

Terms and Conditions

1. This Service is supplied in accordance with the Terms of Service in our Registration Form. You must comply with those Terms of Service including our Fair Use Policy and these terms and conditions.
2. This Service will only apply to members of Cosway (M) Sdn Bhd (Company No: 50118-A) and eCosway.com Sdn Bhd (Company No: 509213-A).
3. You must subscribe to the Service from the date of our acceptance of your application for the duration stated in the package that you choose ("Contract Period").
4. You must pay the monthly commitment fee stated in your selected package ("Commitment Fee") even if you do not use the Service to that value. The Commitment Fee will be used to set-off your charges which are due and payable for voice and video calls, SMS and MMS only. Charges for all other services such as data service which provides access to the Internet, content downloads or streaming, international direct dial (IDD) and international roaming will not be deducted from the Commitment Fee and must be paid. If your use of the Service exceeds the Commitment Fee our standard rate of your plan will apply and you must pay the total charges in your bill.
5. When the Contract Period expires, we may provide the Service to you at the same rate plan within the same Contract Period, if you choose to continue with this Service. However, we reserve the right to amend or change the tariffs at any time whether during the Contract Period or otherwise as we deem fit.
6. If you terminate the Service that you subscribe under CRP 1 for any reason or if we terminate the Service because you have not complied with any of the Terms of Service in our Registration Form including these terms and conditions, during the Contract Period, cancellation charges are payable ("Cancellation Charges") and you must pay all outstanding charges. The Cancellation Charges are made up of the Commitment Fee multiplied by the remaining number of months of the Contract Period**.
7. If either we or you terminate the Service that you subscribe under CRP 2 or CRP 3 for any reason during the Contract Period, we will not refund or give you a rebate for any advance payment which you have made.
8. The mobile phones offered under CRP 2 and CRP 3 are supplied by our authorized dealer for use to access the Service. If you subscribe to either one of these packages, you enter into an agreement with that dealer for the purchase of the mobile phone. We are not part of that purchase agreement and we are not responsible for any defects or damage to the mobile phone or for any interruption, disruption or loss of Service due to such damage or defects. Any complaints about the mobile phone should be referred to that dealer.
9. This Service may only be used with a 3G mobile phone. We will not be liable due to your use of other types of mobile phones.
10. The data service provides access to the Internet via our 3G network only and is only available to customers within our 3G network coverage area and is subject to network availability. The maximum download speed is up to 3.6Mbps. Actual speeds will vary and are affected but not limited, by your distance from our mobile tower, the capacity of our mobile tower, the source of your download, your hardware and software and the general Internet traffic. You cannot use the Service to connect to the Internet outside of our 3G network coverage area.
11. Your use of the data service is dependent on the hardware and software that you use. We do not make any representation or warranty that our USIM or Service will be compatible with your hardware and software.
12. You must pay the data charges stated in your bill but your monthly data charges will be capped at RM176 subject to your compliance with our Fair Use Policy. Even if you do not use the data service to that value for the month, no part of this cap will be carried over to the following months. You must still pay for the use of the other Service or if you subscribe to the other Service on a subscription basis.
13. The IDD service and the international roaming service are each available upon request. If you wish to subscribe, you are required to apply separately. These IDD and the international roaming services are subject to additional terms and conditions that we may impose including payment of deposits.
14. If you already have another account with us for other rate plans, you must sign up separately as a separate account holder if you wish to subscribe to any of the packages.
15. To be an account holder you must be over 18 years of age. We are not responsible for any Internet content that may be obtained via the Service. You must ensure that the software you use with the Service is properly licensed. You must not resell, share or otherwise distribute the Service to a third party.
16. We may monitor your account to ensure you are complying with the agreement. We will investigate misuse of the Service. If we find that you have misused the Service we may recover from you any costs of investigating the misuse and any compensation we are required to pay to another user as a result of your misuse.
17. If you port the phone number you have obtained from us to use with the Service to another mobile service provider during the Contract Period, you must pay the Cancellation Charges and all outstanding charges before you are allowed to port.
18. This offer cannot be combined with any other offers unless expressly stated.
19. We reserve the right to add, vary or amend these terms and conditions from time to time as we deem fit by written notice.

** the number of months remaining will be deemed to include the month during which you notify our Customer Service to terminate the Service. For example, if you notify Customer Service on the 5th day of the 3rd month of the Contract Period for CRP 1, your Cancellation Fees are $RMS0 \times 16 = RM800$



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Please call **018 388 1318** or visit us at

www.partnermerchants.com/umobile/

Cosway Customer Service: **03 2148 1077**



Networking
made **easier** with



Exclusively for
Cosway & eCosway members



CRP Business Opportunity

Earn extra income when you introduce family and friends to subscribe to the CRP packages.

• No Access Fee

With no access fee, your monthly commitment fee goes 100% towards voice calls, video calls, SMS and MMS usage.

• FREE U Mobile to U Mobile Voice & Video Call/Mail, SMS & MMS

Grow your network with FREE U Mobile to U Mobile voice and video call/mail, SMS and MMS.

• Monthly SMS Bonus

Enjoy 30 FREE SMS* to other networks every month during your contract period with us.

• Roll-over Feature

Maximise your ringgit. Enjoy a roll-over of your unused commitment fee (up to 3 months).

Cosway Rate Plan

	U Mobile to U Mobile	U Mobile to others
Voice Call	FREE	11 sen/30sec block
Video Call	FREE	
SMS	FREE	15 sen/SMS*
MMS	FREE	28 sen/MMS
Voice Mail	FREE	
Video Mail	FREE	

* FREE 30 SMS every month (U Mobile to others) throughout contract period. SMS must be used within a month.

Cosway Rate Plan Package

	CRP 1	CRP 2	CRP 3
Monthly Commitment Fee*	RM 50	RM 75	RM 75
Roll-over (up to 3 months)	RM 150 (RM50 x 3 months)	RM 225 (RM75 x 3 months)	RM 225 (RM75 x 3 months)
Contract Period	18 months	24 months	36 months
Mobile Phone Subsidy	No	Yes	Yes
Initial Payment	No	Total commitment fee to be paid via Ambank credit card (RM75 x 24 months)	Total commitment fee to be paid via Ambank credit card (RM75 x 36 months)

Commitment fee to be offset against domestic voice call, video call, SMS and MMS usage only.

Peluang Perniagaan CRP

Dapatkan pendapatan tambahan apabila anda memperkenalkan pakej CRP kepada keluarga dan rakan-rakan untuk melanggan.

• Tanpa Yuran Akses

Tanpa yuran akses, yuran komitmen bulanan anda dikontra untuk penggunaan panggilan suara, panggilan video, SMS dan MMS.

• Panggilan/Mel Suara & Video, SMS & MMS PERCUMA U Mobile ke U Mobile

Luaskan rangkaian komunikasi anda dengan panggilan/mel suara dan video, SMS serta MMS PERCUMA U Mobile ke U Mobile.

• Bonus SMS Bulanan

Nikmati 30 SMS* PERCUMA ke rangkaian lain pada setiap bulan sepanjang tempoh kontrak anda dengan kami.

• Ciri Bawa Ke Hadapan

Maksimumkan nilai ringgit anda. Nikmati ciri bawa ke hadapan untuk yuran komitmen yang tidak digunakan (sehingga 3 bulan).

Pelan Kadar Cosway

	U Mobile ke U Mobile	U Mobile ke rangkaian lain
Panggilan Suara	PERCUMA	11 sen/30saat blok
Panggilan Video	PERCUMA	
SMS	PERCUMA	15 sen/SMS*
MMS	PERCUMA	28 sen/MMS
Mel Suara	PERCUMA	
Mel Video	PERCUMA	

* 30 SMS PERCUMA setiap bulan (U Mobile ke rangkaian lain) di sepanjang tempoh kontrak. SMS mesti digunakan dalam tempoh sebulan.

Pakej Pelan Kadar Cosway

	CRP 1	CRP 2	CRP 3
Yuran Komitmen Bulanan*	RM 50	RM 75	RM 75
Bawa Ke Hadapan (sehingga 3 bulan)	RM 150 (RM50 x 3 bulan)	RM 225 (RM75 x 3 bulan)	RM 225 (RM75 x 3 bulan)
Tempoh Kontrak	18 bulan	24 bulan	36 bulan
Subsidi Telefon Bimbit	Tiada	Ada	Ada
Bayaran Permulaan	Tiada	Jumlah yuran komitmen untuk dibayar melalui kad kredit Ambank (RM75 x 24 bulan)	Jumlah yuran komitmen untuk dibayar melalui kad kredit Ambank (RM75 x 36 bulan)

Yuran komitmen bulanan hanya boleh dikontra dengan penggunaan panggilan suara, panggilan video, SMS dan MMS domestik sahaja.

CRP商业良机

只需介绍家人及亲朋好友注册 CRP 配套即可赚取额外收入。

• 不需台费

没有硬性的台费开支, 100%的服务月费可用以抵消语音通话、视频通话、短信息及彩信的费用。

• 免费 U Mobile 至 U Mobile 语音及视频通话 / 信箱、短信息及彩信

您能尽情使用免费的 U Mobile 网内语音及视频通话 / 信箱、短信息及彩信服务, 扩展你的通讯网络。

• 每月短信息红利

在您与我们维系合约的期间, 您每月都可欢享发送至其他网络的免费30则短信息*。

• 余额结转特点

长达3个月的余额结转, 让您用尽每一令吉。

Cosway 收费率

	U Mobile 至 U Mobile	U Mobile 至其他网络
语音通话	免费	11 仙/30秒
视频通话	免费	
短信息	免费	15 仙/短信息*
彩信	免费	28 仙/彩信
语音信箱	免费	
视频信箱	免费	

* 在合约期间每月30则免费短信息 (U Mobile 至其他网络)。短信息必须在一个月内使用。

Cosway 收费率配套

	CRP 1	CRP 2	CRP 3
每月通话费*	RM 50	RM 75	RM 75
余额结转 (长达3个月)	RM 150 (RM50 x 3个月)	RM 225 (RM75 x 3个月)	RM 225 (RM75 x 3个月)
合约期间	18 个月	24 个月	36 个月
手机补贴	无	有	有
首期付款	无	通过 Ambank 信用卡支付的总通话费 (RM75 x 24 个月)	通过 Ambank 信用卡支付的总通话费 (RM75 x 36 个月)

通话费只用作抵消国内语音通话、视频通话、短信息及彩信费用而已。