

IMAGINEGO LAUNCH FAQ

What is the imagineGo app?

The imagineGo App is our mobile application that allows users to perform their transactions easily on their mobile devices. You can also access imagineGo via web portal on our website.

What are the features of imagineGo?

With the imagineGo app, customers can:

- a. View and manage mobile and broadband services.
- b. Purchase top-up & boosters.
- c. Make payments.
- d. View outstanding amount & payment history.
- e. View broadband and mobile data, call & SMS usage as well as PAYG charges (overage)

Where can I download the imagineGo App?

The imagineGo App is available on Google Play Store for Android users. We will share the announcement of the iOS version coming to the Apple App Store on our official social media channels shortly after.

How do I sign up for an imagineGo account?

Upon successful registration, you will receive a link via email to proceed with the registration process. The link will only remain valid for two (2) hours.

How do I view my bills?

You can view your bill by clicking the 'Bill' icon on the Overview page.

Can I upgrade my plan via the app?

You can upgrade your broadband on the imagineGo **web portal only**.

Can I view usage on the app?

You can view the remaining data for your imagine services, and this is only available for the current month.

I forgot my registered email address. How can I retrieve it?

You may head to the nearest imagine Centre during operating hours or dial Talk2Us at 111. Once verification of your details is confirmed, your registered email will be shared.

My registered email address is no longer valid. How can I update my contact information?

You may head to the nearest imagine Centre during operating hours or dial Talk2Us at 111.

There is a discrepancy in my bill. What should I do?

You may head to the nearest imagine Centre during operating hours or dial Talk2Us at 111.

What are the working hours for imagine Centres?

You can refer to the table below for a list of imagine Centres and their respective operating hours.

Centre	Monday - Friday	Saturday	Sunday
Citis Square	9:00am - 8:00pm	9:00am - 8:00pm	9:00am - 8:00pm
Rimba Point			
Supasave, Panaga			
Yayasan Complex		9:00am - 9:00pm	11:00am - 8:00pm
Medan Tanjung Bunut	9:00am - 9:00pm	9:00am - 9:00pm	9:00am - 9:00pm
Manggis Mall	9:00am - 9:00pm	9:00am - 9:00pm	9:00am - 9:00pm
Petani Mall, Tutong	9:00am - 4:30pm	9:00am - 4:30pm	9:00am - 4:30pm
Airport Pavilion	7:00am - 12:00am	7:00am - 12:00am	7:00am - 12:00am
Stoneville, Temburong	9:00am - 4:30pm	9:00am - 4:30pm	CLOSED