

## **Imagine x Netcom Gaming Bundle Promotion FAQ 2022**

### **What is the Gaming Bundle Promotion?**

Customers have the opportunity to purchase a range of Gaming bundles at lower price when they sign up/port in, recontract, and/or upgrade & recontract to Dream Broadband and/or Dream Bundle on a 24-month contract period.

### **What is the duration for this promotion?**

This promotion is valid from 16<sup>th</sup> September 2022 to 15<sup>th</sup> November 2022

### **Who is eligible for this promotion?**

This promotion is eligible for existing residential customers and new/port-ins Dream Broadband and Dream Bundle customers.

### **What are the bundle options?**

Imagine offers Broadband Bundle for Dream Broadband customers or Dream Bundle.

### **How can I sign up to this Gaming Bundle promotion?**

1. This promotion is available via online by visiting <https://www.netcombrunei.com/imagine> only
2. Customers will need to go through pre-qualification which will be assessed to be eligible
3. Netcom will contact customers accordingly

### **What are the charges involved for signup?**

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

### **New signups for Broadband**

- 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 (Excluding unlimited Broadband plans)
- Activation fee waived

## **New signups for Dream Bundle (Dream Broadband & Wish Postpaid Mobile)**

### **Broadband**

- 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 (Excluding Dream 100 and Dream 200 of 500GB above)
- Activation fee waived

### **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, 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 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 port-ins will take up to 3 hours and broadband port-ins will take up to 24 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?**

**Broadband bundle:**

Devices	Free Gifts
PLAYSTATION 5 DISC VERSION CONSOLE	1. PLAYSTATION 5 DUALSENSE WIRELESS CONTROLLER 2. KINGSTON FURY RENEGADE 1TB M.2 SSD PCIE 4.0 NVME 3. JEYI M.2 SSD COOLING HEATSINK - RED
NINTENDO SWITCH OLED W/ WHITE OR NEON BLUE & NEON RED JOYCON	1. KINGSTON 64GB MICROSD CLASS 10 SELECT PLUS 2. UGREEN GAME CARD FOR NINTENDO SWITCH (12 SLOTS) 3. UGREEN PORTABLE CASE FOR NINTENDO SWITCH
DELL G15 (5520) i5-12500H (16GB/512GB/RTX3050/W11/MS)- DARK SHADOW GREY/SPECTRE GREEN	1. DELL 17" GAMING BACKPACK GM1720PM 2. RAZER DEATHADDER ESSENTIAL - ERGONOMIC WIRED GAMING MOUSE 3. RAZER SPHEX V3 - ULTRA-THIN GAMING MOUSE MAT - SMALL
DELL ALIENWARE M15 R7 RYZEN 7-6800H (16GB/512GB/RTX3060/W11/MS)	1. DELL ALIENWARE HORIZON SLIM BACKPACK 2. RAZER OROCHI V2 - WIRELESS GAMING MOUSE

**CUSTOM PCS**

**LOW SPEC PC**

CPU	Intel Core i5-12400F
CPU Cooler	INTEL LGA1700 STOCK COOLER
Motherboard	MSI H610M BOMBER DDR4 MATX MOTHERBOARD
GPU	MSI GTX 1650 OC D6 Ventus XS

RAM	Kingston Fury 8GB DDR5 3200MHz SDRAM Beast RGB
Storage	Kingston 480GB 2.5" SSD A400
Case	ANTEC Dark Series DP301M TG
PSU	ASUS 550W ROG-STRIX-550 AU FULL MODULAR 80+ GOLD
LED Strip	DEEPCOOL RGB 200PRO

### **MID SPEC PC**

CPU	AMD RYZEN 5 5600X PROCESSOR
CPU Cooler	DEEPCOOL 240MM GAMMAXX L240 ARGB AIO COOLER
Motherboard	MSI B550-A PRO ATX MOTHERBOARD
GPU	MSI GEFORCE RTX 3060 TI VENTUS 2X 8G OCV1 LHR GRAPHIC CARD
RAM	KINGSTON FURY 2X8GB DDR4 3200MHZ SDRAM BEAST KF432C16BBK2/16 BLACK
Storage	KINGSTON 1TB M.2 NVME SSD NV1 (SNVS/1000G)
Case	MSI MAG FORGE 111R CASING
PSU	ANTEC 750W HCG750 80+ GOLD FULL MODULAR POWER SUPPLY
LED Strip	DEEPCOOL RGB 200PRO LED STRIP

### **HIGH SPEC PC**

CPU	AMD RYZEN 7 5800X PROCESSOR
CPU Cooler	DEEPCOOL 360MM CASTLE 360EX ARGB AIO COOLER
Motherboard	MSI X570 GAMING PLUS RGB/ARGB ATX MOTHERBOARD
GPU	MSI RTX 3070 Ti GAMING X TRIO 8G GRAPHIC CARD
RAM	KINGSTON FURY 16GB x 2 DDR4 3600MHZ SDRAM BEAST RGB KF436C18BBA/17
Storage	KINGSTON 1TB M.2 NVME SSD NV1 (SNVS/1000G)
Case	ANTEC DARK SERIES DP501 TG ATX CASING
PSU	ANTEC 850W NE850G M 80+ GOLD FULL MODULAR POWER SUPPLY
LED Strip	DEEPCOOL RGB 200PRO LED STRIP

## Upgrade For Custom PC

### Upgradable parts for Each Spec

<b>LOW SPEC</b>	
GPU	MSI RADEON RX 6500 XT 4G OC MECH 2X GRAPHIC CARD
GPU	MSI RTX 2060 VENTUS GP OC GRAPHIC CARD
RAM	KINGSTON FURY 8GB DDR4 3200MT/s SDRAM BEAST RGB KF432C16BBA/8
Harddisk	KINGSTON 500GB M.2 NVME SSD NV1 (SNVS/500G)
Case	MSI MAG FORGE 111R CASING
Case	DEEPCOOL MACUBE 110 MATX CASING - WHITE
Case	DEEPCOOL MACUBE 110 MATX CASING – BLACK

<b>MID SPEC</b>	
CPU	AMD RYZEN 7 5800X PROCESSOR
CPU Cooler	DEEPCOOL 360MM GAMMAXX L360 ARGB AIO COOLER
GPU	MSI RTX 3070 8G OC VENTUS 3X LHR GRAPHIC CARD
GPU	MSI RTX 3070 Ti 8G GAMING X TRIO GRAPHIC CARD
RAM	KINGSTON FURY 2X8GB DDR4 3200MT/s SDRAM BEAST KF432C16BBK2/16 BLACK
Case	ANTEC DARK SERIES DP501 TG ATX CASING
Case	DEEPCOOL MATREXX 70 ARGB (3 FAN) ATX CASING

<b>HIGH SPEC</b>	
CPU	RYZEN 9 5900X PROCESSOR
GPU	MSI RTX 3080 10G OC VENTUS 3X PLUS LHR GRAPHIC CARD
GPU	MSI RTX 3090 Ti 24G SUPRIM X GRAPHIC CARD
RAM	KINGSTON FURY 16GB DDR4 3600MHZ SDRAM BEAST RGB KF436C18BBA/16 X2

Harddisk	KINGSTON 2TB M.2 NVME SSD NV1 (SNVS/2000G)
Case	ANTEC TORQUE BLACK/RED ATX CASING
Case	DEEPCOOL MATREXX 55 V3 (3 FAN) ARGB ATX CASING - WHITE

<b>Purchase with Purchase</b>
MSI OPTIX 27" G27C7 VA 165HZ CURVED GAMING MONITOR
MSI OPTIX 27" G273QF IPS 2K 165HZ 1MS GAMING MONITOR
MSI OPTIX 32" MAG321QR IPS 2K 165HZ 1MS GAMING MONITOR
RAZER LEVEL UP BUNDLE - CYNOSA LITE/VIPER MINI/GIGANTUS V2 - MEDIUM
RAZER BLACKSHARK V2 PRO - WIRELESS GAMING HEADSET
RAZER BLACKSHARK V2 - WIRED GAMING HEADSET + USB SOUND CARD
RAZER DEATHADDER V2 - WIRED GAMING MOUSE
RAZER GIGANTUS V2 - SOFT GAMING MOUSE MAT 3XL
RAZER BARRACUDA X - WIRELESS MULTI-PLATFORM GAMING AND MOBILE HEADSET
ANDASEAT JUNGLE SERIES 2 GAMING CHAIR FOOTREST EDITION
RAZER KIYO - DESKTOP CAMERA FOR STREAMING WITH ILLUMINATION

GAMING BUNDLE CODES	
Code	Bundle Description
GB01	PS5 BUNDLE
GB02	NINTENDO SWITCH BUNDLE
GB03	DELL G15 BUNDLE
GB04	DELL ALIENWARE M15
GB05	LOW SPEC PC
GB06	MID SPEC PC
GB07	HIGH SPEC PC

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

No, as long as it is one Dream Broadband or Dream Bundle plan to one gaming bundle (1:1).

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

Yes, provided that you bundle the device with a Dream Broadband or Dream Bundle

**I wish to cancel my application for the Gaming Bundle.**

Cancellations are not allowed. Should you request for cancellations, no refunds will be given for the payment processed.

**What happens if I lose my device?**

*Imagine* and Netcom 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 Device bundle contract in addition to the Service Contract for your Dream Broadband service and/or Wish Postpaid Service.

**Can I book the Gaming 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/peripherals as standalone device?**

No. All devices/peripherals are bundled with a Dream Broadband plan or Dream Bundle Plans.

**I am currently on the Imagine Home Broadband plan. Can I apply for the bundle?**

Customers are required to convert their Home Broadband plan to Dream Broadband or Dream Bundle on 24-month contract to be eligible for the Gaming Bundle.

**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 Netcom or opt for delivery (delivery will take 1-3 working days). Notification and delivery to customers will be made by Netcom.

**Is there a delivery option?**

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

**I'm on Wish Postpaid Plan. Am I eligible for this bundle?**

Unfortunately, no. This promotion is only for Dream Broadband or Dream Bundle customer.

However, if you subscribe to a Dream Bundle plan with your existing Wish Postpaid Plan you will be eligible for this bundle.

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

If the existing contract is product bundling contract, they are not allowed to apply for this bundle unless customer settle the penalty on their existing product bundling contract. Otherwise, Customer will be eligible for the gaming bundle.

**What happens to the device if I terminate my service before finishing the contract?**

Terminations are not allowed unless customers agree to pay for penalty for the remaining months of the contract.

**Can I downgrade the Wish Postpaid Plan?**

Downgrades are not allowed unless customers agree to pay for penalty for the remaining months of the contract.

**What happens if customer wish to cancel the application in which already have been processed? Will they need to pay penalty?**

Cancellation is not allowed once the service has been activated and payment have been processed.





**My items are not functioning upon receiving.**

Should there be any defects with the devices, customers can claim their warranty at any Authorised Service Provider, Netcom.

**How long is the SLA for repair?**

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

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

**Can I apply installment for the Gaming Bundles?**

No, customers are required to pay a one-time upfront payment to be entitled for the Gaming 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.

**Is there any warranty for the Gaming Bundles?**

All devices/peripherals are covered by Netcom.

Item	Warranty Period
PS5 Bundle	6 Months
Nintendo Switch Bundle	
Dell G15 Bundle	2 Years Premium Support and Onsite Service
Alienware M15 Bundle	
Low Spec Custom PC	2 Years Warranty
Mid Spec Custom PC	
High Spec Custom PC	

### **Where can I claim my warranty?**

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

Netcom Service Centre Headquarter Kiulap  
Unit A2, 1<sup>st</sup> Floor, Setia Kenangan Complex, Kg Kiulap, BE1518  
BSB Brunei Darussalam

Tel : +673 2231565

Technical Service line/WhatsApp (Kiulap): +673 719 9967

Email: [nana@netcomwebsite.com](mailto:nana@netcomwebsite.com)

### **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 Netcom Computer House service centre.

### **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 Netcom to check my devices?**

Yes, customers are required to drop by the Authorized Service Provider (Netcom) 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 *imagine*.

### **I lost my receipt.**

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

- Phone: +673 719 9967
- Email: [nana@netcomwebsite.com](mailto:nana@netcomwebsite.com)