



Biz Broadband Promotion Feb-Mar 2023

Terms & Conditions

1. Incorporation by reference in addition to:
 - 1.1 The General Terms and Conditions of Service;
 - 1.2 Imagine Broadband Terms and Conditions; and
 - 1.3 Imagine Mobile Terms and Conditions.

Which Terms and Conditions are deemed to be incorporated by reference, the Customer shall be bound by the following Specific Terms and Conditions.

2. imagine's Biz Broadband promotion offers free monthly rental & cash vouchers to Customers when they sign-up, port-in and/or recontract their existing Biz Broadband & Biz Broadband Plus (hereinafter referred to as 'Promotion').
3. This Promotion is valid from 01st February 2023 to 31st March 2023 (herein referred to as 'Promotion Period').
4. This Promotion is applicable for new & all existing Enterprise customers on Biz Broadband, Biz & Broadband Plus (herein referred to as 'Eligible Customers').
5. Eligible Customers can sign-up, port in and/or recontract their Biz Broadband & Biz Broadband Plus plans and receive the following benefits based on their chosen contract period as per below:

Biz Broadband and/or Biz Broadband Plus Plans

Contract Period	Offer
12 months/1 Year	Free 2 Months Rental + \$150 Cash Voucher from Digital World
36 months/3 Years	Free 6 Months Rental + \$300 Cash Voucher from Digital World
For Every New Sign Ups	Activation Fee \$100 Waiver

6. Eligibility

6.1 Sign Up

- a. New customer signing up to Biz Broadband or Biz Broadband Plus (for existing); or
- b. Migration from Residential Plan to Biz Broadband plan.

6.2 Port-In

- a. Port-In Request from other SalesCo (standard port-in procedures applies).



6.3 Recontract

- a. Customers who subscribe on any previous promotions that have either free rental or discounts can recontract at no penalty if their remaining contract period is six (6) months or less. However, any previous offers or discounts that have not been awarded will be forfeited.
 - b. Customers who are on an existing Biz Broadband or Biz Broadband Plus or Biz Bundle contract can recontract if their remaining contract period is six (6) months or less.
7. Eligible Customers who upgrade their plans are also required to re-contract in order to be eligible for this Promotion.
8. Any customers other than enterprise customers will not be eligible for this Promotion unless otherwise stated.
9. Any changes in plans to either (i) a higher bandwidth or (ii) higher quota plan will be considered as an upgrade unless otherwise stated.
10. Any promotional offer will be based on the initial chosen plan from the customer. Should the customer upgrade their plan prior to the awarding period, the promotional offer will still be based on the initial plan chosen.
11. Eligible Customer shall remain 'active' with their service during the awarding period, otherwise, the discount will be forfeited for that month. The reward will continue the following month. No back-dating of discounts will be applied.
12. Following any temporary disconnection from Biz Broadband services during any relocation activity by the Customer, the Free month rental will be postponed for that period. The free monthly rental will only be applied once the customers have their broadband service reconnected and reactivated. No additional extension of contract period will apply.
13. Customers who are subscribed to imagine employee plans, corporate employee plans and residential broadband plans are not eligible for this promotion.
14. Service cancellations for new sign-ups
 - a. In the event that the customer requests for a service cancellation within ten (10) working days of the agreed appointment date during application, no refunds will be entertained.
 - b. In the event that the customer requests for a service cancellation due to a delay by the network service provider, any upfront payments made for the service installation will be refunded.
 - c. In the event that the customer requests for a service cancellation due to reasons including but not limited to lack of infrastructure, non-standard installation or additional external costs, the refund request shall be reviewed by imagine.
15. Eligible Customers who have successfully signed up to Biz Broadband and/or Biz Broadband Plus are not allowed to downgrade their plan for the duration of the contract period upon successful activation.

15.1 In the event that the said customer performs a downgrade of their initial plan before fulfilling their contract period, a downgrade fee will be charged and any discount and/or bill rebates will be charged back to the Customer accordingly, and the Customer will no longer be eligible for the Promotion.

16. Change of ownership

16.1 Any change of account ownership by the Customer, except in the event of death or otherwise consented 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 pay back of the promotional offer as well as rental charges for the remaining months of the contract period.

17. Early termination fees while serving contract

17.1 Any early termination of the contract will incur 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.

18. imagine reserves the right to deem the offer void if the customer does not comply with the Terms and Conditions specified for this Promotion including imagine's General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed and accepted by the Customer. Such rights conferred by imagine under these terms and conditions shall be additional to the rights conferred by imagine under imagine's General Terms and Conditions for services and any other terms and conditions agreed and accepted by the customer.

19. All details and particulars registered by the Customer must be true, accurate and complete.

20. imagine shall not be liable for any delay, failure or omission in carrying out this Promotion.

21. imagine shall not be liable for any claims, losses and damages sustained by the Customer.

22. imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.

23. imagine reserves the right to alter these Terms and Conditions with a minimum notice period of thirty (30) days prior to the changes.

24. Customers in this Promotion shall accept the Terms and Conditions and the alteration thereof.

25. All decisions are at the discretion of imagine and shall be deemed final.