

## **Device Bundle Offering Terms & Conditions**

1. Incorporation by reference in addition to:
  - i. The General Terms and Conditions of Service;
  - ii. imagine Broadband Service Terms and Conditions;
  - iii. imagine Mobile Postpaid Service Terms and Conditions; and/or
  - iv. 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.

These Specific Terms and Conditions are available on imagine's website or can be requested upon written request.

2. This Device Bundle Offerings entitles Customers to receive a complimentary Wi-Fi 6 device when they bundle with either Dream Broadband or Real Broadband for a 24-month contract, or Biz Broadband Plan for 12 or 24-month contract (hereinafter collectively referred to as "Offer").
3. This Offer is valid from 2<sup>nd</sup> March 2025 onwards and will remain valid, subject to stock availability.
4. This Offer is available on a first-come first-serve basis. This Offer will be considered concluded once the available stock is exhausted.
5. This Offer is exclusively available at all imagine centres.
6. This Offer is applicable for all new and existing Customers who wish to subscribe to the 24-month Dream Broadband UNL1000/Real Broadband UNL1000 Plan or the 12 or 36-months Biz Broadband 1Gbps 20TB Plans.
7. Customers who are on existing device bundle or any service promotions on Dream Broadband Plan and Biz Broadband Plan are eligible to participate in this Offer subject to the following conditions:
  - i. Customers enrolled in an existing device bundle who wish to sign up for this Offer shall be required to pay the applicable device penalty fee; and
  - ii. Customers benefiting from any service promotions or discounts on their monthly charges shall forgo the remaining rewards or discounts upon participating in this Offer.
8. Service cancellations for new sign-ups

- i. Customers are not allowed to cancel their subscribed plans within the contract period, as specified in the terms and conditions for Dream Broadband or Biz Broadband.
  - ii. In the event that the Customer requests a service cancellation due to lack of infrastructure, non-standard installation or additional external costs, the cancellation request shall be reviewed by imagine.
9. Customers who have successfully subscribed to Dream Broadband Plan and/or Biz Broadband Plan are not permitted to downgrade their plan for the duration of contract period following successful activation.
10. In the event that the Customer downgrades their plan within their contract period, a downgrade fee will be charged, and the 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 associated with the plan, as determined by imagine.
11. In the event that the Customer terminates their plan before the contract period concludes, the 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 associated with the plan, as determined by imagine.
12. Device warranty
  - i. All devices are covered are covered for a period of two (2) years limited warranty as of date of purchase. The warranty does not cover damage caused by improper installation, abuse of accident, updates or patches for problems not discovered during normal testing and only valid in the local country.
  - ii. Customers may claim their warranty and provide receipt to Integrated Communications Sdn Bhd (“Incomm”) at the address below:

**Integrated Communications Sdn Bhd,  
Unit 6 & 7,  
Ground Floor, Abdul Razak Complex,  
Jalan Gadong,  
BE3519, Bandar Seri Begawan,  
Negara Brunei Darussalam  
Tel: +673 2420123.**

13. Change of ownership

Any change of account ownership by the Customer, except in the event of death or otherwise as consented to by imagine, 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 determined by imagine.

14. Early termination fees

Any early termination of the contract will incur penalty fees and charges. This may include but is not limited to a total of rental charges for the remaining months of the contract period and the cost of the device, or subject to imagine's discretion.

15. imagine reserves the right to deem the offer void if the Customer does not comply with these Terms and Conditions for this Promotion including imagine's General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed and accepted by the Customer. Such rights conferred by imagine under these terms and conditions shall be additional to the rights conferred by imagine under imagine's General Terms and Conditions for services and any other terms and conditions agreed and accepted by the Customer.

16. All details and particulars registered by the Customer must be true, accurate and complete.

17. imagine shall not be liable for any delay, failure, or omission in carrying out this Offer.

18. imagine shall not be liable for any claims, losses and damages sustained by the Customer.

19. imagine reserves the right at any time in its absolute, sole discretion, to make amendments(s) to this Specific Terms and Conditions.

20. Imagine reserves the right to alter these Terms and Conditions at any time with one (1) month prior notice to the Customer.

21. Customers participating in this Offer shall agree to accept and abide by these Specific Terms and Conditions outlined herein and any subsequent alterations made thereto.

22. All decisions are at the discretion of *imagine* and shall be deemed final.