

Application Type
 New customer Existing Customer
Customer type
 Home Business

Attachments
 IC/Passport Form 16&17 Form X

* Representative needs to bring a copy of his/her and the owner's Identity Card with authorisation letter from the service owner.

About you

 Full Name Gender Male Female

 Date of Birth -- IC/Passport No. E-Mail
Day Month Year

 Address Postcode

 Correspondence Address Postcode
 Same as above

 Contact No.
Mobile Home (if any) 2nd Person Name 2nd Person Contact No.

 Overseas address Overseas Contact No.

* For foreigners only

I wish to apply for following package(s)
 FIXED LINE & BROADBAND
Plan

-
- Combo
-
-
- Broadband only
-
-
- Fixed line only

Broadband Plan

Speed (Mbps) Data (GB)
Contract Period
 Months

Special Fixed Line No.

Remarks

 MOBILE Prepaid Postpaid

Postpaid Plan (For Postpaid Plan only)

Data (GB)
Contract Period
 Months

Special Mobile No.

 BUNDLE
 imagine Bundle
 (Broadband + Mobile)

 Device Bundle

 Device

 Serial No.
Option

-
- Full upfront payment
-
-
- Upfront payment with 6 months instalment
-
-
- Upfront payment with 12 months instalment
-
-
- Other:
-

Subscriber's Declaration

- Saya / Kami mengakui bahawa telah membaca, memahami dan setuju akan terma dan syarat Talian Tetap, Jalur Lebar dan Perkhidmatan Mudah Alih yang disertakan dalam borang permohonan ini; I / We confirmed that I / We have read, understood and agree to the Fixed Line, Broadband and Mobile Services terms and conditions attached to this form; Saya/ Kami mengaku segala keterangan yang diberikan adalah betul, tepat dan lengkap. I / We hereby declare that all information provided is true, correct and complete.
- Saya / Kami terima Tempoh Kontrak yang dilanggan, iaitu _____ () bulan (tidak termasuk tempoh penggantungan perkhidmatan) dan jika saya / kami menamatkan atau menggantung sementara perkhidmatan tersebut, sama ada dengan permintaan sendiri atau dilaksanakan oleh Imagine Sdn Bhd sebelum Tempoh Kontrak berakhir, saya / kami perlu membayar semua bayaran dan caj yang dikenakan*, termasuk tetapi tidak terhad kepada baki Tempoh Kontrak. I / We accept and am / are aware of the chosen Contract Period of _____ () calendar months (excluding the suspension period of the service) and if I / We terminate or temporarily suspend the service, either by my / our personal request or by Imagine Sdn Bhd, before the end of the Contract Period, I / We will have to pay any and all relevant fees and charges* including but not limited to the remaining Contract Period.

* Tidak berkenaan dengan pelan tanpa kontrak | Not applicable for non-contract plans.

Borang ini mestilah diisi dan ditandatangani sendiri seperti nama yang tertera didalam bil
 Form must be filled and signed by the service owner whose name is on the bill

Signature & Date

Company stamp (if required)

For office use only

 CSR Name (Attended by) Staff ID Supervisor Name (verified by) Staff ID

Signature & Date

Signature & Date

Payment for Fixed Line & Broadband

 Deposit : \$
 Advanced Rental : \$ Months
TOTAL : \$
Payment Mobile

 Deposit : \$
 Advanced Rental : \$ Months
TOTAL : \$

 Account No: SIM No: Mobile No: IMEI No:

Imagine's Device Bundle Services Terms & Conditions

1. Incorporation by reference

In addition to:

- 1.1. The General Terms and Conditions of Service;
- 1.2. Imagine Broadband Service Terms and Conditions;
- 1.3. Imagine Mobile Postpaid Service Terms and Conditions;
- 1.4. Imagine Dream 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 the Imagine website or can be requested upon in writing.

2. Definitions and Interpretations

2.1 For the purposes of these Specific Terms and Conditions, the following terms have the meanings set forth below: -

- 2.1.1 "device" shall refer to any electronic device that is offered by Imagine and can be tied together with any of Imagine's Services.
- 2.1.2 "device Bundle" shall refer to devices which are tied up together with any services offered by Imagine.
- 2.1.3 "Supplier" shall refer to the device authorized Suppliers that supplies devices to Imagine.

3. Eligibility to sign up for Device Bundle Service

- 3.1 Meet the minimum requirements of each of the device Bundle which the Customer is interested in subscribing, not limited to the contract period for the services.
- 3.2 Complete any and all payment requirements set out for each of the device Bundle which the Customer is interested in subscribing.
- 3.3 Only for residential customer and not business customer unless otherwise stated.

4. Device Warranty

- 4.1 The Customer will be given a copy of device warranty upon sign up for the device.
- 4.2 The Customer will need to keep the copy of their device warranty, original packaging and any accessories and pamphlets that comes with the device for future claims.

Note: Device warranty varies based on the device brand and model and may also be in different formats.

5. After Sales Service

5.1 The Customer has the option to either go directly to the Supplier service center or at specified imagine Business Center for issues in relation to their device.

5.2 The Customer is required to produce the Proof of Purchase with the device warranty when sending their devices to either the Supplier service center or at specified imagine Business Center.

6. Termination

6.1 In the event where the Customer decides to terminate the services prior to completion of the contract period, 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 or any additional cost incurred by imagine.

7. Service cancellation

7.1. The Customer is not allowed to cancel the broadband applications unless there are implications that arise from the network service provider.

7.2. In the event the Customer requests for a service cancellation due to reasons including but not limited to the lack of infrastructure, non-standard installation or additional external costs, cancellation request shall be reviewed by imagine.

8. Plan Downgrade

8.1. The Customer who has successfully subscribed to Dream Broadband and/or Wish Postpaid Mobile Bundle service are not allowed to downgrade their plan for the duration of contract period upon successful activation.

8.2. In the event the Customer downgrades within the 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 or or any additional cost incurred by imagine.

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

10. imagine shall not be liable for any claims, losses and damages sustained by the Customer for using the device and the service.

11. imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendment(s) to them.

12. imagine reserves the right to alter these terms and conditions at any time without prior notice.

13. No change of ownership for the device and the account used to connect to the service by the Customer is allowed unless otherwise in the event of death or circumstances which was agreed to by imagine.

****By signing below, you confirm that you have read, understood and accepted the terms & conditions****

Customer Name			
I/C Number		Contact Number	
Signature		Date	

FOR OFFICE USE			
Account Number			
Dream Broadband Service Number		Wish Mobile Access Number	
CSR Receipt & Signature			
Date			
Supervisor Receipt & Signature			
Date			