

Imagine Bergaya Raya 2026

Terms & Conditions

1. This Promotion Is subject to and shall be read together with the following:
 - 1.1. The General Terms and Conditions of Service;
 - 1.2. Imagine Broadband Service Terms and Conditions;
 - 1.3. 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. The Imagine Bergaya Raya Promotion 2026 (“Promotion”) entitles eligible Customers to receive either:
 - a. An Audiomarc Voucher worth up to B\$400 (subject to the subscribed plan);or
 - b. An LG TV Bundle at a discounted upfront payment or free (subject to the subscribed plan), Upon successful sign-up, port-in to an eligible Dream Broadband Plan on a 24-month contract.
3. This Promotion is valid from 20th February 2026 to 19th April 2026 which is inclusive of the bundles with Shopping vouchers and TV Bundle package. (hereinafter referred to as ‘Promotion Period’).
4. This Promotion is available on a first-come, first-served basis and is subject to stock availability. No reservation of stock is permitted prior to full activation of the subscribed plan.
5. This Promotion is exclusively available at the following locations:
 - i. Brunei International Airport Arrival Hall Imagine centre;
 - ii. Citis Square Imagine Centre;
 - iii. Panaga Imagine Centre;
 - iv. Medan Tanjung Bunut Imagine Centre;
 - v. Manggis Mall Imagine Centre;
 - vi. Petani Mall Imagine Centre;
 - vii. Rimba Point Imagine Centre;
 - viii. Stoneville Imagine Centre;
 - ix. Imagine roadshows
6. This Promotion is applicable for all new sign-up or port-in customers who wish to subscribe to any of the plans as follows:

Dream Broadband Plan	Contract Period
Dream Broadband 200Mbps 700GB	24 Months
Dream Broadband 200Mbps 1.3TB	24 Months
Dream Broadband 300Mbps 1.3TB	24 Months
Dream Broadband 300Mbps 1.8TB	24 Months
Dream Broadband 500Mbps 2.0TB	24 Months
Dream Broadband UNL500	24 Months



7. Eligibility Restriction- Anti-Churn

- 7.1. This Promotion is strictly available to New Customers only.
- 7.2. A “ New Customer” is defined as a person who:
 - 7.2.1. does not have an active Imagine broadband or postpaid service at the time of application; and
 - 7.2.2. has not terminated, cancelled, transferred, or otherwise ceased any Imagine broadband or postpaid service within the preceding two (2) months from the date of application.
- 7.3. Any Customer who terminates an existing service agreement for the purpose of re-subscribing under this Promotion shall be deemed an Existing Customer for a period of two (2) months from the date of termination and shall not be eligible for new sign-up promotions.
- 7.4. Where Imagine reasonably determines that a customer has attempted to circumvent eligibility requirements (including termination and re-subscription, ownership transfer, alternative identification use, or service address manipulation), Imagine reserves the right to
 - a. refuse or revoke promotional entitlement;
 - b. charge standard retail pricing;
 - c. recover the full value of vouchers, discounts, or devices granted; and/or
 - d. suspend or terminate the affected service in accordance with the Principal Terms.
 - e. impose an Anti-Churn Penalty Administration Charge as per clause 14 to cover administrative, processing, and recovery costs arising from the circumvention attempt.

8. Offer

Customers will receive free Audiomarc vouchers **OR** pay a minimal upfront fee to get a LG TV at a lower than retail price if they sign-up or port-in to our Dream Broadband Plans listed below on 24 months contract as listed below.

Dream Broadband Plans (24 Months contract)	Free 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\$50		B\$199	<i>Not Applicable</i>	<i>Not Applicable</i>
Dream 200Mbps 1300GB	B\$100		B\$159	<i>Not Applicable</i>	<i>Not Applicable</i>
Dream 300Mbps 1300GB	B\$200		FREE	B\$299	B\$399
Dream 300Mbps 1800GB	B\$300		<i>Not Applicable</i>	FREE	B\$99
Dream 500Mbps 2000GB	B\$300		<i>Not Applicable</i>	FREE	B\$99
Dream UNL500Mbps	B\$400		<i>Not Applicable</i>	<i>Not Applicable</i>	FREE

- 9. Customers who sign up for this Promotion will be required to pay one (1) month’s advance rental for the Dream Broadband Plan.

10. The Audiomarc vouchers can only be redeemed at Audiomarc stores at these locations: -
 - i. Audiomarc Vouchers redeemable locations.
 - a. Gadong;
 - b. Sg. Hancing; or
 - c. Tanjung Bunut; or
 - d. Kiulap; or
 - e. Seri Complex Batu Satu; or
 - f. Kuala Belait; or
 - g. Seria
 - ii. Terms and conditions of the usage of the voucher will be stated on the voucher.

11. Customers must redeem and collect their Audiomarc voucher or TV within two (2) weeks from the date of notification by Imagine.
 - 11.1. Failure to do so shall result in forfeiture of the promotional entitlement only. The underlying broadband contract shall remain valid and enforceable.
 - 11.2. No replacement, cash alternative, or reissuance will be provided for unredeemed vouchers or uncollected devices.
 - 11.3.
12. Upgrade and Downgrade of Service (Dream Broadband)
 - i. If a customer upgrades their Dream Broadband during the Promotional Contract Period, the promotional entitlement shall remain based on the initial plan selected at activation. No additional voucher or device benefit shall be granted
 - ii. Eligible customers who have successfully signed up or ported in are not allowed to downgrade their plan for the duration of the contract period. In the event that the customer downgrades their service before fulfilling the contract period, the customer is required to pay cancellation fee(s), including but not limited to any vouchers customers have received under this promotion.
 - iii. Customers may request termination at any time; however, early termination charges shall apply in accordance with Clause 14 below.

13. Early Termination of Service
 - i. In the event that the Customer wishes to participate in a device promotion and/or other promotions before fulfilling the contract period, the Customer shall pay the necessary fees and charges, including but not limited to:
 - a. the remainder of the months remaining of the contract period as determined by Imagine;
 - b. the cost of the device as determined by Imagine or stipulated in Clause 14, if applicable; and/or
 - c. the total value of vouchers received under that Service pursuant to Clause 14.

 - ii. In the event that the Customer terminates their service before fulfilling the contract period, the customer shall pay the necessary fees and charges, including but not limited to:
 - a. the remainder of the months remaining of the contract period as determined by Imagine;
 - b. the cost of the device as determined by Imagine or stipulated in Clause 14, if applicable; and
 - c. the total value of vouchers received under that Service pursuant to Clause 14.

14. Penalty Fees

14.1. Voucher Penalty Fee

The penalty fee for vouchers is as stated below:

Dream Broadband Plans (24 Months contract)	Penalty Fee
Dream 200Mbps 700GB	B\$50
Dream 200Mbps 1300GB	B\$100
Dream 300Mbps 1300GB	B\$200
Dream 300Mbps 1800GB	B\$300
Dream 500Mbps 2000GB	B\$300
Dream UNL500Mbps	B\$400

14.2. Device Bundle Plans

Please find below the penalty fee calculation for the device bundles with upfront payment (Dream Broadband and Wish Postpaid) **Does not apply for TRUE Broadband or REAL Postpaid**

$$\text{Penalty Fee} = \frac{(\text{Retail Price} - \text{Device Upfront})}{24 \text{ Months}} \times \text{Number of months remaining in the contract}$$

Please refer to the retail price as stated in above tables.

15. Where a device bundle is selected, ownership of the device shall remain with Imagine until completion of the 24-month contract period and full settlement of all amounts due. Upon successful completion of the contract without default, ownership shall transfer to the Customer at no additional cost. Customers may alternatively purchase the device outright at the prevailing retail price at the point of sale.

16. To ensure timely payments, Imagine reserves the right to reclaim any device associated with an unpaid bill that exceeds three (3) months. Customers are responsible for returning the device upon request.

16.1. Failure to do so may result in legal action and recovery of:

- 16.1.1. Outstanding subscription charges
- 16.1.2. Device penalty
- 16.1.3. Legal costs
- 16.1.4. Collection fees

17. Service cancellations for new broadband sign-ups. Customers may terminate their contract at any time, but early termination charges apply (based on the chosen contract Dream Broadband or True Broadband Device Bundle plan).

- i. 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 on a case-by-case basis.

18. Customers may terminate their subscribed plan at any time; however, early termination charges shall apply as set out in Clause 14.

19. Upon the expiration of the contract, Imagine shall notify Customers via email or SMS three (3) months prior to the expiry. Customers shall have the options to:

- i. subscribe to any Dream Broadband plan; or
- ii. subscribe to any True Broadband Device Bundle plan; or
- iii. request to Imagine for termination.

20. 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 instalments (if applicable) or device penalty of the device determined by Imagine.

21. Relocation within the same premise

Customers can contact our customer service to schedule for installation at the new location. We will be using the existing Primary unit, Secondary unit, Splitter, and Access Terminal Box (ATB). Additionally, there will be charges for the new fibre optic cable. New installation charge also applies.

- 22.** 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.

23. Personal Data Protection

22.1. By participating in this Promotion, the Customer acknowledges and agrees that Imagine may collect, use, disclose, and process the Customer's personal data in accordance with the Personal Data Protection Order of Brunei Darussalam ("PDPO") and Imagine's Privacy Policy.

22.2. Personal data collected may include, but is not limited to, the Customer's name, NRIC or identification number, contact details, service address, billing information, account history, and subscription details.

22.3. Such personal data may be processed for the following purposes:

- a. administering and managing this Promotion;
- b. verifying eligibility, including anti-churn assessments;
- c. facilitating voucher issuance or device bundle fulfilment;
- d. disclosing necessary details to third-party partners (including Audiomarc) solely for the purpose of fulfilling the promotional entitlement;
- e. credit assessment, fraud prevention, debt recovery, and enforcement of contractual rights; and
- f. compliance with applicable laws and regulatory requirements.

22.4. Where personal data is disclosed to third-party service providers or promotional partners, Imagine shall take reasonable steps to ensure such parties process the data in accordance with applicable data protection laws and solely for the intended purpose.

22.5. The Customer confirms that all personal data provided is accurate and consents to such processing for the duration necessary to administer the Promotion and enforce the Service Agreement.

- 24.** All details and particulars registered by the Customer must be true, accurate and complete.
- 25.** Imagine shall not be liable for any delay, failure, or omission in carrying out this device bundle.
- 26.** Imagine shall not be liable for indirect or consequential losses arising from this Promotion, except where such loss results from Imagine's fraud, gross negligence, or wilful misconduct.
- 27.** Imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.
- 28.** Imagine reserves the right to alter these Terms and Conditions at any time with one (1) month prior notice to the Customers.
- 29.** Customers in this Promotion shall accept the Terms and Conditions and the alteration thereof.
- 30.** All decisions are at the discretion of Imagine and shall be deemed final.