

me2u TopUp

Guidebook - all you need to know!



What is “me2u TopUp”?

How many times have you found yourself really needing to make a call but you didn't realise your Cable Prepaid balance was running low?

And you just couldn't get to a shop to top up. Don't you wish you could magically top up your account in a flash . . . ?

No problem! me2u TopUp to the rescue! me2u TopUp allows Cable & Wireless (C&W) prepaid and postpaid customers to transfer credit to other C&W prepaid customer accounts. Friends can transfer to friends. Boyfriends to girlfriends. Parents to children. And it's done fast, easily and electronically!

So now you can get someone to top you up directly using their very own mobile. If you find yourself short for a call, you can now send them a quick SMS saying something like “Top me up please” and they could transfer credit to your phone faster than you can say “Ki manyer ou'n fer sa?”

Main benefits of me2u TopUp

1. Send credit to friends and family from your postpaid or Cable Prepaid to their Cable Prepaid at any time, from almost anywhere
2. Send flexible top up amounts from SR1 to SR100
3. Set up your phone to transfer credit on specific days of the month, e.g. a parent can transfer SR100 to their child as an allowance every 28th day of the month
4. There are no service charges or registration fees applied to me2u TopUp. Customers only pay for the value of the credit transferred

Getting started

To enjoy the benefits of me2u TopUp, you need to register for the service as follows:

1. Send an SMS to 144 in the following format:
Reg <secret code> e.g. Reg dav123
Note: Choose your own **secret code** of 4 to 11 characters long (numbers and/or letters), e.g. dav123
2. The system will retain your secret code and use it to verify your identity if you lose or forget your **password**
3. Once you register you will receive an SMS that contains your default password, which can be changed (see “me2u TopUp Questions & Answers”)
4. Your password will be required for all your future me2u TopUp transactions
5. You are now ready to use me2u TopUp

Friendly Tip: Keep your secret code and password in a safe and secure place at all times. You should also change your default password to one you can easily remember.

Interacting with the me2u TopUp service

There are two ways to communicate with the me2u TopUp service.

Option 1: Using SMS

One way uses SMS messages that you send to 144 that contain keywords - these messages are instructions that the system recognises and responds to.

Option 2: Using USSD menus

The other way to communicate is through USSD. Through this method the system will use menus and prompts which appear directly on your mobile that require you to enter your options and info related to your request.

For every option or info that you enter, you will first need to press the answer/reply key. After entering your option or info, you will then need to press the ok/send key. Refer to “me2u TopUp USSD Menu Flowchart”

When you cancel a request your session will be returned to the main menu by default. You may exit a session at any point by pressing the hanging up key on your phone.

If you do not respond to any prompts within 1 minute your USSD menu session will be automatically cancelled and you will have to start again by dialling #144#.

Direct Transfer

There are two ways to transfer credit to a Cable Prepaid. Either option 1 or 2 can be used.

Option 1: Using SMS (free)

1. Send an SMS to 144 in the following format:
Transfer <Password> <receiving mobile number> <amount>
e.g. Transfer 245245 57xxxx 55
2. Once a me2u TopUp request is sent, you will receive a Transaction ID. This should be retained and quoted to C&W Customer Services in the event of any query
3. When a transaction is complete, both sender and receiver will receive a confirmation SMS

Option 2: Using USSD menus (free)

1. Dial #144# to access the main menu
2. Select option 2 “me2u Direct” by pressing the answer/reply key then enter 2 followed by ok/send
3. You will be prompted to enter a receiving mobile number
4. Press the answer/reply key then enter the receiving mobile number followed by ok/send
5. You will be prompted to enter the amount to be transferred

6. Press the answer/reply key then enter any amount from SR1 to SR100 followed by ok/send
7. You will be prompted to enter your password
8. Press the answer/reply key then enter your password followed by ok/send
9. You will be prompted to confirm you request
10. Press the answer/reply key then type 1 to confirm or 2 to cancel and return to the main menu followed by ok/send
11. As in Option 1, you will receive a message containing a Transaction ID and both sender and receiver will receive a confirmation SMS once the transaction is complete

Note: The person receiving a transfer will get two messages - one confirming the amount transferred and who sent it and the other stating the new balance after the transfer.

Monthly Transfer

me2u TopUp allows you to set up monthly transfers to Cable Prepaid accounts.

e.g. You can schedule a transfer of SR55 to any prepaid of your choice on the 15th day of every month. The specified amount will be automatically transferred from your account to the chosen Cable Prepaid on that day of every month.

You can use one of the options below to schedule a transfer.

Option 1: Using SMS (free)

1. Send an SMS to 144 in the following format:
Monthly <Password> <day> <receiving mobile number>
<amount>
e.g. Monthly 245245 15 57xxxx 55
2. You will receive a confirmation SMS containing a reference number when your requested monthly transfer is activated
3. When the actual transfer is sent on the set day, you will receive a Transaction ID. This should be retained and quoted to Cable & Wireless Customer Services in the event of any query
4. When the transfer is complete, both sender and receiver will receive a confirmation SMS

Option 2: Using USSD menus (free)

1. Dial #144# to access the main menu
2. Select option 3 “me2u Schedule” by pressing the answer/reply key then enter 3 followed by ok/send
3. You will receive a sub-menu
4. Choose option 1 “Monthly” by pressing the answer/reply key then enter 1 followed by ok/send
5. You will be prompted to enter the receiving mobile number
6. Press the answer/reply key then enter the receiving mobile number followed by ok/send
7. You will be prompted to enter the amount to be transferred
8. Press the answer/reply key then enter any amount from SR1 to SR100 followed by ok/send
9. You will be prompted to enter the day of the month on which you want the transfer to happen
10. Press the answer/reply key then enter the day of the month followed by ok/send
11. You will be prompted to enter your password
12. Press the answer/reply key then enter your password followed by ok/send
13. You will be prompted to confirm your request
14. Press the answer/reply key then type 1 to confirm or 2 to cancel the schedule request and return to the main menu followed by ok/send
15. See points 2 to 4 under Option 1

Unregister with me2u TopUp

Should you wish to unregister from me2u TopUp, you can use one of the options below:

Option 1: Using SMS (free)

1. Send an SMS to 144 in the following format:
Unreg <Password>
e.g. Unreg 245245
2. You will receive a confirmation SMS confirming successful unregistration

Option 2: Using USSD menus (free)

1. Dial #144# to access the main menu
2. Select option 4 “Controls” by pressing the answer/reply key then enter 4 followed by ok/send
3. You will receive a sub-menu
4. Select option 3 “Unregister” by pressing the answer/reply key then enter 3 followed by ok/send
5. You will be asked to enter your Password. Press answer/reply and then enter your password followed by ok/send
6. You will receive a confirmation SMS

me2u TopUp Questions & Answers

Can I use mezu TopUp with an eNumber?

Yes, you can transfer credit using an eNumber. This is an alternative to using the receiver’s mobile number.

What if I have forgotten my Password?

If you forget or lose your password, you can reset it by sending an SMS to 144 in the following format:

Reset <secret code> e.g. Reset dav123

Your system generated Password will be sent to you via SMS.

Note: Use the same secret code when you registered.

How do I change my Password?

You can change your password by sending an SMS to 144 stating your current password followed by your desired password in the following format:

Change <current Password> <new Password>

e.g. Change 123456 245245

You may also use the USSD menu to change your password by dialing #144# (see me2u TopUp-USSD menu flowchart)

Your Password should be 4 to 11 numeric characters in length. A confirmation will be sent to you via SMS.

I transferred credit to a wrong mobile number/eNumber, can I get a refund?

No, transfers are non-reversible and non refundable. It is important that you verify the correct destination number before you complete a transfer.

How do I block my account from using me2u TopUp?

If you are already registered, you will have to unregister first (see “Unregister with me2u TopUp”). If you wish to block your account from registering to the me2u TopUp service, send an SMS containing the keyword Block to 144.

If I've blocked my account, how do I unblock?

If you've blocked your account from using me2u TopUp and now wish to use the service, you can call 100 (free 24hr service) with your postpaid account password or Cable Prepaid PUK number. You may also visit a Customer Service Centre with proof of identity.

How much can I transfer per day?

You can transfer up to SR200 per day and from any value between SR1 and SR 100 per transfer. The me2u TopUp service also allows you to make up to 10 transfers a day.

Will the person I'm transferring credit to receive any extra talktime value?

me2u TopUp transfers are exact, i.e. the amount you transfer is the actual amount the recipient will get.

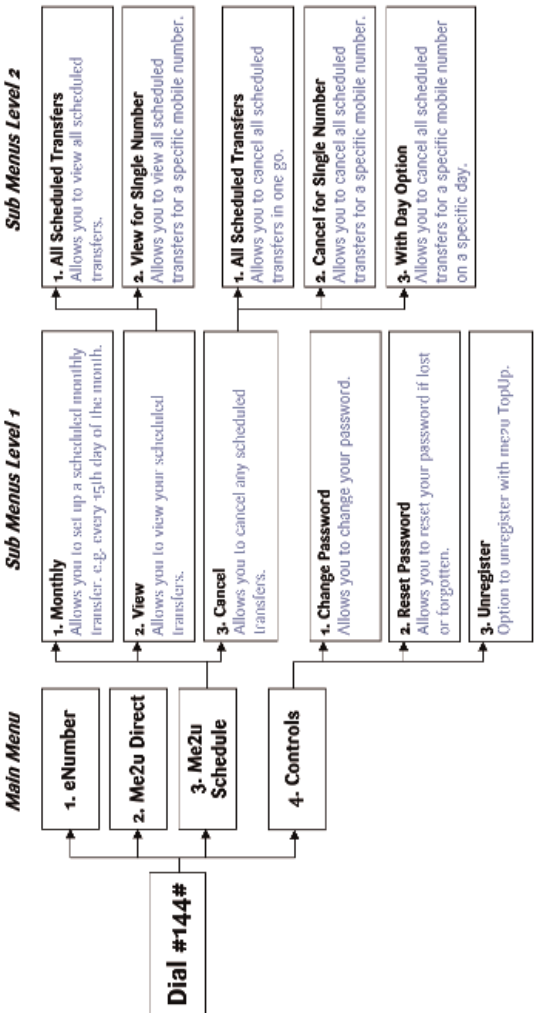
How am I charged for the value of a me2u TopUp transfer?

When doing a me2u TopUp transfer, Cable Prepaid customers will have the exact amount automatically deducted from their account balance. For postpaid customers, the transferred amount will be included on their next monthly mobile bill.

Where can I receive further help regarding the me2u Top Up service?

For any queries or assistance, kindly call 100 (free 24hr service). You can also SMS the word **Help** to 144 to receive a list of keywords and short descriptions on how to use them. By sending Help followed by a keyword to 144 (e.g. Help Transfer), you will get instructions on how to use the keyword. You may receive up to 3 help messages so ensure that you have enough space in your SMS inbox.

me2u TopUp - USSD Menu Flowchart



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