

This is your service agreement with Fido, operated by Rogers Communications Canada Inc. ("**Fido**") for your Fido mobile services.

1. Additional Fees

a. Will I be charged any fees in addition to the monthly fees listed in my service agreement?

Where applicable, the following monthly government 9-1-1 fee will be charged per line: **\$1.88** in Saskatchewan, **46¢** in Québec, **43¢** in Nova Scotia, **97¢** in New Brunswick, **70¢** in Prince Edward Island, **95¢** in Alberta, and **75¢** in Newfoundland and Labrador.

Where applicable, additional airtime, data, long distance, roaming, pay-per-use charges and taxes are extra and billed monthly. For more information on the services, including services you have subscribed to, please see the Fido materials describing your plan or add-on, or visit fido.ca.

2. Pay-Per-Use Services

a. In addition to the plan and add-ons I have subscribed to, what pay-per-use services do I have access to and how will I be charged?

Some of the following features may be included with your plan or add-on; if not included, they are pay-per-use services and a pay-per-use charge applies each time you use a pay-per-use service (as well as roaming and long distance charges, if applicable). Some features are only enabled on compatible devices.

- i. **Roaming.** Roaming is mobile usage outside of the Fido network (excluding Extended Coverage as described below). When roaming, your usage is routed through the mobile network of another carrier and may result in roaming charges. Roaming usage is intended for limited and occasional use and includes: talk; text, picture and video messaging; and data usage (such as apps, email, instant messaging, visual voicemail and web browsing). While roaming, certain services or features are not available or have limited functionality. Please visit fido.ca/roaming for roaming pay-per-use rates, plans and destinations.
- ii. **Long Distance Calling.** For information on how mobile long distance calling is charged, please refer to the Fido Terms of Service. Please visit fido.ca/longdistance for current long distance rates.
- iii. **Text, Picture and Video Messaging.** A pay-per-use charge applies for each message sent or received. Premium messages are charged at applicable rates.
- iv. **Pay-Per-Use Data.** A daily, weekly or monthly usage charge applies, based on your selection at the time of use.
- v. **Video Calling.** A pay-per-use charge for each minute of video calling placed and received applies in addition to airtime charges.
- vi. **4-1-1 Directory Assistance.** A service charge applies in addition to airtime charges, even if the number you have requested is unlisted.

For more information, including rates, please visit fido.ca.

3. Returning Your Device

a. What is the Fido device return policy?

You may return or exchange your device within **15** days from the Activation Date (or **30** days if you purchased your device online or over the phone, or if you self-identify with a disability) as long as you return

it to where it was purchased in complete and original condition. If you return your device and cancel your services, you will be billed for mobile service charges incurred up to the cancellation date.

4. Mobile Coverage

a. Where can I find information about Fido mobile service coverage?

For information on service coverage area, including complete service coverage maps, please visit fido.ca/coverage.

b. What is Extended Coverage and how does it work?

Extended Coverage provides additional coverage areas in Canada outside of the Fido network. If you have access to Extended Coverage, it is intended for limited and occasional use. As such, the majority of your monthly usage (talk, messaging and data) must occur on the Fido network. If, on an ongoing basis, the majority of your monthly usage occurs within Extended Coverage areas, we may restrict or limit your access to Extended Coverage. While using Extended Coverage, certain services or features are not available or have limited functionality. For details, please visit fido.ca/coverage.

5. Additional Information

a. Where can I find tools to help me manage my mobile bill?

For information on tools to help you manage your bill, including notifications on data usage and roaming, data caps and usage monitoring tools, please visit fido.ca or log into your Fido My Account to view details on your actual usage.

b. Where can I find information about the Wireless Code?

For information on the Canadian Radio-television and Telecommunications Commission (CRTC)'s Wireless Code, please visit the CRTC website at crtc.gc.ca/wirelesscode.

c. How can I contact Fido and the CCTS?

To contact Fido about your mobile service, reach out to us in any of the ways listed at fido.ca/contactus or call us at 1 888 481-FIDO (3436).

If you have a concern that isn't resolved to your satisfaction after contacting us through the above options, we invite you to share your concern in detail by submitting it to us at fido.ca/concern or writing to us at Office of the President, 333 Bloor St. East, Toronto ON M4W 1G9..

Finally, you can also write to the Commission for Complaints for Telecom-television Services (CCTS) at www.ccts-cprst.ca, or call them at 1 888 221-1687.

6. Important Things You Need to Know about Your Service Agreement

This service agreement must be read with:

- i. any **applicable mobile service agreement you previously entered into with Fido**;
- ii. the **Fido Terms of Service, Acceptable Use Policy and Privacy Policy** provided to you and posted at fido.ca/terms;
- iii. any **additional terms and conditions** that apply to a specific service you subscribe to or use; and
- iv. any **Fido material describing your services or products you purchase**.

These materials, together with this service agreement, are referred to collectively as your **"Agreement"**.

By entering into this service agreement, you acknowledge that you have read, understood and agree to all of the details in your Agreement; and in addition you expressly:

- i. authorize Fido or any other member of the Rogers Communications Inc. organization to obtain information about your credit history to create and manage your account and assess your eligibility for other Fido and Rogers products and services. You acknowledge that Fido may share your credit experience and credit information with others including credit bureaus, credit grantors and collection agencies.
- ii. authorize Fido to collect and use your current and historical personal location information associated with any device you use under this service agreement in order to provide geo-location based offers for products or services to you, with the ability to opt-out of receiving these offers.
- iii. agree that your personal and account information may be disclosed to other members of the Rogers Communications Inc. organization, and to our agents or sub-contractors, authorized dealers and distributors, to service your account, respond to your questions, telemarket (including by way of automatic dialing and announcing devices), and promote additional products and services offered by members of the Rogers Communications Inc. organization. If you do not wish to receive these offers or information, please contact Fido Customer Service at 800 De La Gauchetière Street West, Suite 4000, Montréal, Québec H5A 1K3 or call 1 888 481-3436.
- iv. agree that your account information may be disclosed to third-party companies which provide additional value-added services included with your services in order to communicate with you about these services.
- v. confirm that, if you request that any phone number be transferred from another service provider, you are the account holder of the number or his/her authorized agent. You authorize Fido to act as an agent on your behalf to contact your current service provider to submit any cancellation or transfer requests.
- vi. agree to receive your Agreement (if you choose electronic delivery), bill and other materials from us in electronic format, including in your My Account inbox, available at fido.ca.
- vii. acknowledge that if you are making a change to your account: (A) any new changes to your account are set out in this service agreement; (B) all other aspects of your service agreement remain the same; and (C) any services you have removed may no longer be available.