

This is your service agreement with Rogers Communications Canada Inc. ("**Rogers**") for your Rogers wireless 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 Rogers materials describing your plan or add-on, or visit [rogers.com](http://rogers.com).

### **b. Does Rogers charge a government regulatory recovery fee or system access fee?**

Rogers does not charge any of these fees on current in-market plans. However, if you have any lines subscribed to a plan initially activated before July 4, 2012, those lines may be subject to these fees, as set out in the service agreement you received when you subscribed to that plan.

## **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 wireless usage outside of the Rogers network (excluding Extended Coverage as described below). When roaming, your usage is routed through the wireless 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 [rogers.com/roaming](http://rogers.com/roaming) for roaming pay-per-use rates, plans and destinations.
- ii. **Long Distance Calling.** For information on how wireless long distance calling is charged, please refer to the Rogers Terms of Service. Please visit [rogers.com/longdistance](http://rogers.com/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 [rogers.com](http://rogers.com).

## **3. Share Plans**

### **a. What happens if I'm on a share plan and one of the lines is cancelled?**

If the main line on your share plan is cancelled, one of the additional lines will be automatically assigned as the main line and continue on the same plan as, or a plan similar in value to, the plan that the original main

line was subscribed to. Also, if the number of lines activated on your share plan falls below the required minimum, Rogers may migrate your remaining line(s) to another plan similar in value to your current plan.

**b. If I get a discount for having multiple lines on my account, what happens if one or more of the lines are cancelled or changed?**

The amount and duration of any discount is set out in the service agreement for each line. You must keep at least the same number of eligible lines on your account to maintain the discount. If any of the lines are cancelled, transferred or changed to an ineligible plan, the discount for each line will be adjusted and/or removed.

#### **4. Returning Your Device**

**a. What is the Rogers 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 wireless service charges incurred up to the cancellation date.

#### **5. Wireless Coverage**

**a. Where can I find information about Rogers wireless service coverage?**

For information on service coverage area, including complete service coverage maps, please visit [rogers.com/coverage](https://rogers.com/coverage).

**b. What network technologies and features do I have access to?**

Your plan includes access to the network technologies and features that were available and that you subscribed to when you first activated your current plan (unless changed or cancelled in accordance with this service agreement). If we introduce new network technologies and/or features, you may have temporary access while they are being introduced. This temporary access may end at any time and we may begin offering access for purchase, or you may be required to change your plan to get access to new network technologies and/or features. For example, if your current plan includes access to the 5G network, it may not include access to any future network technologies and/or features.

**c. What is Extended Coverage and how does it work?**

Extended Coverage provides additional coverage areas in Canada outside of the Rogers 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 Rogers 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 [rogers.com/coverage](https://rogers.com/coverage).

#### **6. Additional Information**

**a. Where can I find tools to help me manage my wireless 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 [rogers.com](https://rogers.com) or log into your MyRogers 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](https://crtc.gc.ca/wirelesscode).

**c. How can I contact Rogers and the CCTS?**

To contact Rogers about your wireless service, reach out to us in any of the ways listed at **rogers.com/contactus** or call us at 1 888 ROGERS1 (764-3771).

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 **rogers.com/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](http://www.ccts-cprst.ca), or call them at 1 888 221-1687.

## **7. Important Things You Need to Know about Your Service Agreement**

This service agreement must be read with:

- i. any **applicable wireless service agreement you previously entered into with Rogers**;
- ii. the **Rogers Terms of Service, Acceptable Use Policy and Privacy Policy** provided to you and posted at [rogers.com/terms](http://rogers.com/terms);
- iii. any **additional terms and conditions** that apply to a specific service you subscribe to or use; and
- iv. any **Rogers 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 Rogers 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 Rogers products and services. You acknowledge that Rogers may share your credit experience and credit information with others including credit bureaus, credit grantors and collection agencies.
- ii. authorize Rogers 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 Rogers Customer Service at 70 Assumption Blvd., Moncton, NB E1C 1A1 or call 1-888-ROGERS1 (1-888-764-3771).
- 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 Rogers 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 MyRogers account inbox, available at [rogers.com](http://rogers.com).
- 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.