

Mesh WiFi Device Bundle FAQ

What does the Mesh WiFi Device Bundle offer?

Customers can purchase a TP-Link Deco X20 Mesh WiFi (3-pack) when they sign up, port in or recontract to Dream Broadband or Dream Bundle for 24 months.

What is the duration of this offer?

The Mesh WiFi Bundle is a permanent product offering.

Who is eligible for the bundle?

This bundle is applicable to new & existing residential customers.

Where can I sign up?

The device bundle is available at all imagine Centre.

I am on an existing contract. Am I able to sign up for this bundle?

1. Customers on a **No Contract plan** or an **existing 12-month or 24-month contract** will not be charged any penalty fees.
2. Customers on **any promotional contract** will forfeit any remaining promotion rewards.
3. Customers on **any device bundle** are required to only pay the device cost of their current device bundle.

Will I get the device immediately upon signup?

Devices are on a pre-order basis.

Note:

Devices can be collected at imagine centres or customers can request for free delivery

What is the Mesh WiFi devices offered?

It is the TP-Link Deco X20 Mesh WiFi (3 pack).

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

You can purchase one Mesh WiFi device per Dream Broadband plan signup (1:1).

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

Yes. Customers are required to provide:

1. Customer's Identity Card (IC)
2. Signed authorisation letter from account owner (if customers are not the account owner)
3. Signed copy of account owner's IC

Will I need to sign any contract for the device bundle?

Yes, you will be required to sign a separate Device Bundle T&C in addition to the Dream Broadband T&C and contract.

Can I purchase the Mesh WiFi Device on its own?

No, the device is only available for purchase by bundling with a Dream Broadband plan.

Can I book the device in advance?

Bookings are not allowed and the device bundle will be on a first come, first served basis.

What happens if I lose my device?

imagine will not be liable for loss or theft.

Can I bundle with a new device while on this contract?

Customers on **any device bundle** will only need to pay the device penalty fee of their current device bundle to sign up and recontract for Mesh WiFi Bundle.

How do I check if you have any available stock?

To check on availability, you can Talk2Us at 111 or visit any *imagine* Centre.

DEVICE WARRANTY

How long is the warranty and what does it include?

1. Twelve (12) months warranty applies for devices upon date of receipt:
 - a. For purchases via imagine Centre, warranty will activate on the date of purchase and receipt.
 - b. For deliveries to customer premise, warranty will activate on the date of delivery as agreed upon between the customer and Sales representative.
2. Warranty includes defects in material or workmanship of the devices, antennas and accessories only.

My device is faulty. How do 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, 1st Floor, Setia Kenangan Complex, Kg Kiulap, BE1518
BSB Brunei Darussalam
Tel : +673 2231565
Technical Service line/Whats App (Kiulap): +673 719 9967
Email: nana@netcomwebsite.com*

For returns, you are required to present imagine's receipt (serial numbers on the receipt & devices must match) and the complete device set, which include:

- i. 3 TP-Link Deco X20 units
- ii. 3 power adapters
- iii. A RJ45 Ethernet cable
- iv. TP-Link documents.

I lost my warranty card.

Kindly visit an imagine Centre and our representative can verify whether your warranty is still valid.

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

Fault claims after the warranty period are **no longer applicable.**

How do I install the Mesh WiFi?

Simply download the Deco app for iOS & Android and follow the step-by-step on-screen instructions.

Alternatively, you can visit <https://www.tp-link.com/my/support/faq/1436/>

Where can I find more details about the Mesh WiFi device?

For more details, visit <https://www.tp-link.com/my/home-networking/deco/deco-x20/>

Can I use the Mesh WiFi in addition to an extender?

Yes, you can! To experience the full features and benefits of the Mesh WiFi, we suggest to use the Mesh WiFi system exclusively connected direct to your ONT (Fiber) or Modem (Copper) to fully enjoy the speed capability of the Mesh WiFi.

How long is the SLA for repairs?

As the repairs are done by a vendor, basic troubleshooting will take **3-5 working days**.

Should your device require a replacement, the vendor will replace immediately (subject to availability of vendor's stock and re-stocking date).