imagine Centre and there will be a charge of relocation fee.

4. IF MY BUSINESS CONNECT BROADBAND IS DISCONNECTED/TERMINATED, WILL IT AFFECT MY VOICE SERVICES TOO?

Yes, all services will be affected.

5. WHAT BUSINESS PLANS ARE AVAILABLE?

Monthly Charges		
Business Connect Broadband Plans		
Bandwidth	Quota (GB)	Charges (BND)
Up to 20Mbps	100	\$35.00
Up to 50Mbps		\$45.00
Up to 20Mbps	250	\$49.00
Up to 50Mbps		\$59.00
Up to 20Mbps	500	\$75.00
Up to 50Mbps		\$85.00
Up to 20Mbps	1000	\$115.00
Up to 50Mbps		\$135.00
Up to 100Mbps	2500	\$300.00
Up to 200Mbps	4500	\$500.00
Up to 300Mbps	12000	\$1,250.00
Fixed Line Rental (For Bandwidth more than 100Mbps, Fixed Line Rental will be waived)		\$10.00

Business Connect Broadband FAQ

5.

Monthly Charges

Business Connect Broadband Plus Plans

Bandwidth	Quota (GB)	Charges (BND)
Up to 20Mbps	250	\$45.00
Up to 50Mbps		\$55.00
Up to 20Mbps	500	\$65.00
Up to 50Mbps		\$70.00
Up to 20Mbps	1000	\$105.00
Up to 50Mbps		\$115.00
Up to 100Mbps	2500	\$280.00
Up to 200Mbps	4500	\$480.00
Up to 300Mbps	12000	\$1,230.00
Fixed Line Rental (For Bandwidth more than 100Mbps, Fixed Line Rental will be waived)		\$10.00

One-time charge

Deposit	\$50.00
Broadband Activation Fee	\$100.00

PACKAGE UPGRADE/DOWNGRADE

1. I AM INTERESTED TO UPGRADE/DOWNGRADE MY BUSINESS CONNECT BROADBAND SUBSCRIPTION. WHERE CAN I GO TO SUBSCRIBE?

Should you wish to upgrade your Business Connect Broadband, you can head to any of our imagine Centres or liaise with your respective account managers Visit www.imagine.com.bn/personal/imagine-centre-locations to find an imagine Centre near you. Upgrades will be free. For plan downgrades, a charge of \$50.00 applies.