

This Schedule sets out the additional terms and conditions applicable to the Customer's use of the Rogers Advantage Mobility Service (the "**Services**"), details of which are stipulated in the Product Quotation. This Schedule is an attachment to and forms an integral part of the Rogers for Business Agreement (the "**Agreement**") with Rogers. The Customer agrees to be bound by the terms and conditions set out in the Agreement, which include without limitation this attachment and any other attachments to the Agreement. Capitalized terms used but not defined herein shall have the meanings ascribed to them in the Agreement.

1. **Description.** This Schedule pertains specifically to Advantage Mobility Plans ("**Advantage Mobility Plan**") provided pursuant to this Schedule which are eligible for a bundle discount if Customer satisfies the eligibility criteria outlined in Section 2.2 below.

Table 1: Rogers Advantage Mobility Plan Standard Inclusions

Advantage Mobility Plan ⁽¹⁾			
Features	Advantage Mobility 50GB	Advantage Mobility 100GB	Advantage Mobility 250GB
Unsubsidized (BYOD) Monthly Recurring Charge (Non-pooled)	See Product Quotation		
Financed Monthly Recurring Charges (Non-pooled)	See Product Quotation		
Included Options			
Rogers Wireless Network Access and Speed ⁽²⁾⁽⁴⁾	Rogers LTE and 5G Network		
SMS/MMS	Unlimited Messaging within Canada Pay-per-use SMS rates within International destinations vary per country. Please visit www.rogers.com/web/content/add-ons for more information.		
Local Calling	Unlimited		
Long Distance Calling	Unlimited Calling within Canada Pay-per-use International long-distance rates vary per country. Please visit www.rogers.com/web/content/add-ons for more information.	Unlimited Calling within Canada The plan includes long-distance calling to certain countries. ⁽⁶⁾ Pay-per-use International long-distance rates vary per country. Please visit www.rogers.com/web/content/add-ons for more information.	
Canada + US and Canada + US + Mexico Roaming Add-on (per month)	See the Product Quotation for the additional per Line monthly charge to access (see Table 3)	Canada + US Included	Canada + US + Mexico Included
Pooled and Non-Pooled Overage Rates and Throttling	No Data Overage Charge. Speed Throttled to 512 kb/s after Max Speed Data exceeded during the billing cycle		
Wireless Essentials	2,500 Minutes of Call Forwarding per month ⁽³⁾ , Call Display with Name Display, Call Waiting, Conference Calling, Detailed Billing, VoLTE (Voice over LTE) and Wi-Fi Calling for iOS & Android devices. Enhanced Voicemail and Visual Voicemail (on applicable devices)		
Optional Add-ons (subject to change)			
Speed Pass ⁽⁹⁾	A Speed Pass (" Speed "Pass" ") allows Customer to add an additional bucket of data to a Line at any time throughout the monthly billing cycle without having to modify the original Line service plan. The Speed Pass is eligible on Non-Pooled Lines with no data overage only. 50GB Shared Speed Pass - \$120 20GB Shared Speed Pass - \$55 10GB Shared Speed Pass - \$30		
Unlimited Long Distance from Canada to the United States, Unlimited SMS/MMS from Canada to the United States and International (per month)	\$0.00 per Line		
Voicemail-to-Text (per month)	\$4.00 per Line plus voicemail charges, where applicable		
Roam Like Home	See the Product Quotation for the additional per Line monthly charge to access Roam Like Home Roaming Plan (see Table 3)		
International Long-Distance Saver (per month)	\$5.00 per Line plus usage charges with Preferred Rates		

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Roam Like Home Travel Pass	The Roam Like Home Travel Pass is a wireless add-on for international roaming that a customer can purchase for select Line(s) by contacting their Rogers Sales Representative. The selected Line(s) will receive SMS notifications during activation periods with relevant details about this offer. No SMS notifications will be sent for other Rogers roaming services, subject to custom offer terms and conditions. See https://www.rogers.com/business/wireless/add-ons/travel-and-roaming for further details.
Administrative Fees and Charges	
411 Charges	\$4.25 per call, plus airtime (subject to change without notice)
911 Charges	Charges vary by province. See www.rogers.com/911 for more details.
Administrative Fees	See Table 4

(1) Advantage Mobility Plans are subject to Rogers' Fair Usage Policy.

(2) Rogers Wireless Network access and speed varies by geographic location.

(3) Additional Call Forwarding minutes: \$0.10 per minute.

(4) Must be on a 5G enabled device, SIM, price plan and features. Subject to 5G network coverage.

(5) Data allotment is not pro-rated. Stackable. Speed Pass falls off at end of billing cycle and must be re-added the next month.

(6) Unlimited Calling from Canada to the following countries: Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belgium, Brazil, China, Colombia, Costa Rica, Croatia, Cuba, Czech Rep, Denmark, Dominican, Egypt, France, Germany, Greece, Guadeloupe, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Jamaica, Japan, Mexico, Morocco, N Antilles, N Zealand, Netherlands, Pakistan, Panama, Philippine, Poland, Portugal, Qatar, S Arabia, S Korea, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand, Trinidad, Turkey, UAE, UK, Ukraine, US Virgin, Vietnam, Subject to change without notice.

- 1.2. **Data Only Add-On.** The price Data Only Add-On of the Advantage Mobility Plan selected by the Customer is set out in the attached Product Quotation, along with any applicable non-standard inclusions.

The standard inclusions of the Advantage Mobility Data Only Plan are described in Table 2 below. In the case of any discrepancy between the standard inclusion pricing and details set out below and the pricing and details in the Product Quotation, the pricing and details in the Product Quotation will govern.

Table 2: Data Plan

Advantage Mobility - Data Plan ⁽¹⁾	
Included Options	
Monthly Data Allotment BYOD (Non-pooled)	See Product Quotation
Device Financing (Non-pooled)	See Product Quotation
Pooled Overage Rates and Throttling	No Data Overage Charge. Speed Throttled to 512 kb/s after Max Speed Data exceeded during the billing cycle
Rogers Wireless Network Access and Speed ⁽²⁾	Rogers LTE and 5G Network
Optional Add-ons (subject to change)	
Roam Like Home	See the Product Quotation for the additional per Line monthly charge to access Roam Like Home Roaming Plan (see Table 3)
Canada + US and Canada + US + Mexico Roaming Add-on (per month)	See the Product Quotation for the additional per Line monthly charge to access (see Table 3)
Roam Like Home Travel Pass	The Roam Like Home Travel Pass is a wireless add-on for international roaming that a customer can purchase for select Line(s) by contacting their Rogers Sales Representative. The selected Line(s) will receive SMS notifications during activation periods with relevant details about this offer. No SMS notifications will be sent for other Rogers roaming services, subject to custom offer terms and conditions. See https://www.rogers.com/business/wireless/add-ons/travel-and-roaming for further details.
Administrative Fees and Charges	
411 Charges	\$4.25 per call, plus airtime (subject to change without notice)
911 Charges	Charges vary by province. See www.rogers.com/911 for more details.
Administrative Fees	See Table 4

(1) The Data Only Tablet Plan Add On can be set up as Pooled only with a selected Advantage Mobility Plan.

(2) Rogers Wireless Network access and speed varies by geographic location.

(3) Roam Like Home daily rates are subject to change without notice. When roaming outside of Roam Like Home Destinations, the Flex Roaming pricing set out in Table 3 below applies.

- 1.3. **Additional Roaming Options.** The features of the additional roaming options are described in Table 3 below. The features selected by the Customer are set out in the attached Product Quotation, along with any applicable non-standard inclusions. In the case of any discrepancy between the standard inclusion pricing and details set out below and the pricing and details in the Product Quotation, the pricing and details in the Product Quotation will govern.

Table 3: Additional Roaming Options⁽¹⁾

Add-On Roaming Plans		
Roam Like Home		
All Roam Like Home Destinations listed below will be charged a Daily Rate as set out in the Product Quotation ⁽⁷⁾		
Canada + US and Canada + US + Mexico Plans ⁽⁵⁾⁽⁶⁾		
	Inclusions	Overages
Canada + US Roaming Plan: Voice	Unlimited Voice Minutes in Canada and US	Overage Rate: N/A
Canada + US Roaming Plan: Data	Inclusive data up to the total poolable data available within the ban	Overage Rate: Draws from domestic data plan
Canada + US Roaming Plan: SMS	Unlimited SMS to all International destinations including US	Overage Rate: N/A
Canada + US + Mexico Roaming Plan: Voice	Unlimited Voice Minutes in Canada, US, and Mexico	Overage Rate: N/A
Canada + US + Mexico Roaming Plan: Data	Inclusive data up to the total poolable data available within the ban	Overage Rate: Draws from domestic data plan
Canada + US + Mexico Roaming Plan: SMS	Unlimited SMS to all International destinations including US and Mexico	Overage Rate: N/A
Individual Flex Roaming Options ⁽²⁾⁽⁴⁾		
Roaming Options	Inclusions	Overage
United States: Voice Individual Add-on (only available for customers with Static IP service) ⁽³⁾	\$20 – Unlimited Voice Minutes	Overage Rate: N/A
United States: Data Individual Add-on (only available for customers with Static IP service) ⁽³⁾	\$0: 0 – 2 MB \$25: 3 MB – 250 MB \$50: 251 MB – 1 GB	Overage Rate: \$50 / 1 GB
United States: SMS Individual Bucket (only available for customers with Static IP service) ⁽³⁾	\$0: 0 SMS \$5 – Unlimited SMS	Overage Rate: N/A
Zone 2: Voice Individual Add-on	\$0: 0 Minutes \$40: 1 – 100 Minutes	Overage Rate: \$40 / 100 Min
Zone 2: Data Individual Add-on	\$0: 0 – 2 MB \$40: 3 – 300 MB \$60: 301 – 600 MB	Overage Rate: \$60 / 600 MB
Zone 3: Voice Individual Add-on	\$0: 0 Minutes \$40: 1 – 50 Minutes	Overage Rate: \$40 / 50 Min
Zone 3: Data Individual Add-on	\$0: 0 – 2 MB \$40: 3 – 50 MB	Overage Rate: \$40 / 50 MB
Zone 4: Voice Individual Add-on	\$0: 0 Minutes \$50: 1 – 25 Minutes	Overage Rate: \$50 / 25 Min
Zone 4: Data Individual Add-on	\$0: 0 – 2 MB \$65: 3 – 25 MB	Overage Rate: \$65 / 25 MB
Zone 2, 3 and 4: SMS Individual Add-on	\$0: 0 SMS \$10: 1 – 500 SMS	Overage Rate: \$10 / 500 SMS
Administrative Fees	See Table 4	

(1) All Roaming Options are subject to change without prior notice.

(2) Individual data add-ons include two (2) free MB of data at \$0 to account for any accidental roaming that may occur.

(3) Static IP is a solution that combines a Public Access Point Name (APN) with Static IP addresses for companies requiring a permanent IP address on their data devices.

(4) Any voice or SMS roaming on a Data Only Plan / Mobile Internet Plan will result in pay-per-use overages. Please visit <https://www.rogers.com/web/content/add-ons#/travel> to find the applicable rates based on country of travel.

(5) Add-On must be purchased for a minimum of 12 consecutive months per Line.

(6) If roaming Internationally while on the Canada + US or Canada + US + Mexico Plans, Roam Like Home daily rates will apply.

(7) If Roam Like Home Add-On is selected by the Customer, it is applied to all Lines.

1.4. **Administrative Fees.** The Administrative Fees are described in Table 4 below.

Table 4: Administrative Fees ⁽¹⁾

Description	Fee
Set-up Service Fee	See Product Quotation
Hardware Upgrade Fee	See Product Quotation
Deactivation Fee	See Product Quotation

Transfer of Responsibility	See Product Quotation
Telephone Number Change	See Product Quotation

(1) Administrative fees are subject to change without notice.

- 1.5. **Extended Coverage.** Extended Coverage provides mobile connectivity in specific areas within Canada outside of the Rogers network. If Customer has access to Extended Coverage, it is intended for occasional use only. While using Extended Coverage, certain services or features are not available or have limited or reduced functionality. For details, please visit rogers.com/extendedcoverage.

Where Rogers identifies that the Customer's usage while utilizing Extended Coverage is excessive (talk, messaging and data), Rogers reserves the right to charge the Customer a reasonable fee for such excessive usage, or, alternatively, to throttle, restrict or limit such Customer's end-user from utilizing Extended Coverage going forward.

A Customer's Rogers Device will always connect to the Rogers Wireless Network if it's available. Once a Customer end-user has left the Rogers Wireless Network and has entered an Extended Coverage area, the end-user's Device will automatically connect to Extended Coverage. If the Customer end-user is on a call when they enter an Extended Coverage area, the call will drop. Once EXT appears on the end-user's Device screen, they can call back to complete their call. A few enhanced features may not be available while in an Extended Coverage area, including:

- i) Call Display / Name Display
- ii) 4-1-1 Directory Assistance Call Completion
- iii) Pound numbers (#) and short codes
- iv) N-1-1 codes:
- v) 2-1-1 Community Information
- vi) 3-1-1 Non-Emergency Municipal Government
- vii) 5-1-1 Weather & Traveler Information
- viii) 7-1-1 Access to Message Relay Service (MRS) by the deaf
- ix) 8-1-1 Non-urgent Health Teletriage Services

Please note that Rogers and its roaming partners may, without notice, change geographical coverage areas. Rogers is not liable to the Customer for any loss suffered as a result of any disruptions or outages to Extended Coverage, or as a result of any changes to Extended Coverage areas

- 1.6. **Wi-Fi Calling.** Wi-Fi Calling enables the Customer end-user to use a compatible Rogers Device to make and receive phone calls, and send and receive messages, over a Wi-Fi Network. This means the Customer end-user would still be able to call and text even in areas where the Rogers Wireless Network coverage is limited, such as office buildings, factories and plants, as long as the device is configured to use a Wi-Fi connection. The end-user needs to enable Wi-Fi Calling on their compatible Rogers Device, accepting the Terms & Conditions and registering an emergency 9-1-1 address for emergency calls. There is no additional fee to use this feature and, in most cases, when Wi-Fi Calling is enabled and the end-user has access to both Wi-Fi Calling and a mobile network, the device will automatically default to use Wi-Fi Calling. This applies both when the end-user is within Canada and when roaming outside of Canada. A list of eligible devices and more details about this feature are available at www.rogers.com/wificalling.

If the Customer end-user uses Wi-Fi Calling while outside of Canada, the following will be deducted from the wireless plan without incurring any long distance or roaming charges:

- i) Incoming calls and text messages received from anywhere in the world.
- ii) Outgoing calls and text messages made or sent to a Canadian number

Roaming and/or long distance charges will vary depending on the roaming option the Customer has on the account. If the Customer has Roam Like Home, outgoing Wi-Fi Calling calls or text messages made to a non-Canadian number will trigger the Roam Like Home daily charge. If the end-user has already incurred this charge, then all outgoing Wi-Fi Calling calls, and text messages made or sent during the period for which the charge was incurred will be covered under the initial Roam Like Home charge. If the Customer has Flex Roaming, all outgoing Wi-Fi Calling calls and text messages to a non-Canadian number will be deducted from the tiers according to the country Zone. If the end-user exceeds the limit on a specific tier, overage rates outlined in the agreement will apply.

- 1.7. **IMPORTANT: WI-FI CALLING HAS DIFFERENCES AND UNIQUE LIMITATIONS OF 9-1-1 EMERGENCY SERVICES. PLEASE REVIEW ALL LIMITATIONS ON YOUR DEVICE WHEN YOU ENABLE THE FEATURE PRIOR TO ACTIVATION. IF YOU DO NOT AGREE, DO NOT ENABLE THE FEATURE. To learn more, please visit www.rogers.com/911.**

By using Wi-Fi Calling, the Customer acknowledges and agrees to the information in this section regarding the limitations of using Wi-Fi Calling for dialing 9-1-1. If the Customer is not comfortable with these limitations, Rogers recommends not using Wi-Fi Calling, or consider an alternate means for accessing traditional 9-1-1 emergency services. Rogers recommends that the user keep an alternative phone service handy to increase the reliability of access to emergency services during any service interruption. **Note:** Wi-Fi Calling cannot support emergency calls made outside of Canada or the United States. The user of Wi-Fi Calling must ensure they are connected to a mobile network when attempting to make an emergency call outside of Canada or the United States to be routed to the nearest emergency services. The Customer agrees to inform all Customer employees or users who activate Wi-Fi Calling on the device of the following limitations and requirements.

- 1.7.1. **9-1-1 Emergency Address.** When Wi-Fi Calling is first activated, the user will be asked to provide the full address for their most likely location (your “9-1-1 Emergency Address”). Each user may only register one (1) 9-1-1 Emergency Address and it must be a location in Canada or the United States. If a U.S address is entered, it must not be used for more than six (6) months of any given calendar year. If the Customer’s user(s) fail to comply with this requirement or Rogers suspects the Customer or its users have provided false, inaccurate or incomplete location information, Rogers has the right to restrict the Customer’s user(s) current and/or future ability to access Wi-Fi Calling. Rogers will not, however, disable the ability to place a 9-1-1 call during any such restriction.
- 1.7.2. **Placing 9-1-1 Calls.** If a Customer user dials 9-1-1 from a traditional wireless Device, the call will attempt to route over the mobile network, to the proper Public Safety Answering Point (“PSAP”) based on the location the call is placed from. If a Customer user dials 9-1-1 while using Wi-Fi Calling, the call will try to route over the cellular network if such network is available to complete the call as a Wireless E9-1-1 call, providing a more enhanced 9-1-1 service. When the cellular network is unavailable, the call routes to a specialized emergency call centre that will transfer the call to the correct PSAP by using the 9-1-1 Emergency Address specified by the Customer user or based on the location the Customer user has provided to the 9-1-1 operator. The Customer user must immediately inform the 9-1-1 operator of their location (or the location of the emergency, if different) if they are able to do so. It is important that the Customer user does not hang up unless directly told to do so, and if disconnected, immediately dials 9-1-1 again. The Customer user should also be prepared to provide their call-back number to the 9-1-1 operator. If a Customer user dials 9-1-1 and the connection is lost, the call to 9-1-1 will drop and the specialized emergency call centre and/or PSAP may not have any method of re-connecting with the caller. If this occurs, the Customer user must dial 9-1-1 again. If the Customer user disables the cellular radio on their mobile device, they may be prompted to enable the cellular signal to complete the 9-1-1 call. The option to enable the cellular radio to complete a 9-1-1 call as a wireless E9-1-1 call should always be selected.
- 1.7.3. **Accuracy of 9-1-1 Information.** The Customer agrees and must ensure that the Customer users agree to provide true, accurate, current and complete 9-1-1 Emergency Address and other information to Rogers and is responsible for maintaining and updating the 9-1-1 Emergency Address associated with their Device. If the Customer user does not update their 9-1-1 Emergency Address and does not correctly identify the location of the emergency, 9-1-1 calls made using Wi-Fi Calling, will be routed based on the previously provided 9-1-1 Emergency Address and therefore may be routed to the incorrect PSAP for the emergency location. If the Customer user is unable to speak, the dispatcher may not be able to locate the caller if the Customer user has failed to update their 9-1-1 Emergency Address. The Customer user(s) may update their 9-1-1 Emergency Address in the settings section of their Device. During certain periods, updates to the 9-1-1 Emergency Address may not be reflected instantly (e.g., during IT maintenance periods). When the Customer user registers or updates their 9-1-1 Emergency Address, it will be validated for accuracy through a Canada Post and PSAP validation service. If the validation service is not able to recognize the proposed 9-1-1 Emergency Address the Customer user provided, the Customer user will be provided with a recommendation for correction of the 9-1-1 Emergency Address. If the Customer user chooses to override the

recommendation, their 9-1-1 Emergency Address may not be properly validated and updated. Therefore, in the event of an emergency, it is important that a Customer user immediately inform the 9-1-1 operator of the location they are calling from (or the location of the emergency, if different). It is strongly encouraged that each Customer user always have an alternate means of accessing 9-1-1.

- 1.7.4. **Connection Time and Technical Difficulties.** For technical reasons, a 9-1-1 call may produce a busy signal or take longer to answer as compared to traditional 9-1-1 calls. The 9-1-1 service will not function if the internet access point and underlying Wi-Fi network is not configured correctly, does not have the bandwidth to carry a call, or if the Wi-Fi Calling feature is not functioning for any reason, including but not limited to, power outage, Wi-Fi or broadband service outage or suspension, network or internet congestion or disconnection, mobile network outage or service disconnection due to billing issues or breach of the Agreement.
- 1.7.5. **Features Not Available for 9-1-1 Wi-Fi Calling.** The following features will not be available for 9-1-1 Wi-Fi Calling: Call Transfer (a Customer user cannot transfer a 9-1-1 call or transfer another call to 9-1-1); Conference Call (a 9-1-1 call cannot be included in a conference call); and Call Forwarding (a Customer user cannot forward calls to 9-1-1). In addition, a Customer user will not be able to put a 9-1-1 call on hold. T9-1-1 Service is not available for 9-1-1 Wi-Fi Calling (a Customer user cannot communicate with 9-1-1 operators via text message for deaf, hard of hearing or speech impaired users).
- 1.7.6. **Limitation of Liability.** Rogers and its service providers disclaim all responsibility for the conduct of PSAPs, all other third parties involved in the provision of emergency response services and any technical difficulties associated with the functioning of the 9-1-1 service. Rogers and its service providers do not have any control over PSAPs and are therefore not responsible for whether they answer 9-1-1 calls made using Wi-Fi Calling, how they answer these calls, or how they handle these calls. Rogers and its service providers rely on third parties to assist in the provision of 9-1-1 services and disclaim any and all liability for acts or omissions by third parties in the provision of 9-1-1 services. Neither Rogers nor its service providers, officers or employees may be held liable for any claim, damage, or loss (including, without limitation, legal fees) by, or on behalf of, you or any third-party user of Rogers' 9-1-1 dialing capability.
- 1.8. **Rogers Business Self-Serve.** Rogers for Business Self-Serve ("BSS") is a secure and integrated online billing, payment, self-serve and reporting system. It includes monthly billing information for the Customer's wireless services provided by Rogers, as well as permitting the Customer to automatically generate reports on a wide range of wireless services (voice, data, SMS) provided by Rogers.

BSS is a versatile web-based tool that is available at no charge to the Customer when Rogers for Advantage Mobility Plans are purchased. BSS offers the Customer features including the ability to make a payment, manage users and create groups, grant and manage access to BSS, and perform self-serve transactions, such as change subscriber name or SIM card and more, to manage wireless services provided by Rogers.

- 1.9. **Split Billing** Split Billing may be provided for an additional monthly fee, as set out in the Product Quotation, under the following conditions: (i) Customer must direct Rogers on the split ratio of monthly service fee, specifying what amount is to be charged to Customer and what amount is to be charged to the applicable department(s) and/or End User(s); (ii) Customer must provide the contact details (name, telephone number, address, etc.) for the departments and/or End Users who will be paying for their portion of the split bill; (iii) Rogers receives a valid credit card for the End Users' portion of the split bill, as applicable, for payment of the End Users' portion of the monthly service fee on the applicable Line and any incidental usage-based charges; (iv) Customer agrees that Customer is ultimately responsible for all charges on the account and that any charges that are split with a Department or End User that are not paid by their due date will be transferred up to the Customer's account; (v) split billing only takes effect the next billing cycle following activation; (vi) any Line that has had charges transferred to the Customer due to non-payment more than one time will lose their split billing privileges and 100% of all subsequent charges will be on the Customer's account.

2. **Terms and Conditions.**

- 2.1. **Migrating from Another Rogers' Wireless Price Plan.** Where the Customer is migrating to the Advantage Mobility Plan from another Rogers' wireless price plan, the Advantage Mobility Plan pricing will take effect on the first day of the Customer's next wireless billing cycle, unless otherwise indicated by Rogers. Any previously existing Customer price plans will be deleted and replaced in their entirety by the Advantage Mobility Plan. Where the Advantage Mobility Plan pricing set out on the Product Quotation includes pricing elements that must be customized on Rogers' billing system prior to the Customer's Lines being able to migrate or activate on such customized pricing, the Service Effective Date for the Advantage Mobility Plan shall be the date on which such customized pricing is available to the Customer.
- 2.2. **Bundle Compliance Discount Eligibility.** Where Customer's monthly recurring charge(s) for the Lines includes a bundle discount, Customer must also subscribe to one of the following services for the duration of the Service Term to maintain this discount: (i) Rogers Business Cable Internet; (ii) Rogers Business Dedicated Internet; and/or (iii) Rogers Business Fibre. If Customer fails to satisfy this condition, Rogers reserves the right, at its discretion, to: (iv) adjust the monthly recurring charge for the Lines by removing applicable discounts, applying additional fee(s) or implementing other pricing changes; and/or (v) at any time following the Service Effective Date, issue Customer a retroactive invoice for the amount of any bundle discount applied to Customer's Lines where Customer did not meet the eligibility criteria, with such charges accruing from the date the ineligible discount was first applied.
- 2.3. **Committed Number of Lines and Discount Eligibility.** Where Customer's monthly recurring charge(s) for the Lines includes a discount based on a Committed Number of Lines (as specified in the Product Quotation), Customer's continued eligibility for that discount is conditional upon: (i) activating the Committed Number of Lines by the Commitment Date and; (ii) maintaining the Committed Number of Lines throughout the Service Term. If Customer fails to satisfy either of these conditions, Rogers reserves the right, at its discretion, to: (iii) adjust the monthly recurring charge for the Lines by removing applicable discounts, applying additional fee(s) or implementing other pricing changes; and/or (iv) at any time following the Commitment Date, issue Customer a retroactive invoice for the monthly recurring charges applicable to any Line that remained inactive as of the Commitment Date, with such charges accruing from the Commitment Date onward.
- 2.4. **Ordering the Services.** Services may from time to time be ordered by the Customer for use by any one or more officers or employees of the Customer (each an "Employee"), as applicable, by requesting to activate a Line. The activation of each new SIM card may be subject to a Set-up Service Fee, as set out in the Product Quotation. The Customer acknowledges and agrees that it shall be liable for all amounts owing to Rogers for Lines. To order Lines, the Customer shall have the applicable authorized person, as set forth on the Customer's Rogers account details, submit to Rogers an activation request containing the information required by Rogers.
- 2.5. **Termination Fee.** A Termination Fee applies if Rogers provided an economic inducement when the Line Term was agreed to, and if the Line is terminated prior to the end of the Line Term. The Termination Fee is equal to the amount of the economic inducement multiplied by the number of months remaining in the Line Term at the time of termination divided by the total number of months of the Line Term (plus applicable taxes). In other words, Termination Fee = amount of economic inducement x # months left in the Line Term ÷ total # months in the Line Term + applicable taxes.

The amount of the economic inducement is equal to the aggregated total of all credits provided (activation, conversion, renewal, or otherwise) and the Device Savings Recovery Fee (the "DSRF"), which is equal to the No Term Device Charge, less the amount the Customer paid for the Device at the time of activation.

The parties acknowledge and agree that the Termination Fees are payable by the Customer when a Line is terminated prior to the end of the agreed upon Line Term as a genuine pre-estimate of liquidated damages and not as a penalty.

Termination Fees are in addition to any applicable Administrative Fees.

- 2.6. **Termination Fee Waiver.** Unless otherwise stated, where an amount of Termination Fee waivers is set out in the Product Quotation, the Customer may deactivate such amount of Lines during the Initial Service Term, (excluding porting activity) without paying the Termination Fees or Deactivation Fee, provided that the number of active and eligible Lines at the time such deactivation is requested by the Customer are equal to

or greater than the Committed Number of Lines. Where the Termination Fee waivers are expressed in the Product Quotation as a percentage, such percentage is based on the Committed Number of Lines for Voice Only and for Voice and Data combined, rounded down to the nearest whole number, and exclude any Committed Number of Lines for Data Only.

- 2.7. **Devices.** All Devices purchased from Rogers are covered by the hardware manufacturer's original warranty. Upon request, the Rogers sales team will provide the Customer with up-to-date warranty information for the hardware. The risk of loss or damage to any Device shall pass to the Customer upon receipt at the Customer's premises. Title to any Device purchased outright from Rogers or subsidized via Rogers' device subsidy program shall pass to the Customer upon receipt at the Customer's premises. Title to any Device purchased through a financing program will remain with Rogers and shall only pass to the Customer following full payment for the Device. Customer acknowledges that rights in respect of trademarks, trade names, copyrights, patents and other intellectual property rights connected with the Devices do not pass to Customer.
- 2.8. **Hardware Fees.** Where the Customer purchases a Device from Rogers and activates the Device on an unsubsidized Advantage Mobility Price Plan, the Customer will be charged the No Term Device Price then advertised at <http://enterprise.rogers.com/en/products-plans/phones-devices>, minus any promotional offers made by Rogers to the Customer at the time of purchase. Where eligible, the Customer may be able to finance the resulting Device balance through the Rogers Device Financing Program (see below for details). Where the Customer purchases a Device from Rogers and activates the Device on a subsidized Advantage Mobility Price Plan, the Customer will receive a subsidized discount associated with the applicable hardware subsidy tier. This fixed amount discount is subject to change by Rogers at any time, without notice to the Customer.
- 2.9. **Rogers Device Financing Program.** Where eligible, the Customer will have the option to finance a purchased Device through the Rogers Device Financing Program. This program allows the Customer to finance the Device cost (the No Term Device Price minus any promotional offers, plus applicable taxes) over a Device Financing Term, making equal monthly payments to Rogers until the Device balance is paid in full. The costs of financing (e.g. interest rate, PPSA registration costs, the amount financed) may be added to the purchase cost and will also be amortized over the Device Financing Term, such costs to be quoted to the Customer at the time of financing. Upon cancellation of the Line for any reason, including the migration of the Line to another customer, the remaining Device Financing Balance will become immediately payable.
- 2.10. **Rogers Save and Return.** Where eligible, the Customer will have the option to finance a Device, minus the Save and Return Amount (the "**Save and Return Amount**") through the Save and Return program. This program allows the Customer to finance the Device cost (the No Term Device Price minus the Save and Return Amount, any promotional offers, plus applicable taxes) over an Save and Return Term, making equal monthly payments to Rogers until the Device balance minus the Save and Return Amount is paid. The costs of financing (e.g., interest rate, PPSA registration costs, the amount financed) may be added to the purchase cost and will also be amortized over the Save and Return Term, such costs to be quoted to the Customer at the time of financing. At the end of the Service Term, the Customer may choose to return the Device to Rogers in good working condition with device locks (including Enterprise Mobility Management and Device Enrolment profiles) removed, or keep the Device and pay the remaining Save and Return Amount. Upon cancellation of the Line for any reason, including the migration of the Line to another customer, the remaining financing balance and Save and Return Amount will become immediately payable.
- 2.11. **Early Hardware Upgrade.** Unless otherwise stated in the Product Quotation, if a Line on a subsidized Advantage Mobility plan chooses to upgrade its hardware Device prior to fulfilling its Line Term (but not before one month after the Device's activation), then a one-time charge for the applicable Line will apply for each month remaining in the applicable Line Term. This one-time charge is the amount of the DSRF remaining for the applicable Line Term, which will be calculated as follows: the DSRF divided by the number of months in the applicable Line Term, multiplied by the number of months remaining within the applicable Line Term. For example: \$500.00 (DSRF) divided by 24 (number of months in the Line Term) = \$20.83. This amount is then multiplied by 9 months (length of time remaining in the Line Term) = \$187.50. Devices financed through the Rogers Device Financing Program are not eligible for an early hardware upgrade, so the Customer would be required to cancel the Device financing and pay the full Device Financing Balance, prior to being eligible to purchase or finance a new Device associated with a particular Line. In addition, each

Line receiving a Hardware Upgrade may be subject to a Hardware Upgrade Fee, as set out in the Product Quotation.

- 2.12. **Early Hardware Upgrade Waiver.** Where an amount of early hardware upgrade (pre-HUP) waivers is set out in the Product Quotation, the Customer may upgrade such amount of Lines each year (the twelve (12) month period beginning on the Service Effective Date for the Rogers Advantage Mobility Services) during the Initial Service Term, without paying the Early Hardware Upgrade amount set out above, provided that the Device associated with the Line in question has been active for a minimum of one (1) month, and provided that the number of active and eligible Lines at the time such early hardware upgrade waiver is requested by the Customer are equal to or greater than the Committed Number of Lines. Where the pre-HUP waivers are expressed in the Product Quotation as a percentage, such percentage is based on the Committed Number of Lines for Voice Only and for Voice and Data combined, rounded down to the nearest whole number, and exclude any Committed Number of Lines for Data Only.

- 2.13. **Downgrade Fee.** If the Customer chooses to downgrade a Line to a core price plan with a lower tier of hardware subsidy eligibility during the Line Term, then the Customer will be charged a one-time hardware downgrade fee. The downgrade fee is based on the difference between the DSRF at time of activation and the DSRF in the lower tier hardware category at the time the Device was activated. This downgrade fee will ultimately reduce the Termination Fees owed to Rogers.

For example, if the DSRF received by the Customer at time of activation was \$450 and the DSRF at time of activation in the lower tier hardware category would have been \$300 then the difference between these two categories would be \$150. If the Customer was 18 months into their 24-month Line Term, then the downgrade fee would be calculated as follows: $\$150 / 24 = \6.25 per month x 6 months remaining for a total of \$37.50. This \$37.50 would reduce the total Termination Fees by the same amount.

- 2.14. **One-Time Activation Credit.** The One-Time Activation Credit will be applied on net new activations of eligible Lines that occur within three (3) months of the Service Effective Date of the Rogers Advantage Mobility Services, or such other Expiry Date as may be set out on the Product Quotation.

In the event that the Customer terminates or suspends Services on a Line for which a One-Time Activation Credit was granted prior to the end of the Credit Recovery Period, Rogers reserves the right to recover a pro-rated portion of the One-Time Activation Credit, as part of any Termination Fees to which Rogers is entitled. The pro-rated amount will be calculated by dividing the One-Time Activation Credit amount by the number of months in the Credit Recovery Period, and then multiplying that amount by the number of months remaining in the Credit Recovery Period for the applicable Line at the time of termination/suspension.

One-Time Activation Credits cannot be applied to Corporately Reimbursed Lines, Individually Paid Lines or to Data Only Lines, unless otherwise set out in the Product Quotation. The amount of the One-Time Activation Credit quoted in the Product Quotation is after applicable taxes.

- 2.15. **One-Time Renewal Credit.** The One-Time Renewal Credit will be applied on renewals of eligible Lines that occur within twelve (12) months of the Effective Date of the Rogers Advantage Mobility Services, or such other Expiry Date as may be set out on the Product Quotation.

Lines are eligible for the One-Time Renewal Credit only if they have not received an activation, renewal or retention credit within the previous eighteen (18) months.

In the event that the Customer terminates or suspends Services on a Line for which a One-Time Renewal Credit was granted prior to the end of the Credit Recovery Period, Rogers reserves the right to recover a pro-rated portion of the One-Time Renewal Credit, as part of any Termination Fees to which Rogers is entitled. The pro-rated amount will be calculated by dividing the One-Time Renewal Credit amount by the number of months in the Credit Recovery Period, and then multiplying that amount by the number of months remaining in the Credit Recovery Period for the applicable Line at the time of termination/suspension.

One-Time Renewal Credits cannot be applied to Corporately Reimbursed Lines, Individually Paid Lines, or to Data Only Lines, unless otherwise set out in the Product Quotation. The amount of the One-Time Renewal Credit quoted in the Product Quotation is after applicable taxes.

- 2.16. **Roaming.** In destinations other than Roam Like Home Destinations, Individual Flex Roaming options can be purchased by the Customer for use. There is no cap on the number of days in a month that a Line may be charged for the Roam Like Home Destinations daily charge. All other Advantage Mobility Plans are available with either Individual or Shared Flex Roaming Plan options. When roaming outside of the Rogers network, certain network services may not be available, such as: Call Forwarding, Call Waiting, Call Display / Name Display, accidental roaming, etc. When roaming outside of Rogers' coverage area, Customer shall be responsible for all applicable charges and shall be subject to the terms and conditions of service imposed by the wireless service provider providing such roaming services in the area where roaming occurs (including limitations on liability).
- 2.17. **Data Rounding and Rating.** Actual billed rates for data usage may vary from those quoted as a result of, without limitation, rounding, minimum message length, and usage patterns. All usage is rounded up to the next highest increment (MB, minute, etc.). Customer agrees that, to the extent there is any dispute as to the amount of data transmitted to and from a Rogers SIM card in a particular period of time, then the amount of data transmitted as calculated by Rogers' systems and verified by the call detail records (CDRs) from such systems shall govern.
- 2.18. **Data Pooling.** For all Lines activated on Advantage Mobility Pricing plan(s) eligible for pooling, smartphone data is pooled, giving the Customer access to draw data from the pool for a monthly fee, plus applicable overage charges.
- 2.19. **Long Distance Rounding.** Canadian, United States and International Long Distance will be charged in increments of sixty (60) seconds, rounded up to the nearest minute on a per call basis.
- 2.20. **Additional Features.** Additional service details and additional plans and features that the Customer may purchase from Rogers are set out at rogers.com/business, subject to certain eligibility requirements. The Customer's discount, if any, does not apply to these additional plans and features.
- 2.21. **Rogers Facilities.** The Services will be provided to Customer using the Rogers Wireless Network within the area that Rogers provides the Services (which area may be enlarged or reduced in scope from time to time by Rogers in its sole discretion). The Customer acknowledges that the geographic areas within which Rogers provides different Services may vary. Customer acknowledges and agrees that Rogers reserves the right in its discretion and without notice to Customer, from time to time to make changes in any aspect of the Rogers Wireless Network.

Customer acknowledges that the Services are subject to transmission limitations caused by atmospheric or topographical conditions or equipment failures beyond the reasonable control of Rogers. The Services may be temporarily refused, interrupted or curtailed due to governmental regulations or orders, system capacity limitations or equipment modifications, upgrades, reallocations, repairs, maintenance and similar activities necessary for the proper operation of the Services.

- 2.22. **Fair Usage Policy.** To ensure the Customer enjoys optimal experience on the Rogers' network and abroad, Rogers has implemented a Fair Usage Policy. For domestic data usage and roaming data usage, this Fair Usage Policy specifies that if a Line utilizes more than the Data at Maximum Speed allocation for its applicable plan, Rogers will throttle the wireless data throughput for such Line to the speed levels specified in the applicable plan for both domestic and roaming data for the remainder of that billing month. In addition, the Customer may not use a Line associated with this Fair Usage Policy as a hub for other data-consuming devices not associated with the primary Line, nor otherwise use such Line in a way not typical of standard Voice and Data traffic consumption. If Rogers identifies any such non-intended usage, the Line will be migrated to a plan with appropriate data inclusions.
- 2.23. **Limits on Rogers Liability for Emergency Services Provided on a Mandatory Basis.** This section applies only to the provision of emergency services on a mandatory basis. For the purposes of this provision "Customer" means the Customer and its end users. In respect of the provision of emergency services on a mandatory basis, Rogers is not liable for:
- i) libel, slander, defamation or the infringement of copyright arising from material or messages transmitted over Rogers' network from Customer's property or premises or recorded by Customer Equipment or Rogers Equipment;

- ii) damages arising out of Customer's act, default, neglect or omission in the use or operation of equipment provided by Rogers;
- iii) damages arising out of the transmission of material or messages over the Rogers Wireless Network on Customer's behalf which is in any way unlawful;
- iv) any act, omission or negligence of other companies or telecommunications systems when their facilities are used in establishing connections to or from Customer's facilities and equipment.
- v) Furthermore, except in cases where negligence on Rogers' part results in physical injury, death or damage to Customer's property or premises, Rogers' liability for negligence related to the provision of emergency services on a mandatory basis is limited to the greater of \$20 and three times the amount (if any) Customer would otherwise be entitled to receive as a refund for the provision of defective service under the Agreement. However, Rogers' liability is not limited by this section in cases of deliberate fault, gross negligence or anti-competitive conduct on Rogers' part or in cases of breach of contract where the breach results from Rogers' gross negligence.

2.24. **No Warranty.** CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICES AND ALL DEVICES, OTHER ROGERS EQUIPMENT AND THIRD PARTY SERVICES ARE PROVIDED BY ROGERS "AS IS" AND "AS AVAILABLE" AND, TO THE EXTENT PERMITTED BY LAW, WITHOUT WARRANTY BY ROGERS OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, INFRINGEMENT, OR THOSE ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ROGERS SHALL HAVE NO LIABILITY WHATSOEVER TO CUSTOMER FOR: (I) ANY INTERRUPTIONS OR DISRUPTIONS OF THE SERVICES, THE INTERNET OR THE THIRD PARTY SERVICES OR ANY OTHER DAMAGES SUFFERED BY CUSTOMER WHICH ARE CAUSED BY DIRECTLY OR INDIRECTLY BY ANY FAILURES OF THE DEVICES, OTHER ROGERS EQUIPMENT, THE SERVICES, THE ROGERS WIRELESS NETWORK, THE INTERNET OR THE THIRD PARTY SERVICES; (II) ANY POWER FAILURES; (III) ANY ACTS OR OMISSIONS OF CUSTOMER OR ITS OFFICERS, EMPLOYEES, AGENTS OR CONTRACTORS INCLUDING, WITHOUT LIMITATION, DEFAMATION OR COPYRIGHT INFRINGEMENT; (IV) ANY DISRUPTION OF ANY PART OF THE EQUIPMENT USED TO PROVIDE THE SERVICES BY PARTIES OTHER THAN ROGERS; (V) ANY INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS ARISING FROM OR IN CONNECTION WITH CUSTOMER'S USE OF THE DEVICES, OTHER ROGERS EQUIPMENT, THE SERVICES OR THE THIRD PARTY SERVICES; (VI) ANY EVENT OF FORCE MAJEURE, AS DESCRIBED IN THE AGREEMENT; OR (VII) ANY SUSPENSION OR TERMINATION OF THE SERVICES.

FURTHER, TO THE EXTENT PERMITTED BY LAW, ROGERS DOES NOT WARRANT THE PERFORMANCE, AVAILABILITY, UNINTERRUPTED USE OF OR OPERATION OF THE INTERNET OR CUSTOMER'S CONNECTION TO THE INTERNET. ROGERS DOES NOT WARRANT THAT ANY DATA OR FILES SENT BY OR TO CUSTOMER (WHETHER BY E-MAIL OR OTHERWISE) WILL BE TRANSMITTED, TRANSMITTED IN UNCORRUPTED FORM, OR TRANSMITTED WITHIN A REASONABLE PERIOD OF TIME.

3. **Definitions.** The following definitions are used in this Schedule. Any capitalized terms not defined below are defined in the Agreement.
- 3.1. **"Administrative Fees"** — As set out in Table 4 of this Schedule.
 - 3.2. **"Billing Account Number (BAN)"** — means a unique Rogers' wireless account number.
 - 3.3. **"Call Display / Name Display"** — means the visual display of the incoming call's telephone number and incoming caller's name, where supported by the Device. Not all incoming telephone numbers or caller's name can be identified.
 - 3.4. **"Call Forwarding"** — means a feature that allows calls made to the Customer's wireless number to be forwarded to another specified number.
 - 3.5. **"Call Waiting"** — means a feature whereby a person making a wireless telephone call is notified of an incoming call and is able to place the first call on hold while answering the second.
 - 3.6. **"Canadian"** — means wireless voice, data or SMS/MMS traffic both originating and terminating within Canada.

- 3.7. “Commitment Date” — as defined in Section 2.8 of this Schedule.
- 3.8. “Committed Number of Lines” — means the number of Lines (including, as applicable, any sub-commitment for voice only, data only, and voice and data combined Lines) set out in the Product Quotation for the Rogers Advantage Mobility Services that the Customer is required to maintain in order to qualify for the pricing and discounts, if any, provided to the Customer.
- 3.9. “Conference Calling” — means a feature where a person making a wireless telephone call can add additional callers to the original two-way call.
- 3.10. “Credit Recovery Period” — means the period of time over which Rogers may recover the amortized portion of a One-Time Activation Credit or One-Time Renewal Credit. The Credit Recovery Period is set out on the Product Quotation.
- 3.11. “Deactivation Fee” — means a one-time fee charged upon the cancellation of a Line to cover administrative costs related to the deactivation, unless otherwise set out in the Product Quotation.
- 3.12. “Device” — means a wireless telephone or Smartphone, wireless messaging device, tablet, or other wireless devices that is authorized by Rogers for use on the Rogers Wireless Network.
- 3.13. “Device Financing Balance” — means the amount of the original Device cost (minus any promotional offers, plus applicable taxes) that remains owing to Rogers at any particular time.
- 3.14. “Device Financing Term” — means the period of time over which the Customer agrees to repay the Device cost (minus any promotional offers, plus applicable taxes).
- 3.15. “Enhanced Voicemail” — means each enrolled Line has up to thirty-five (35) five-minute messages that can be saved for up to ten (10) days, as well as other advanced functions such as Call Return, Group List Distribution and Skip Password.
- 3.16. “Expiry Date” — means the date on which the Customer’s eligibility for One-Time Activation Credits, One-Time Renewal Credits, or any other promotional offer made by Rogers to the Customer, expires.
- 3.17. “Hardware Upgrade Fee” — means a one-time fee charged when upgrading to a new device in order to cover administrative costs related to the upgrade.
- 3.18. “International” — means wireless voice, data or SMS/MMS traffic terminating to a country other than Canada or the United States.
- 3.19. “Line(s)” — means a Device activated on a Rogers’ wireless price plan for which the Customer is financially and legally responsible
- 3.20. “Line Term” — means the period of time that the Customer commits to maintain the selected core price plan on a certain Line. The Line Term is determined by the Device subsidy selected by the Customer. Following the end of the Line Term for each Line, the Line Term shall continue on a month to month basis at the then-current pricing in effect for such Line, until terminated by either Rogers or the Customer. During any such month to month renewal of the Line Term, Rogers reserves the right to adjust the pricing for the applicable Line.
- 3.21. “Metered Data” — means any data service plan where the customer is required to pay a fee to consume data after a prescribed volume.
- 3.22. “MMS” — means Multimedia Messaging Service, or text messaging with enhanced features such as images, audio and video files within certain size limits.
- 3.23. “North American” — means wireless voice, data or SMS/MMS traffic terminating to Canada and the United States.
- 3.24. “No Term Device Charge” — means the advertised Device price described on Rogers.com, for a Device purchased on a monthly Line Term.
- 3.25. “Pooled” — means that the allocation of data is shared amongst the Customer’s eligible Lines on a common Billing Account Number.
- 3.26. “Roam Like Home Destinations” — means Afghanistan, Aland Islands, Alaska, Albania, Algeria, Anguilla, Antigua And Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Azores, Bahamas, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bolivia, Bonaire, Bosnia-Herzegovina, Botswana, Brazil, British Virgin Islands, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canary Islands,

Cayman Island, Central African Republic, Chile, China, Colombia, Congo (Democratic Republic of), Costa Rica, Crimea, Croatia, Cuba, Curacao, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, England, Estonia, Faroe Islands, Fiji, Finland, France, French Guiana, French Polynesia, Galapagos Islands, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guatemala, Guernsey, Guinea Bissau, Guyana, Haiti, Hawaii, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Isle of Man, Israel, Italy, Ivory Coast, Jamaica, Japan, Jersey, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyz Republic, Latvia, Liberia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Madeira, Malaysia, Mali, Malta, Martinique, Mauritius, Mayotte, Mexico, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Myanmar, Netherlands, New Zealand, Nicaragua, Niger, Nigeria, Northern Ireland, Norway, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Rwanda, Saba, San Marino, Saudi Arabia, Scotland, Senegal, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, St Barts, St Eustatius, St Kitts And Nevis, St Lucia, St Maarten, St Martin, St Vincent And The Grenadines, Suriname, Swaziland, Sweden, Switzerland, Tahiti, Taiwan, Tajikistan, Thailand, Tonga, Trinidad And Tobago, Tunisia, Turkey, Turks And Caicos, U.S. Virgin Islands, Uganda, Ukraine, United Arab Emirates, United States, Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam, Wales, West Bank, Western Samoa, and Yemen. These Roam Like Home Destinations are subject to change by Rogers at any time without prior notice.

- 3.27. “Rogers Wireless Network” — means the Rogers-owned wireless transmission facilities.
- 3.28. “Set-up Service Fee” — means a one-time fee charged upon the activation of a new Line to cover administrative costs related to the activation.
- 3.29. “SIM card” — means the Rogers SIM (Subscriber Identity Module) card that allows the Customer to connect a Rogers’ Device to the Rogers Wireless Network.
- 3.30. “SMS” — means Short Message Service, or text messaging.
- 3.31. “Telephone Number Change Fee” — means a one-time fee charged when requesting to change a telephone number to cover administrative costs related to the telephone number change
- 3.32. “Transfer of Responsibility Fee” — means a one-time fee charged when ownership of an existing telephone number is changed. This happens when a telephone number is transferred between two different customer accounts. The fee is charged to the account that initiated the request, and is applied for each telephone number transferred to cover administrative costs related to the transfer.
- 3.33. “United States” — means wireless voice, data or SMS/MMS traffic terminating (in the case of long distance) or originating and terminating (in the case of roaming) within the United States.
- 3.34. “Visual Voicemail” — means the Customer’s users can manage their iPhone voicemail messages by reviewing them in a list on their Device and can listen to those voicemail messages in any order without having to dial a voicemail number. This service is also available for compatible Android and Blackberry devices.
- 3.35. “Voicemail to Text” — means a feature where Customers can get a text version of the voicemail messages in addition to the audio file. This feature requires that the Customer’s voicemails be processed outside of Canada by a third party provider to Rogers. This feature is not compatible with iPhone Visual Voicemail. Device must support MMS messaging. This voicemail service uses data, but the Customer does not require a data plan to use the service. There are no charges when the customer is using Voicemail-to-Text in Canada. However, Data roaming charges will incur when roaming outside of Canada.
- 3.36. “Zone 2” — means Aland Islands, Albania, Andorra, Armenia, Austria, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovak Republic, Slovenia, Spain, St. Pierre & Miquelon, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City. The countries included in Zone 2 are subject to change by Rogers at any time without prior notice.
- 3.37. “Zone 2A” — means Anguilla, Antigua and Barbuda, Aruba, Australia, Bahamas, Barbados, Bermuda, British Virgin Islands, Bonaire, Cayman Islands, China, Curacao, Dominica, Dominican Republic, French Guiana, Grenada, Guadeloupe, Haiti, Hong Kong, India, Jamaica, Japan, Martinique, Mexico, Montserrat, New

Zealand, Saba, South Korea, St. Bartelemy, St. Eustatius, St. Kitts and Nevis, St. Lucia, St. Maarten, St. Martin, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos. The countries included in Zone 2A are subject to change by Rogers at any time without prior notice.

- 3.38. “Zone 3” — means Afghanistan, Argentina, Azerbaijan, Bahrain, Bangladesh, Belize, Bhutan, Bolivia, Brazil, Brunei Darussalam, Cambodia, Chile, Colombia, Cook Islands, Costa Rica, East Timor, Ecuador, El Salvador, Falkland Islands, Fiji, Galapagos Islands, Georgia, Guam, Guatemala, Guyana, Honduras, Indonesia, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyz Republic, Laos, Macau, Malaysia, Maldives, Mongolia, Myanmar, Nauru, Nepal, New Caledonia, Nicaragua, Northern Mariana Islands, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Russia, Samoa, Saudi Arabia, Singapore, Sri Lanka, Suriname, Taiwan, Tajikistan, Thailand, Tonga, Turkmenistan, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen. The countries included in Zone 3 are subject to change by Rogers at any time without prior notice.
- 3.39. “Zone 4” — means Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Rep. of), Congo (Peoples Rep. of), Djibouti, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mayotte, Morocco, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Swaziland, Tanzania, Togo, Tunisia, Uganda, Western Sahara, Zambia, Zanzibar, Zimbabwe. The countries included in Zone 4 are subject to change by Rogers at any time without prior notice.