

S24 REAL DEVICE BUNDLE OFFERING

What is the S24 REAL DEVICE BUNDLE Offering?

The S24 Real DEVICE BUNDLE offers imagine customers the opportunity to purchase the listed Samsung S24 models below for attractive prices by subscribing to Real 38 (18GB) and Real 58 (35GB) to a 24-month contract period:

Samsung S24/S24+/Ultra				
Device Models	Retail Price	Imagine Customers Outright Purchase Price	Monthly Rental Charges	
			R38 (18GB)	R58 (35GB)
Samsung S24 256GB	\$ 1,288	\$ 1,258	\$88	\$108
Samsung S24 512GB	\$ 1,458	\$ 1,423	\$98	\$118
Samsung S24+ 256GB	\$ 1,528	\$ 1,494	\$108	\$128
Samsung S24+ 512GB	\$ 1,728	\$ 1,688	\$118	\$138
Samsung S24 Ultra 256GB	\$ 1,928	\$ 1,888	\$128	\$148
Samsung S24 Ultra 512GB	\$ 2,128	\$ 2,078	\$138	\$158
Samsung S24 Ultra 1TB	\$ 2,458	\$ 2,408	\$148	\$168

When is the duration of the offering?

The offering period is from 25th January 2024 onwards (while stock last).

Preorder period is from **25th January 2024 to 30th January 2024**. Orders during pre-order period will have the benefit of:

1. Storage upgrade
2. Free Hoco EQ4 Wireless BT Headset worth \$32 (while stock last).

The Samsung Galaxy S24 devices will be available in Brunei Darussalam from 31st January 2024 onwards.

Who is eligible for this offering?

It is applicable to:

1. New sign up and port-in
2. Existing customer who has an active Wish Mobile Prepaid, Wish Mobile Postpaid or Dream Broadband service with imagine.

Any existing imagine customers who are interested in this offering must settle any outstanding payments with imagine to be eligible to subscribe to the Real Postpaid Device Bundle plan.

Note: Customers who are on the corporate employee plans (CEP) are also eligible. CEP customers can subscribe to the Real Postpaid Device Bundle plan or forgo their existing CEP Wish Mobile Postpaid plans. Clients who have their service temporarily disconnected or temporarily out of service are not eligible for the Real Device Plan S24 bundle prices.

Where can I partake in this offering?

This offering is available at these channels below:

1. Imagine Centres (Yayasan, Panaga, Citis Square and Brunei International Airport)
2. Imagine Roadshows

What information do I need to provide to be eligible for this offering?

Upon application, you are required to provide a copy of your IC (identity card) or passport as well as any other information required by imagine.

Is there a limit to the number of eligible customers for this offering?

For Real Device Plan:

There is no limitation. Customers can subscribe to the Real Postpaid Device Plans to bundle with Samsung Galaxy S24 device. Upon application, customers must pay a 1 (One) month rental in advance. 1 Real Device Plan can only be bundled with 1 device model.

For Outright Purchase:

There is also no limitation. Customers can purchase multiple devices if they wish to do so by purchasing outright with special discounts for imagine customers.

Is there a storage upgrade fee?

Yes, the storage upgrade fee depends on the chosen Samsung Galaxy S24 series, listed as below:

Device Models							
Galaxy S24		Galaxy S24 Ultra		Galaxy S24+		Galaxy S24 Ultra	
256GB upgrade to 512GB	Add \$50	256GB upgrade to 512GB	Add \$60	256GB upgrade to 512GB	Add \$60	512GB upgrade to 1TB	Add \$100

This benefit will allow customers to purchase the Samsung Galaxy S24 series for more storage at their base model price. For example, you only pay for the monthly rental charges for Samsung Galaxy S24 256GB when you top up additional \$50 during pre-order period to upgrade the device storage to 512GB.

Note: This will only apply to those who subscribe and top-up during pre-order period until 30th January 2024.

Are there any charges for signup?

Customers are required to make an advanced payment of 1 (One) month rental upon signing up to the Real Plan which will vary according to your chosen Real Postpaid Device Bundle plan subscription and device model. No booking is allowed.

New signups for Real Postpaid Device Bundle

- For Yellow & Red I.C holders deposit is waived
- For Green I.C holders deposit of \$100.00

When will I receive the device?

Customers who have preordered their Samsung Galaxy S24 device will be notified for collection at the launch event by Incomm on 31st January 2024 at Times Square 2:00PM. Upon collection, customers are required to present their receipt. SIM card will be provided upon sign-up at imagine centres.

For customers who would like to purchase after the pre-order period, kindly note that it depends on the stock availability. Collection can be made at Incomm's Latifuddin branches or at Imagine centres, depending on stock availability.

I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?

Yes, customers can apply for this bundle, however,

- I. Customers currently 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.
- IV. Customers who are on Dream Bundle plans would have to unbundle their Dream Broadband and Wish Mobile Postpaid to recontract their Dream Broadband Standalone to 24 Months and Real Device 38/Real Device 58 to enjoy the Offering. Contract penalty will be waived if their remaining contract period is 6 months or below.

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.

Can I purchase the Samsung Galaxy S24 device only, without sign up/recontract to Real Postpaid Device Bundle Plan?

Yes, only if you are an existing Imagine Residential/Enterprise customer (via outright purchase).

What is the warranty period for the device?

- i. All Samsung Galaxy S24 devices are covered by Integrated Communications Sdn Bhd for a period of one (1) year limited warranty for handphone and a period of six (6) months limited warranty for accessories.
- ii. This warranty is valid for one (1) year limited warranty for handphone and six (6) months for accessories from the date of purchase and activation of both device and SIM from imagine.
- iii. Customers may claim their warranty and provide receipt of purchase from Integrated Communications Sdn Bhd at the address as below:

Samsung Experience Store

Unit 6 & 7, Block D Abdul Razak Complex, Jalan Gadong BE3519, Bandar Seri Begawan, Negara Brunei Darussalam. Tel: +673 2420123

If I signed up for this offering, am I eligible to apply for another Dream Broadband or Wish Mobile Postpaid promotion in the future?

Yes, you will be eligible to apply for another Dream Broadband or Wish Mobile Postpaid promotion.

If I signed up for this offering, am I eligible to apply for another Real Postpaid Device Bundle Plan offering in the future?

Any existing customers on Real Postpaid Device Bundle will be required to settle the remaining fees and installment charges before applying for another Real Postpaid Device Bundle. Alternatively, you may also subscribe for an additional Real Postpaid Device Bundle plan with a new number.

Can I upgrade or downgrade my Real Postpaid Device Bundle plan during the contract period?

Upgrades and downgrades are not allowed for the Real Postpaid Device Bundle Plans. However, if the customer wishes to upgrade or downgrade to Wish Postpaid plans, 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.

Can I terminate or change ownership of the S24 Real Postpaid Device Bundle Plan within the contract period?

No, you are not allowed to terminate, change ownership except in the event of death or otherwise as consented to by imagine, or port-out within the contract period. If you would like to do any of the above stated, imagine has the right to impose early termination charges which customers are required to pay their remaining rental charges and device installments for the remaining contract period.

What happens if my device gets stolen, lost, or damaged during the contract period? Do I still need to pay?

Customers are responsible for any loss, theft or damage to the Device at all times and shall continue to pay the total rental charges for the remaining months of the contract period, if applicable, notwithstanding that the Device is lost or damaged.