



Biz Mobile Bundle 2023

Terms & Conditions

1. Incorporation by reference

In addition to:

- 1.1 The general terms and conditions of service;
- 1.2 imagine broadband service terms and conditions;
- 1.3 imagine mobile postpaid service terms and conditions; and
- 1.4 imagine device bundle 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. The Imagine's Biz Mobile iPhone 14 and Samsung S23 Device Bundle offers customers a bundle service when they purchase an iPhone 14 and/or Samsung S23 smartphone series with Biz Mobile plans (hereinafter referred to as "Device Bundle").

3. This Device Bundle is applicable exclusively for any company or organization who wishes to subscribe to any particular service (hereinafter referred to as "Enterprise Customers").

4. Eligibility for Device Bundle offering:

- 4.1 This service is exclusively for Enterprise Customers unless otherwise stated;
- 4.2 Enterprise Customers shall meet the minimum requirements of each of the Device Bundle service, not limited to the contract period for the service (minimum 24 months contract period for Biz Mobile plan standalone subscriptions or minimum 36 months contract period for Biz Bundle (broadband and mobile));
- 4.3 Enterprise Customers shall complete all the payment requirements set out for each of the Device Bundle service.
- 4.4 One (1) Biz Mobile Plan can only be bundled with one (1) device.
- 4.5 Customers who subscribe to imagine employee plans and corporate employee plans are not eligible for this Device Bundle offering.
- 4.6 For Enterprise Customers who are currently on device bundle or any service promotions for Biz Mobile or Biz Broadband service are eligible to subscribe this Device Bundle with the following conditions:
 - 4.6.1 Enterprise Customers who are on any discount or promotional contract will forego their remaining rewards.

- 4.6.2 Enterprise Customers who are on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.
- 4.6.3 Enterprise Customers who are on non-promotional contract/any non-device bundle contract can sign-up for this Device Bundle without any penalty fee. Provided that they re-contract their Biz Broadband and Biz Mobile (bundled pricing) for 24 - or 36 months contract.
- 4.6.4 Enterprise Customers who are on 12 – or 36 months contract plan must re-contract their Biz Broadband and Biz Mobile (Biz Device Bundle) for 24 – or 36 months contract.

(Hereinafter collectively referred to as the “Eligible Customers”).

- 5. The upfront payment for the iPhone 14 or Samsung Galaxy S23 smartphone series will vary according to the Eligible Customers’ chosen Biz Mobile subscription.

i. Upfront payment for iPhone 14/Samsung Galaxy S23

Model	Contract Period	Biz 15	Biz 25	Biz 50
iPhone 14 128GB	24 Months	\$1,188	\$1,088	\$998
Samsung Galaxy S23 256GB 8GB RAM	24 Months	\$1,099	\$999	\$799
Samsung Galaxy S23+ 512GB 8GB RAM	24 Months	\$1,399	\$1,299	\$1,099
Samsung Galaxy S23 Ultra 512GB 12GB RAM	24 Months	\$1,799	\$1,699	\$1,499

6. Device Warranty

- 6.1 Eligible Customers shall be provided with a copy of device warranty upon signing up for the device which shall be maintained in pursuant to the warranty period.
- 6.2 Device warranty may vary in duration and coverages depending on the device’s brand and model.
- 6.3 Eligible Customers are required to check and activate the device upon sign-up at our imagine Centres or Imagine head quarter or Incomm branches. If there are any defects that occur after, they can claim their warranty at the address below:

6.3.1 For iPhone 14

AV Electronics Sdn Bhd, Unit 27, Block B, Ground Floor
 Bgn Awg Hj Ahmad Awg Hassan & Anak Anak
 Kg Kiulap, BE1518 Bandar Seri Begawan.

6.3.2 For Samsung S23, S23+, Ultra

Samsung Experience Store, Unit 6 & 7,

Block D, Abdul Razak Complex
Jalan Gadong, Bandar Seri Begawan,
Brunei-Muara, BE3519

7. Termination

In the event that Eligible Customers decide to terminate the service prior to completion of the contract period, 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 remaining cost of the device determined by imagine.

8. Service Cancellation

8.1 Eligible Customers are not allowed to cancel their subscribed plan within the contract period.

8.2 In the event that Eligible Customers request for a service cancellation due to reasons including but not limited to lack of infrastructure, non-standard installation or additional external costs, the cancellation request shall be reviewed by imagine.

9. Plan Downgrade

9.1 Eligible Customers who have successfully subscribed to Biz Mobile or Biz Mobile Plus and Biz Bundle Service shall not downgrade the subscribed plan for the duration of contract period upon successful activation.

9.2 In the event Eligible Customers downgrade within the contract period, a downgrade fee will be charged and the Eligible Customers 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 remaining cost of the device determined by imagine.

10. Any change of account ownership for the device by Eligible Customers are allowed unless otherwise in the event of death or circumstances which was agreed to by imagine.

11. All details and particulars registered by Eligible Customers must be true, accurate and complete.

12. imagine shall not be liable for any claims, losses and damages sustained by Eligible Customers for using the device and the service.

13. imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendment(s) to them.



14. imagine reserves the right to alter these terms and conditions at any time with one (1) month prior notice to the Eligible Customers.
15. Eligible Customers who sign up for this Device Bundle shall accept these Terms and Conditions and the alteration thereof.
16. All decisions are at the discretion of imagine and shall be deemed final.