

SAMSUNG S23 BUNDLE PROMOTION FAQ

No	Question	Answer
1.	What is the Samsung Galaxy S23 Bundle promotion?	<p>Samsung Galaxy S23 Bundle offers residential customers to purchase Samsung S23 devices with great discounts by bundling with any Wish Postpaid Mobile plan (except Wish 2 and Wish 6) for 24 months.</p> <p>The promotion period is from 10th February 2023 until 10th April 2023.</p> <p>Customers can pre-order the Samsung S23 device period between 10th February 2023 until 17th February 2023.</p> <p>Customers who sign up, port in, or recontract during this pre-order period will be awarded One (1) month free rental for their Wish Postpaid plan.</p>
2.	Who are eligible for this promotion?	<p>Wish Postpaid Residential customers:</p> <ul style="list-style-type: none"> • Sign up to any Wish Postpaid plan (except Wish 2 and Wish 6) for 24 months. • Port in to any imagine's Wish Postpaid plan (except Wish 2 and Wish 6) for 24 months. • Recontract to any Wish Postpaid plan (except Wish 2 and Wish 6) for 24 months.
3.	Which Samsung Galaxy S23 models are available for this promotion?	<ul style="list-style-type: none"> • Samsung Galaxy S23 • Samsung Galaxy S23+ • Samsung Galaxy S23 Ultra
4.	Do I have to pay any deposit to proceed with my pre-order?	Yes, customer has to pay \$100.00 non-refundable deposit when they place their order during the preorder period.
5.	How can I sign up for this promotion?	<ol style="list-style-type: none"> 1) Customers can sign-up online by visiting www.imagine.com.bn or https://www.incomm.com.bn/ 2) Customers will need to go through pre-qualification checks which will be assessed for eligibility. 3) If pre-qualification is successful, customer will make payment and collection of the phone will be at the Incomm branch of their choice.
6.	Is there a limit to the number of devices I can purchase?	<p>There is no limit to the number of devices you can purchase for no contract plans.</p> <p>However, you can only bundle 1 device with 1 postpaid plan between Wish 15, Wish 25 and Wish 50.</p>

7.	How much is the upfront pricing for the Samsung Galaxy S23 Bundle?	<p>Upfront Price: -</p> <table border="1" data-bbox="603 320 1353 510"> <thead> <tr> <th data-bbox="603 320 970 383">Samsung Galaxy Model</th> <th data-bbox="970 320 1098 383">Wish 15</th> <th data-bbox="1098 320 1225 383">Wish 25</th> <th data-bbox="1225 320 1353 383">Wish 50</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 383 970 416">S23 256GB 8GB RAM</td> <td data-bbox="970 383 1098 416">\$1,099</td> <td data-bbox="1098 383 1225 416">\$999</td> <td data-bbox="1225 383 1353 416">\$799</td> </tr> <tr> <td data-bbox="603 416 970 450">S23+ 512GB 8GB RAM</td> <td data-bbox="970 416 1098 450">\$1,399</td> <td data-bbox="1098 416 1225 450">\$1,299</td> <td data-bbox="1225 416 1353 450">\$1,099</td> </tr> <tr> <td data-bbox="603 450 970 510">S23 Ultra 512GB 12GB RAM</td> <td data-bbox="970 450 1098 510">\$1,799</td> <td data-bbox="1098 450 1225 510">\$1,699</td> <td data-bbox="1225 450 1353 510">\$1,499</td> </tr> </tbody> </table>	Samsung Galaxy Model	Wish 15	Wish 25	Wish 50	S23 256GB 8GB RAM	\$1,099	\$999	\$799	S23+ 512GB 8GB RAM	\$1,399	\$1,299	\$1,099	S23 Ultra 512GB 12GB RAM	\$1,799	\$1,699	\$1,499
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8.	Are there any charges for signup?	<p>Customers are required to pay one-time upfront payment for the device at Incomm branch, which will vary according to your chosen Wish Postpaid Mobile plan subscription.</p> <p>New signups for Wish Postpaid Mobile</p> <ul style="list-style-type: none"> - Deposit (Yellow & Red I.C holders: Waived, except for Green I.C holders, there will be \$100.00 deposit.) <p>Note: For Green I/C, customers are still required to pay a deposit of \$100.00</p>																
9.	I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?	<p>Yes, customers can apply for this bundle, however,</p> <ol style="list-style-type: none"> I. Customers currently who are on any discount or promotional contract: Any remaining rewards will be waived. II. Customers currently on any device bundle contract are required to: Settle the device penalty at a flat rate indicated by imagine. III. Customers on non-promotional contract/ any device bundle contract: Can sign-up for device bundle without any penalty fee, Provided that they re-contract their Wish Mobile plan for 24 months. IV. Customers currently on a 12 months/ 24 months contract plan: Must re-contract their Wish Postpaid Mobile plan for 24 months. 																
10.	Can I book the device in advance?	The devices are on a first come first served basis. There will be no bookings allowed.																
11.	Can I apply this on behalf of the service owner?	Customers are required to provide a signed copy of the owner's IC, and authorized letter from owner.																
12.	Can I change ownership when I'm on this contract?	Any change of account ownership by the customer, except in the event of death or otherwise as consented to by <i>imagine</i> , 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.																
13.	Can I purchase the Samsung Galaxy S23 device only, without sign up/recontract to Wish Postpaid?	<p>Yes, only if you are an existing Imagine Wish Postpaid and Wish Prepaid customer.</p> <p>To enjoy the offer, customer need to show their Imagine network display on their mobile phone to Incomm employee.</p>																

14.	How much is the upfront pricing for the Samsung Galaxy S23 standalone?	<table border="1"> <thead> <tr> <th data-bbox="603 320 1018 353">Samsung Galaxy Model</th> <th data-bbox="1018 320 1334 353">Upfront</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 353 1018 387">S23 256GB 8GB RAM</td> <td data-bbox="1018 353 1334 387">\$1,250</td> </tr> <tr> <td data-bbox="603 387 1018 421">S23+ 512GB 8GB RAM</td> <td data-bbox="1018 387 1334 421">\$1,650</td> </tr> <tr> <td data-bbox="603 421 1018 454">S23 Ultra 512GB 12GB RAM</td> <td data-bbox="1018 421 1334 454">\$2,050</td> </tr> </tbody> </table>	Samsung Galaxy Model	Upfront	S23 256GB 8GB RAM	\$1,250	S23+ 512GB 8GB RAM	\$1,650	S23 Ultra 512GB 12GB RAM	\$2,050
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Contract Period										
15.	Can I downgrade my Wish Mobile plan during the contract period?	Downgrades are not allowed. However, if the customer wishes to downgrade, they are required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and pay for device penalty fee stipulated in T&C.								
16.	I wish to terminate my Wish Mobile service before the contract ends. What are the charges?	If the customer wishes to terminate their Wish Mobile service during the contract period, they are required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the cost of the device.								
17.	Can I upgrade my Wish Mobile plan during the contract period? Are there any charges?	Yes, customers are able to upgrade during the contract period without any extra charges.								
18.	Will my plan be pro-rated when I upgrade my Wish Mobile Plan?	Yes, your data will be pro-rated when you upgrade your Wish Mobile Plan.								
Imagine x Baiduri Promotion										
19.	What is the imagine x Baiduri Samsung Galaxy S23 Bundle Promotion?	<p>Imagine x Samsung Galaxy S23 Bundle promotion offers first 50 Baiduri credit and debit card holders who signed up for imagine's Wish Postpaid Plan (as listed below) for 24 months contract and purchased any Samsung Galaxy S23 bundle at participating outlets will be eligible for the following rebate:</p> <table border="1"> <thead> <tr> <th data-bbox="603 1216 914 1249">Wish Postpaid Plan</th> <th data-bbox="914 1216 1233 1249">Rebate</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 1249 914 1283">Wish 15</td> <td data-bbox="914 1249 1233 1283">BND 30</td> </tr> <tr> <td data-bbox="603 1283 914 1317">Wish 25</td> <td data-bbox="914 1283 1233 1317">BND 50</td> </tr> <tr> <td data-bbox="603 1317 914 1350">Wish 50</td> <td data-bbox="914 1317 1233 1350">BND100</td> </tr> </tbody> </table>	Wish Postpaid Plan	Rebate	Wish 15	BND 30	Wish 25	BND 50	Wish 50	BND100
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Wish 15	BND 30									
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20.	Which credit and debit cards are eligible for the promotion?	<p>This Promotion is applicable to All Baiduri Credit and Debit Cards ("Eligible Cards"), listed below.</p> <ul style="list-style-type: none"> • Baiduri Visa Infinite Credit Card • Baiduri Visa Platinum Credit Card • Baiduri Visa Classic Credit Card • Baiduri Mastercard Platinum Credit Card • Baiduri Mastercard Standard Credit Card • Baiduri Prestige Visa Infinite Credit Card • BAiduri Prestige Mastercard World Debit Card • Baiduri Smart Executive Visa Platinum Credit Card • Baiduri Smart Executive Mastercard Platinum Debit Card • Royal Brunei Visa Infinite Credit Card by Baiduri Bank • Royal Brunei Visa Platinum Credit Card by Baiduri Bank • Royal Brunei Visa Platinum Debit Card by Baiduri Bank • Baiduri Visa Platinum Debit Card • Baiduri Visa Classic Debit Card • Baiduri UnionPay Debit Card 								

		<ul style="list-style-type: none">• Baiduri Supa Save Visa Debit Card
21.	Can I use the same card to purchase multiple Samsung Galaxy S23 bundle?	Yes, as long as it is one (1) transaction to one (1) Samsung Galaxy S23 Bundle.
22.	When will customers receive their rebate amount?	Customers will receive their rebate 14 days after the promotion period ended.