Exam Results SMS Service FAQ

<table>
<tr><th>No</th><th>Question</th><th>Answer</th></tr>
<tr><td>1</td><td>What is the imagine Exam Results SMS service?</td><td>In collaboration with Mach Telecommunication Systems Sdn Bhd, imagine is providing SMS services that enables our mobile subscribers to receive examination results for the following:

<table><tr><th>Exam Body</th><th>Examinations</th></tr><tr><td>Ministry of Education, MoE</td><td>‘O’-Level
‘A’- Level
‘AS’-Level
IGCSE</td></tr><tr><td>Ministry of Religious Affairs, MoRA</td><td>Brunei Religious Education Certificate (SPUB)
Religious Primary School Education Certificate</td></tr></table></td></tr>
<tr><td>2</td><td>Will there be any service charge?</td><td>imagine mobile subscribers will not be charged upon registration. However, charges will be imposed for each SMS received, as shown below.

<table><tr><th>Exam Results</th><th>Charge</th></tr><tr><td>MoE exams</td><td>BND 3.00</td></tr><tr><td>MoRA exams</td><td>BND 1.00</td></tr></table>
For Wish Prepaid Mobile customers, these charges will be deducted from your credit. For Wish Postpaid Mobile customers, these charges will be reflected at the end of the month.</td></tr>
<tr><td>3</td><td>How do I register for this service?</td><td>For MoE:
‘MOE(space)REG(space)[centre code](space)[candidate number](space)[candidate IC number]’ and send to 39966

For MoRA:
‘KHEU(space)REG(space)Examination Centre Number(space)Candidate Index Number’ and send to 39966</td></tr>
<tr><td>4</td><td>Can I cancel a registration?</td><td>Yes, you may cancel a registration.

For MoE: Type ‘MOE CANCEL [REGISTRATION CODE]’ and send to 39966
For MoRA: Type ‘KHEU CANCEL [REGISTRATION CODE]’ and send to 39966</td></tr>
<tr><td>5</td><td>When does registration open?</td><td>Registrations for the SMS Exam Result will be announced by the relevant ministries and through imagine’s social media accounts @_imaginebn (Instagram) and @imaginebn (Facebook).</td></tr>
<tr><td>6</td><td>When does registration close?</td><td>Closure of registration for the SMS Exam Result is in accordance with the relevant ministries.</td></tr>
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7	**Can one mobile number register for multiple candidates?**	Yes.
8	**I am unable to register.**	Kindly review your Centre Code, Candidate Number, and IC number.
9	**Exam results have been released, but I have not received any SMS.**	For Wish Prepaid Mobile subscribers, kindly ensure that that you have sufficient credit. For further assistance, kindly contact Talk2Us by dialling 111. If you still have not received any SMS within 24 hours, kindly contact Mach Telecommunications at +673 8617355 (WhatsApp) or email at moeresults@machbrunei.com.
10	**Can I get a refund?**	Refunds will not be allowed upon receiving results.

'O' Level SMS Results Campaign FAQ

No	Question	Answer
1	How do I get the chance to win prizes?	Simply register through imagine's Exam Result SMS service by typing 'MOE(space)REG(space)[centre code](space)[candidate number](space)[candidate IC number]' and send to 39966.
2	What is the duration of this campaign?	This is applicable to all imagine mobile subscribers who registered from 29th January to 18th February 2023.
3	What are the prizes?	One (1) lucky winner will receive an ASUS Laptop 14 4GB/256GB. Fifteen (15) lucky winners will receive one (1) movie ticket each.
4	How are winners selected?	Winners will be selected using a computerised randomiser.
5	When will winners be announced?	Winners will be announced one week after the campaign ends. Winners will receive an SMS and can alternatively stay updated via our social media accounts @_imaginebn (Instagram) and @imaginebn (Facebook).
6	Can I register multiple times?	Yes. However, please take note that you will be charged BND3.00 per result SMS received.
7	Can I register using another service provider through imagine?	Yes.
8	Can I register with imagine using another mobile service provider?	This promotion is only for imagine's Wish Postpaid & Wish Prepaid Mobile subscribers. However, you may port in or subscribe to a new mobile service with imagine to participate.