

Full Name	Customer No.	Account No.	Service No.	Contact No.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

I wish to apply the following package(s)

**VALUE ADDED SERVICE FOR FIXED LINE**
**Call Facilities**

- |  |  |
|--|--|
| <input type="checkbox"/> Call to Mobile Phone Only | <input type="checkbox"/> International Direct Dialling (IDD) |
| <input type="checkbox"/> Free Call Only            | <input type="checkbox"/> Local Call Only                     |

**Installation Package** (select one package only)

- |  |  |
|--|--|
| <input type="checkbox"/> XtraLock Package                | <input type="checkbox"/> Telephone with Caller ID and Electronic Package |
| <input type="checkbox"/> Telephone and Caller ID Package |  |

**PhoneXtra**

- |  |   |
|--|---|
| <input type="checkbox"/> Call Transfer | <input type="checkbox"/> Abbreviated Dialling |
| <input type="checkbox"/> Call Waiting  | <input type="checkbox"/> 3 Party Conference   |
| <input type="checkbox"/> Wake Up call  | <input type="checkbox"/> Hotline              |

**Teleport**

- 
- New Address:

**Others**

- |   |   |
|---|---|
| <input type="checkbox"/> Coinphone                            | <input type="checkbox"/> Chosen No or Golden No |
| <input type="checkbox"/> Unlisted name & number (X-Directory) |   |
| <input type="checkbox"/> National Toll Free                   | <input type="checkbox"/> ** 3 Digit No.         |
| <input type="checkbox"/> ** Line Reveal                       |   |

\*\* For Corporate & Government Only

**VALUE ADDED SERVICE FOR BROADBAND**
**Top-Up**

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Top-Up 15GB | <input type="checkbox"/> Top-Up 35GB  |
| <input type="checkbox"/> Top-Up 60GB | <input type="checkbox"/> Top-Up 120GB |

**Change of Plan**

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Upgrade to | <input type="checkbox"/> Downgrade to |
|-------------------------------------|---------------------------------------|

**Other**
 
**Imagine WiFi Concurrent Device**

- |                              |                                 |                                     |
|------------------------------|---------------------------------|-------------------------------------|
| <input type="checkbox"/> Add | <input type="checkbox"/> Remove | <input type="text"/> No. of devices |
|------------------------------|---------------------------------|-------------------------------------|

**Re-contract**

- |                                    |                                    |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> 12 months | <input type="checkbox"/> 24 months |
|------------------------------------|------------------------------------|

**VALUE ADDED SERVICE MOBILE POSTPAID**
**Local Data Booster**

- |                                   |                                   |                                   |
|-----------------------------------|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Data 1GB | <input type="checkbox"/> Data 3GB | <input type="checkbox"/> Data 5GB |
|-----------------------------------|-----------------------------------|-----------------------------------|

**SIM Card Replacement**

- 
- Reason:

**Other**
 
**Re-contract (  Bundle)**

- |                                    |                                    |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> 12 months | <input type="checkbox"/> 24 months |
|------------------------------------|------------------------------------|

**VALUE ADDED SERVICE MOBILE PREPAID**
**Top-up**

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Top-up \$5  | <input type="checkbox"/> Top-up \$10 |
| <input type="checkbox"/> Top-up \$25 | <input type="checkbox"/> Top-up \$55 |

**Local Time Bound Data**

- 
- 1 GB

**SIM Card Replacement**

- 
- Reason:

**Combo Booster**

- |                                  |                                  |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> Combo 1 | <input type="checkbox"/> Combo 2 |
|----------------------------------|----------------------------------|

**Local Lifestyle**

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Video 3 GB | <input type="checkbox"/> Social 2 GB |
|-------------------------------------|--------------------------------------|

**Other**
 
**Local Data Booster**

- |                               |                               |                               |
|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> 1 GB | <input type="checkbox"/> 3 GB | <input type="checkbox"/> 5 GB |
|-------------------------------|-------------------------------|-------------------------------|

**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 menyedari Tempoh Kontrak, 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 dalam masa kurang daripada Tempoh Kontrak, saya / kami perlu membayar baki yuran yang dikenakan untuk Tempoh Kontrak yang selebihnya. I am / We are also aware of the Contract Period of \_\_\_\_ ( ) calendar months (excluding the suspension period of the service) and if I / We terminate or temporarily suspend the service either by request or by Imagine Sdn Bhd in LESS THAN the Contract Period, I / We will have to pay the fees incurred for the remaining Contract Period.

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

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	

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