



## Rogers offering unlimited home Internet, some free TV channels and other COVID 19 support

Dear Customer,

At this time of uncertainty, one of the things we don't want you to worry about is staying connected to the information you need and the people that matter most. We are working diligently to support our customers and communities at this difficult time:

### **Connecting you with friends and family:**

In order to help you stay connected to the people and things that matter most, Rogers will be automatically:

- Waiving data overage fees for home internet usage starting March 14 until May 31, 2020
- Waving long distance charges for Rogers home phone consumers for calls to anywhere in Canada starting March 16 until April 30, 2020
- Offering all Rogers TV and Ignite TV customers free access to some of our popular channels automatically, starting March 16 until April 30, 2020, including:
  - **Kid Friendly:** Disney, Disney Jr., Family Channel, Family Jr., YTV, Treehouse, Teletoon and ABC Spark
  - **Premium:** FX
  - **Movies:** Hollywood Suite (70's, 80's, 90's and 2000's)
  - **Lifestyle:** HGTV, Slice, National Geographic, BBC Earth and Smithsonian
  - **Multicultural:** New Tang Dynasty, TV Asia

We will also ensure that services will not be suspended or disconnected for any customers experiencing financial difficulties over the next 90 days. In addition, we will support our customers facing financial uncertainty because of Covid-19 with more flexible payment options.

### **Continuing to keep you connected:**

We know you rely on our services and networks, and keeping you connected is critical now more than ever. We are actively monitoring our network performance and are ready to manage capacity quickly if we see greater consumer demand.

**Keeping our customers and employees safe:**

The safety and comfort of our customers and our team members is our top priority. Our retail employees and Rogers Professional Technicians are committed to providing a safe environment for our customers and are following best practices from public health authorities including enhanced sanitization and health and safety protocols.

We also provide online options if you would prefer to shop or get support outside of a store environment. You can easily manage your Rogers postpaid services [online](#) or through the MyRogers app.

Ignite TV customers can access a variety of online tutorials on their televisions by saying "help" into the voice remote. You can also find answers to many [Frequently Asked Questions](#), go on our [support page](#) or our [community forum](#).

As the COVID-19 situation continues to unfold, information on how Rogers is continuing to support our customers and our communities can be found [here](#).

Thank you for being a valued Rogers customer.

Phil Hartling  
President, Connected Home  
Rogers