



## November - December Promotion FAQ 2022

### What is the imagine Grand Draw November-December 2022 offer?

Customers who do the activities below are eligible to enjoy Free up to 6 months rental and/or Free up to \$200 vouchers

1. Switch to imagine
2. Sign up to imagine's Dream Broadband/Wish Postpaid (Wish 6GB plan and above only)
3. Recontract their plan
4. Recontract & upgrade their plan

### What is the duration of this promotion?

This promotion is applicable from 16th Nov 2022- 31st Dec 2022.

### Who is eligible for this promotion?

This promotion is applicable for new and Existing Residential customers.

### What is the promotion all about?

This promotion is eligible for Dream Broadband and Wish Postpaid (Wish 6GB plan and above only) whereby customers can enjoy the offers as below:

- 1) Sign up/Switch to imagine

Contract Plan	Offer
12 months	- Sign up: 3 months free rental - Port in: 3 months free rental + Free \$100 voucher
24 months	- Sign up: 6 months free rental - Port in: 6 months free rental + Free \$100 voucher

- 2) Recontract & Upgrade

Activity	Offer
Recontract only	Free \$100 voucher
Recontract & upgrade	Free \$200 voucher

### How can customers apply for this promotion?

Customers can apply via the channels below:

- 1) imagine centres
- 2) imagine's websites
- 3) imagine's WhatsApp
- 4) Sales agents
- 5) WhatsApp
- 6) Telesales

### When will customers be awarded?

Sign Up/Port in Period	Awarding period	Free rental will reflect in
16 <sup>th</sup> November-23 <sup>rd</sup> November 2022	End of November 2022	December 2022 bill
24 <sup>th</sup> November-31 <sup>st</sup> December 2022	End of December 2022	January 2023 bill

### Where can the vouchers be used?

Vouchers can be used at these places listed below:

- 1) Rizqun Hotel
- 2) Higher Hotel
- 3) Gadong filling station
- 4) Huaho Department store: Gadong 2, Kiulap, One City, Tutong, Delima, Mulaut, Minimart, and Bebatik branch only.
- 5) Digital world (for in store purchase only)
- 6) Jerudong park playground (for in store purchases of tickets only)

### Voucher T&C

- Valid until **31<sup>st</sup> March 2023**
- Voucher is non-refundable and cannot be exchanged for cash or refund in part or full and is valid for one (1) transaction only
- Any price difference in the value of the goods purchased will be paid by the customer
- Voucher cannot be replaced if lost, stolen or damaged.
- Voucher can be redeemed for:
  - Fuel: At Gadong filling station only
  - Hua Ho: At Gadong2, Kiulap, One City, Tutong, Delima, Mulaut, Minimart and Bebatik branches only

- Rizqun Hotel:
  - For rooms - one voucher per room
  - For Food & Beverage - one voucher per transaction
- Higher Hotel
- Digital World: In-store purchases only
- Jerudong Park Playground: In-store purchases of tickets only
- Voucher will be collected by the vendor once redeemed

### **Do I receive the vouchers upon successful port in/recontract?**

Port ins via:

- imagine Centre: Collect upon successful port-in
- Website/Telesales: Collect at imagine HQ.

### **I would like to recontract, am I eligible for this promotion?**

Yes, customers can recontract their plan and eligible for this promotion.

Note: Customers can only recontract if their remaining contract is 6 months or less. If customer's remaining contract is above 6 months, they are not allowed to recontract.

### **What if customers downgrade during the promotion period?**

1. Customers who downgrade their Dream Broadband, Dream Bundle services or Wish Postpaid Mobile service

In the event that a customer downgrades their contract before fulfilling the contract period, the customer is required to pay cancellation fee(s), including but not limited to the total rental charges of the remaining months of the contract period and any rental(s) that has been awarded.

2. Customers who wish to terminate or downgrade only one (1) of their Dream Bundle services

In the event that a customer terminates or downgrade their Dream Broadband contract before fulfilling the contract period, the Customer shall pay the necessary fees and charges incurred. Unless otherwise stated, those fees and charges shall entail the total amount of free rental, device bundle penalty fee (where applicable), as well as the remainder of the months remaining in the contract for that terminated service; and the Campaign benefits is still applicable to the ongoing standalone contract. draw.

**Can customers change ownership within the promotion period?**

No, 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 (where applicable)

**Will customer service need to be 'active' until the Grand Draw?**

Yes, customer must be 'active' during the promotion period for awarding purposes.

**If the voucher reaching to expiry, can customer request to be extended?**

No.

**If customers re-contracted today and receive a \$100 voucher and upgraded the next day. Will they be eligible for the voucher and points?**

The customers will be awarded according to their initial activity. However, if the customers do other activities after their initial activity, they will still receive points for that activity.

For e.g. Customers upgrade their plan the next day, they will receive 3 points

**Can customer give the voucher to their friends/families?**

Vouchers are transferrable; therefore, it can be used by friends and families.