

### Biz Mobile Bundle FAQ 2023

No.	Question	Answer						
1.	What is the Biz iPhone14/Samsung S23 Series Device Bundle Offering?	<p>Biz iPhone14/Samsung S23 Series Device Bundle Offering offers Enterprise customers to purchase a iPhone 14 or Samsung S23 devices by signing up to a Biz Mobile plan on a 24-month contract period or a Biz Device Bundle*</p> <table border="1"> <thead> <tr> <th>Type of Plan</th> <th>Biz bundle Broadband Plan</th> <th>Biz Bundle Mobile plan</th> </tr> </thead> <tbody> <tr> <td>1:1</td> <td>Start from 300GB 50Mbps above</td> <td>Starts from Biz Mobile 15 onwards</td> </tr> </tbody> </table>	Type of Plan	Biz bundle Broadband Plan	Biz Bundle Mobile plan	1:1	Start from 300GB 50Mbps above	Starts from Biz Mobile 15 onwards
Type of Plan	Biz bundle Broadband Plan	Biz Bundle Mobile plan						
1:1	Start from 300GB 50Mbps above	Starts from Biz Mobile 15 onwards						
2.	Who are eligible for this promotion?	<p>Any Enterprise customers:</p> <ul style="list-style-type: none"> <li>• Sign up to any Biz Mobile plan for 24 months.</li> <li>• Port in to any Biz Mobile plan for 24 months.</li> <li>• Recontract to any Biz Mobile plan for 24 months.</li> </ul>						
3.	When will the Biz iPhone14/Samsung S23 device Bundle be available?	<p>The bundle will be available starting from 01<sup>st</sup> March 2023 *While stocks last.</p>						
4.	What are the offering devices for Biz iPhone14/Samsung S23 Devices?	<ol style="list-style-type: none"> <li>1. iPhone 14 128GB</li> <li>2. Samsung Galaxy S23 256GB</li> <li>3. Samsung Galaxy S23+ 512GB</li> <li>4. Samsung Galaxy S23 512GB</li> </ol>						
5.	How can I sign up to imagine's Biz iPhone14/Samsung S23 device bundle?	<p>You can drop by at our Imagine Centres listed below to sign-up for the Biz iPhone14/Samsung S23 device bundle offering at:</p> <ol style="list-style-type: none"> <li>1. Imagine Citis Square, Berakas.</li> <li>2. Imagine Rimba</li> <li>3. Imagine Petani Mall, Tutong</li> <li>4. Imagine Yayasan, BSB</li> <li>5. Imagine Stoneville, Temburong</li> <li>6. Imagine Panaga, Seria.</li> <li>7. Imagine The Mall, Gadong</li> <li>8. Any ongoing Active Imagine Roadshow (Alternative Sales)</li> <li>9. Respective Account Managers (During business hours 8:30AM – 5:00PM from Monday to Friday)</li> </ol>						

		<table border="1"> <thead> <tr> <th>Centre</th> <th>Monday - Friday</th> <th>Saturday</th> <th>Sunday</th> </tr> </thead> <tbody> <tr> <td>Citi's Square</td> <td rowspan="2">9:00am - 8:00pm</td> <td rowspan="2">9:00am - 8:00pm</td> <td rowspan="2">9:00am - 8:00pm</td> </tr> <tr> <td>The Mall, Gadong</td> </tr> <tr> <td>Rimba Point</td> <td rowspan="2">9:00am - 4:30pm</td> <td>9:00am - 8:00pm</td> <td>9:00am - 8:00pm</td> </tr> <tr> <td>Supasave, Panaga</td> </tr> <tr> <td>Yayasan Complex</td> <td>9:00am - 4:30pm</td> <td>9:00am - 9:00pm</td> <td>11:00am - 8:00pm</td> </tr> <tr> <td>Petani Mall, Tutong</td> <td>8:30am - 6:30pm</td> <td>9:00am - 4:30pm</td> <td>9:00am - 4:30pm</td> </tr> <tr> <td>Airport Pavillion</td> <td>9:00am - 4:30pm</td> <td>8:30am - 6:30pm</td> <td>8:30am - 6:30pm</td> </tr> <tr> <td>Stoneville, Temburong</td> <td></td> <td>9:00am - 4:30pm</td> <td>CLOSED</td> </tr> </tbody> </table>	Centre	Monday - Friday	Saturday	Sunday	Citi's Square	9:00am - 8:00pm	9:00am - 8:00pm	9:00am - 8:00pm	The Mall, Gadong	Rimba Point	9:00am - 4:30pm	9:00am - 8:00pm	9:00am - 8:00pm	Supasave, Panaga	Yayasan Complex	9:00am - 4:30pm	9:00am - 9:00pm	11:00am - 8:00pm	Petani Mall, Tutong	8:30am - 6:30pm	9:00am - 4:30pm	9:00am - 4:30pm	Airport Pavillion	9:00am - 4:30pm	8:30am - 6:30pm	8:30am - 6:30pm	Stoneville, Temburong		9:00am - 4:30pm	CLOSED
Centre	Monday - Friday	Saturday	Sunday																													
Citi's Square	9:00am - 8:00pm	9:00am - 8:00pm	9:00am - 8:00pm																													
The Mall, Gadong																																
Rimba Point	9:00am - 4:30pm	9:00am - 8:00pm	9:00am - 8:00pm																													
Supasave, Panaga																																
Yayasan Complex	9:00am - 4:30pm	9:00am - 9:00pm	11:00am - 8:00pm																													
Petani Mall, Tutong	8:30am - 6:30pm	9:00am - 4:30pm	9:00am - 4:30pm																													
Airport Pavillion	9:00am - 4:30pm	8:30am - 6:30pm	8:30am - 6:30pm																													
Stoneville, Temburong		9:00am - 4:30pm	CLOSED																													
6.	Is there a limit to the number of devices I can purchase?	You may bundle 1 device with 1 postpaid plan between Biz Mobile 15, Biz Mobile 25 and Biz Mobile 50.																														
7.	What is the device bundle upfront pricing for iPhone 14/Samsung Galaxy S23 Bundle?	<table border="1"> <thead> <tr> <th>Model</th> <th>Biz 15</th> <th>Biz 25</th> <th>Biz 50</th> </tr> </thead> <tbody> <tr> <td>iPhone 14 128GB</td> <td>\$1,188</td> <td>\$1,088</td> <td>\$998</td> </tr> <tr> <td>Samsung Galaxy S23 256GB 8GB RAM</td> <td>\$1,099</td> <td>\$999</td> <td>\$799</td> </tr> <tr> <td>Samsung Galaxy S23+ 512GB 8GB RAM</td> <td>\$1,399</td> <td>\$1,299</td> <td>\$1,099</td> </tr> <tr> <td>Samsung Galaxy S23 Ultra 512GB 12GB RAM</td> <td>\$1,799</td> <td>\$1,699</td> <td>\$1,499</td> </tr> </tbody> </table>	Model	Biz 15	Biz 25	Biz 50	iPhone 14 128GB	\$1,188	\$1,088	\$998	Samsung Galaxy S23 256GB 8GB RAM	\$1,099	\$999	\$799	Samsung Galaxy S23+ 512GB 8GB RAM	\$1,399	\$1,299	\$1,099	Samsung Galaxy S23 Ultra 512GB 12GB RAM	\$1,799	\$1,699	\$1,499										
Model	Biz 15	Biz 25	Biz 50																													
iPhone 14 128GB	\$1,188	\$1,088	\$998																													
Samsung Galaxy S23 256GB 8GB RAM	\$1,099	\$999	\$799																													
Samsung Galaxy S23+ 512GB 8GB RAM	\$1,399	\$1,299	\$1,099																													
Samsung Galaxy S23 Ultra 512GB 12GB RAM	\$1,799	\$1,699	\$1,499																													
8.	When can I get the device?	<p>iPhone 14 128GB: First come-first-serve basis while stocks last only at selected branches; Citi's Square, Mall &amp; Panaga branch.</p> <p>Samsung Galaxy S23 Series: Subject to stock availability from Incomm.</p> <p>You will be notified by Imagine or your respective Account Manager on the device collection venue and expected collection date.</p>																														
9.	<p>If I apply for Biz device bundle plan &amp; I decided to take 2 mobile lines, which are Biz Mobile 15GB &amp; Biz mobile 25GB.</p> <p>What will the upfront payment be based on?</p>	<p>The upfront payment is for <b>EACH device bundle</b> i.e if the customer bundle 1:1 phone, upfront payment is \$x, that means the customer is <b>paying \$x for EACH phone</b>.</p> <p>The upfront payment will be based on Biz Mobile 15GB &amp; Biz Mobile 25GB in this scenario.</p>																														
10.	Do I need to pay deposit or any upfront payment if I sign up?	<p>For existing Biz customer, you will only be required to pay a one-time upfront payment for the device which varies according to your chosen Biz Bundle plans.</p> <p>For new customer sign ups, they will need to pay the following on top of the iPhone 14 or Samsung S23 or Samsung S23+ or Samsung S23 Ultra upfront payment:</p> <p><b>Biz Mobile</b></p> <ul style="list-style-type: none"> <li>- Deposit: \$50</li> </ul>																														

11.	Can I book the device in advance?	The devices are on a first come first serve basis. No bookings will be entertained. Registration of Interest (ROI) prior to launch will be subject to availability of stock and colour.
12.	How can I apply for this device bundle?	Customer is required to provide: <ol style="list-style-type: none"> <li>1. 16/17</li> <li>2. Company stamp</li> <li>3. Sign off from respective owner of company</li> <li>4. Authorization letter.</li> </ol>
13.	Can I apply this on behalf of the service owner?	You are required to provide signed copy of the owner's IC, authorized letter from owner with the specific details as per below: <ul style="list-style-type: none"> <li>✓ Contract plan (24 months)</li> <li>✓ /Biz broadband plus</li> <li>✓ Type of iPhone/Samsung, Internal /RAM,</li> <li>✓ 4 options of Mobile colour each for either iPhone 14 or Samsung S23, S23+ and Ultra. <b>*(Subject to stock availability)</b></li> </ul>
14.	Can I sign up to Biz iPhone/Samsung S23 Bundle with just a Biz Mobile subscription?	Yes.
15.	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.
16.	Can I purchase the iPhone 14/Samsung S23, S23+, Ultra device from imagine separately?	No, all devices are required to be bundled with any Biz mobile plan.
17.	I am currently on the Business Broadband plan. Can I apply for the Biz iPhone 14/Samsung S23, S23+, Ultra device bundles?	Customers are required to subscribe to any Biz Mobile plan for a 24-month contract to be eligible for the Biz iPhone 14/Samsung S23, S23+, Ultra bundles.
18.	Can I downgrade my Biz Mobile or Biz Broadband plan during the contract period?	Downgrades are not allowed. You will be charged a downgrade fee and any 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.
19.	I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?	For customers currently on Device bundle or Promotional contract attached to their Biz Mobile or Biz Broadband service: <ol style="list-style-type: none"> <li>I. Customers currently on any discount or promotional contract will forego their remaining rewards.</li> <li>II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.</li> <li>III. Customers on non-promotional contract/ any non-device bundle contract can sign-up for device bundle without any penalty fee. Provided that they re-contract their Biz Broadband and Biz Mobile (bundled pricing) for 24 or 36 months.</li> <li>IV. Customers currently on 12 months/ 36 months contract plan must re-contract their Biz Broadband and Biz Mobile (Biz Device Bundle) for 24 or 36 months.</li> </ol>

20.	I wish to terminate my Biz Broadband and/or Biz Mobile service before the contract ends. What are the charges?	In the event that you wish to terminate your Biz Broadband or Biz Mobile services within the chosen contract period, you will be 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.
21.	My iPhone 14/Samsung S23, S23+, Ultra is not functioning/broken upon receiving.	<p>Customers are required to check and activate the device upon sign-up at our imagine Centre or Imagine HQ or Incomm branches. If there are any defects that occur after, customers can claim their warranty at the address below:</p> <p><b>For iPhone 14:</b> AV Electronics Sdn Bhd, Unit 27, Block B, Ground Floor Bgn Awg Hj Ahmad Awg Hassan &amp; Anak Anak Kg Kiulap, BE1518 Bandar Seri Begawan. Tel: +673 223 7650</p> <p><b>For Samsung Galaxy S23, S23+ and Ultra:</b> Samsung Experience Store, Incomm Sdn Bhd Unit 6 &amp; 7, Block D Abdul Razak Complex, Jalan Gadong Bandar Seri Begawan, Brunei Muara, BE3519</p>
22.	Does the iPhone 14/Samsung S23, S23+, Ultra Devices include any accessories?	The iPhone/Samsung devices will come with a charging cable only.
23.	The Biz iPhone 14/Samsung S23, S23+, Ultra devices have sold out. Will <i>imagine</i> bring in more batches?	We will inform accordingly about stock availability of the iPhone 14/Samsung S23, S23+, Ultra series. As for now, the devices are on first come first serve basis.
24.	Can I apply installment for the Biz iPhone 14/Samsung S23, S23+, Ultra devices to imagine and bill it together with my broadband/mobile bill?	There will be no installment options available for the Biz iPhone/Samsung S23 devices series. Customers are required to pay an upfront payment for the device(s).
25.	I have changed my mind about the iPhone 14/Samsung S23, S23+, Ultra model/colour I wish to purchase. Can I return it or get an exchange?	No returns or exchanges are allowed once the device has been successfully purchased from imagine.
26.	If my iPhone 14/Samsung S23, S23+, Ultra came with a defect, can I request a replacement?	Any defects that occur upon activating the device at our imagine Centre including cosmetic issues (including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship), customer has the right to request for replacement upon review by imagine.
27.	Do you take pre-orders for the iPhone 14 or Samsung Galaxy S23 series?	There will be no bookings or pre-order for the iPhone 14 or Samsung Galaxy S23 series. Devices are on a first come first serve basis.
28.	My mobile line is active and I am currently waiting for my broadband to be installed. Will I get my Biz iPhone 14/Samsung S23, S23+, Ultra device?	Customers will receive and activate the iPhone 14/Samsung S23, S23+, Ultra Devices at point of sales (imagine HQ/Incomm) upon sign-up of Biz Mobile.
29.	Can I upgrade my Biz Mobile plan during the	Yes, customers can upgrade during the contract period without any extra charges.

	contract period? Are there any charges?	
30.	If my plan gets temporarily deactivated or permanently deactivated either one or both due to outstanding, do I need to return the phone? What will happen to the phone?	Customer is 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 cost of the device. Customer is not required to return the phone to imagine.
31.	Can I apply additional services and get more than 3 devices	You may purchase additional mobile lines (1 device) per Biz Mobile plan.  Customer who applies for additional Biz Bundle plan (Biz Broadband + Biz Mobile) will still get 1 device per 1 Biz Mobile plan.

Warranty		
No	Question	Answer
1.	Is there any warranty for the iPhone 14/Samsung S23, S23+, Ultra?	All iPhone devices have a ONE (1) Year Limited Warranty. All Samsung devices have a ONE (1) Year limited warranty.
2.	Where can I claim my warranty?	Customers may claim their warranty and provide receipt of purchase from <i>imagine</i> at the store addresses as below:  <b>For iPhone 14</b> AV Electronics Sdn Bhd, Unit 27, Block B, Ground Floor Bgn Awg Hj Ahmad Awg Hassan & Anak Anak Kg Kiulap, BE1518 Bandar Seri Begawan. Tel: +673 223 7650  <b>For Samsung S23, S23+, Ultra</b> Samsung Experience Store, Incomm Sdn Bhd Unit 6 & 7, Block D Abdul Razak Complex, Jalan Gadong Bandar Seri Begawan, Brunei Muara, BE3519 Tel: +673 242 0123 Fax: +673 243 0804
3.	How long is the warranty period?	This warranty is valid for a period of ONE (1) YEAR from the <b>date of purchase from <i>imagine</i></b> .
4.	When does the warranty start? Is it upon collection/delivery?	This warranty is valid for a period of ONE (1) YEAR from the <b>date of purchase from <i>imagine</i></b> .
5.	Will this be an international warranty?	No, the warranty is a local warranty and can only be claimed at AV Electronics Sdn Bhd for iPhone 14 or Samsung Experience Store for Samsung Galaxy S23.

6.	Can I go straight to AV Electronics Sdn Bhd/Samsung Experience Store to check my phone?	Yes, customers are required to drop by the AV Electronics Sdn Bhd/Samsung Experience Store for warranty claims.
7.	What should I bring if I need to get it repaired?	Customers are required provide the receipt of purchase from imagine to claim for the warranty.
8.	How long is the warranty for the cable charger (accessories)?	<p>The One (1) year warranty does not include accessories contained in the original packaging.</p> <p>Accessories are under warranty for 6 Months from date of purchase.</p>