

FREQUENTLY ASKED QUESTIONS DREAM/BIZ BROADBAND 1GBPS

What is Dream/Biz Broadband 1Gbps plan?

Dream/Biz Broadband 1Gbps plan is Imagine's latest Broadband offering that provides faster internet speeds to further support high-quality video streaming and enhance gaming experience while ensuring reduced congestion and seamless connectivity for multiple devices connected concurrently.

The plans are as below:

- Dream Broadband UNL1000 (Standalone)
- Dream Broadband UNL1000 (Dream Bundle)
- Biz Broadband 1Gbps 20TB
- Biz Broadband Plus 1Gbps 20TB

Where is 1Gbps available?

Currently, 1Gbps plans are only available from 8 exchanges:

- Gadong
- Madang
- Sengkurong
- Madewa
- Central
- Salar
- Tutong
- Mumong

Please check with our Sales Representative to identify if your area is covered with 1Gbps.

How do I apply for 1Gbps plan?

Applications and Plan Upgrades to Dream/Biz Broadband 1Gbps plans can be done at imagine centres below:

- Supasave, Panaga
- Petani mall, Tutong
- Citis Square
- Medan Tanjong Bunut
- Rimba Point

Is there a Contract Period for Dream/Biz Broadband 1Gbps plans?

Yes. The contract period for each plan is as follows:

- Dream Broadband UNL1000 (Standalone) – 0 or 24 months.
- Dream Broadband UNL1000 (Dream Bundle) – 24 months only. Business:
- Biz Broadband/Plus 1Gbps 20TB – 12 or 36 months.

What can I do to ensure I receive the 1Gbps speed as advertised?

For optimal performance of up to 1Gbps, we recommend using either a Wi-Fi 6 router or a Wi-Fi 6 mesh system. If you are a Dream/Biz Broadband subscriber on a contract, you will receive a complimentary Wi-Fi 6 device.

What are the benefits of a 1Gbps plan?

With a 1Gbps plan, you'll enjoy:

- **Faster speeds and higher bandwidth** for a smoother browsing experience, especially for high-quality video streaming and gaming.
- **Reduced network congestion** and seamless connectivity, even when multiple devices are connected simultaneously.

Will my 1Gbps plan's speed be limited when using Wi-Fi?

The 1Gbps plan offers up to 1Gbps at best effort basis. The minimum speed will be as low as 600Mbps, whereby actual speeds will depend on device specifications and environmental factors. We recommend these tips to improve the speed via wireless connectivity:

1. **HEAT** – place your Wi-Fi 6 device away from the areas with high temperature as heat will affect the device performance and browsing experience.
 - a. Device should be placed in an open area to allow heat ventilation.
 - b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating.
2. **DISTANCE** – Wi-Fi 6 device has distance limitation when it comes to signal range. As distance increases, the signal becomes weaker.
 - a. Consider placing your device in an area where you would frequently do your browsing activities.
3. **OBSTRUCTIONS** – Wi-Fi 6 device efficiency will decrease when it passes through physical obstruction e.g. think walls, metals and solid objects.
 - a. Consider placing your device in an open area to maximise signal reception.
 - b. Avoid placing your device in a closed cabinet, secluded room or under the stairs.
4. **ELECTROMAGNETIC INTERFERENCE** – signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity.

- a. Place your device away from electronic appliances.
 - b. Avoid sharing the power socket that is connected with the electronic appliances.
5. **WI-FI SECURITY PASSWORD** – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your internet, the more bandwidth will be consumed; thus, affecting your browsing experience.
- a. Consider setting a unique and strong Wi-Fi security password.
 - b. Consider changing your Wi-Fi security password on a regular basis to improve your network security.

Can I downgrade to a lower speed?

Yes. However, you will need to settle the device penalty fee if you are still serving the 1Gbps plan contract and downgrade fee of \$50.00 (one time).

Can I relocate my 1Gbps plan to a new address?

Yes, you may relocate your plan to a new address only if it is within the 8 exchanges listed below:

- Gadong
- Madang
- Sengkurong
- Madewa
- Central
- Salar
- Tutong
- Mumong

Can I terminate my subscription?

If you terminate your subscription within your contract period, you will incur an early termination penalty covering the remaining monthly fees and device penalty.

No penalties apply if you terminate after your contract ends.

Can I still subscribe to 1Gbps without a Wi-Fi 6 device?

You will only be able to connect to the internet via ethernet/LAN cable as the Wi-Fi feature from your ONT will be disabled.

Is there a warranty for the provided Wi-Fi 6 device in case of defects upon arrival or issues that arise later?

The warranty period for the device provided is 2 years. We advise keeping all receipts to be presented for warranty claim.

Where can I claim the warranty should the device be faulty?

You may bring your device and the receipts to Integrated Communications Sdn Bhd at the address below:

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

When will 1Gbps be available in my residence area?

Do check our website and social media for the latest news and updates on the availability of our services in real time.