



## FREQUENTLY ASKED QUESTIONS (FAQ)

### IMAGINE’S BERGAYA RAYA PROMOTION 2026

#### What is the imagine’s Bergaya Raya Promotion?

This promotion offers new imagine customers the opportunity to receive Audiomarc vouchers (hereinafter referred to as “Vouchers”) OR receive free or pay a minimal amount to get an LG TV when they sign up or switch to selected Dream Broadband plans for 24 months during the promotional period.

#### When and where are the promotions valid?

This promotion is exclusively available during the following respective dates and locations, on a while stocks last basis:

- From 20<sup>th</sup> February until 19<sup>th</sup> April 2026 at all imagine Centres; and at roadshow events featuring Imagine’s booth.

#### Who is eligible for this promotion?

It is applicable to new residential customers subscribing to Dream Broadband.

*Note: Customers on imagine Dream Bundle, Biz Broadband/Biz Broadband Plus plans or Corporate Employee plans are not eligible.*

#### What are the offers for this promotion?

Customers will be entitled to receive Audiomarc vouchers or pay an upfront for the TV according to their subscribed plans.

Dream Broadband Plans (24 Months contract)	Audiomarc Vouchers	OR	TV Model (Retail Price)		
			LG 43-inch FHD TV (B\$299)	LG 50-inch 4k TV (B\$599)	LG 55-inch 4k TV (B\$699)
			Upfront Price		
Dream 200Mbps 700GB	<b>B\$50</b>		<b>B\$199</b>	<i>Not Applicable</i>	<i>Not Applicable</i>
Dream 200Mbps 1300GB	<b>B\$100</b>		<b>B\$159</b>	<i>Not Applicable</i>	<i>Not Applicable</i>
Dream 300Mbps 1300GB	<b>B\$200</b>		<b>FREE</b>	<b>B\$299</b>	<b>B\$399</b>
Dream 300Mbps 1800GB	<b>B\$300</b>		<i>Not Applicable</i>	<b>FREE</b>	<b>B\$99</b>
Dream 500Mbps 2000GB	<b>B\$300</b>		<i>Not Applicable</i>	<b>FREE</b>	<b>B\$99</b>
Dream UNL500Mbps	<b>B\$400</b>		<i>Not Applicable</i>	<i>Not Applicable</i>	<b>FREE</b>

#### What are the TVs that is being offered during this promotion?

This promotion offers the following TVs: -

- LG 43-inch FHD TV
- LG 50-inch 4k TV
- LG 55-inch 4k TV

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### **What information do I need to provide to be eligible for this promotion?**

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 promotion?**

These offers are a first come first served basis while stocks last.

### **Am I eligible for the voucher or TV if I apply for a non-contract plan?**

This promotion is only applicable to contract plans. Customers must subscribe to a 24-month contract plan to be eligible for this promotion.

### **When will I receive the vouchers or TV?**

**For port-in:** Upon successful port-in and service activation, you will be notified via call/SMS/email to redeem your voucher or TV.

**For new sign-up:** Once your broadband service has been successfully activated, imagine will notify you via call/SMS/email on the next steps to redeem your voucher or TV.

### **When do I need to collect my Audiomarc voucher or TV?**

Yes. Customers are required to collect their voucher or TV within **two (2) weeks** from the date you are notified by Imagine. If not collected within this period, **the promotional entitlement will be forfeited**. Your broadband contract will remain valid and enforceable. Please note that no replacement, cash alternative, or reissuance will be provided for any unredeemed vouchers or uncollected devices.

### **Where can I redeem these vouchers?**

The Audiomarc vouchers can only be redeemed at *Audiomarc Sdn Bhd* stores according to the Terms & Conditions set by Audiomarc Sdn Bhd at these locations:

- Gadong
- Sg. Hancing
- Tanjung Bunut
- Kiulap
- Kuala Belait
- Seri Complex Batu Satu

### **How do I collect the TV?**

Customers may choose one of the following fulfilment options:

- Self-collection at Audiomarc
- Delivery to your premises (1–3 days within BSB, 5 days outside of BSB)

### **Can I apply for this on behalf of the service owner?**

Yes, however, you are required to provide a signed copy of the service owner's proof of identity card (IC) or any identification document, and a signed letter of authorisation.



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### **If I sign up for this promotion, am I eligible to apply for another device bundle, broadband or mobile promotion in the future?**

Any existing customers on Dream Broadband Device Bundle will be required to settle the remaining fees and charges before applying for another Dream Broadband Device bundle promotion. Alternatively, you may also subscribe to an additional Dream Broadband Device Bundle with a new service number.

### **Can I upgrade or downgrade my plan during the contract period?**

Dream Broadband Device Bundle:

- Upgrades are allowed. However, the upfront payment or monthly device instalment will still be based on the initial subscription plan.
- Downgrades are not allowed. You will be required to settle any necessary fees and charges, including the rental charges for the remaining months of the contract period and the device's/voucher's cost.

### **Can I terminate or change ownership of my subscribed imagine plan within the contract period?**

No, you are not allowed to terminate, change ownership (except in the event of death or with imagine's consent), or port out during the contract period. If you do, early termination charges will apply, including remaining rental and device instalments.

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

Yes. Customers are responsible for any loss, theft or damage to the device at all times and shall continue to pay the remaining rental charges, even if the device is lost, stolen, or damaged.