

# SPECIAL OFFER FOR ROGERS PARTNERSHIP PROGRAM

## FREQUENTLY ASKED QUESTIONS

**Q.** What is the special offer?

**A.** Through our partnership, we're pleased to offer the special rate of 20% off our regular monthly service fees if you subscribe to 2 or more Rogers Cable services

**Q.** Do I receive 20% off of my invoice total?

**A.** No, you will receive 20% off of the basic service fee. The discount does not apply to additional features.

**Q.** How much am I going to save?

**A.** You can save up to \$628 over a period of 2 years if you subscribe to all 3 services

**Q.** What services qualify for this offer?

**A.** Business phone, Business Internet (fast, faster or fastest), and business television

**Q.** Can I apply this offer to my existing Rogers services?

**A.** No, at this time this offer is only available for new services

**Q.** Are there installation costs?

**A.** Yes. The installation costs are as follows:

Business Phone – \$55, Business Internet – \$99, Business Television - \$75

**Q.** Am I required to sign a contract?

**A.** Yes, this special offer is only available on a 2-year contract.

**Q.** What if I cancel my service with Rogers prior to end of 2 years?

**A.** You would be required to pay a penalty for the remaining months in your contract. The exact sum of the penalty will be determined at the time of cancellation.

**Q.** What if I want to change my Rogers services within the 2 years?

**A.** You can make changes to your account, such as upgrading or downgrading your services to best fit your business needs, without penalty at any time. Penalties apply only when a service is cancelled within the 2 year term.

**Q.** Do I get a business directory listing if I subscribe to Rogers business phone service?

**A.** Yes – Rogers Business Phone service includes a basic White Page and Yellow Page listing free of charge.

**Q.** Does the 20 percent discount expire after 2 years? If so, can I have the option to renew again for another 2 years and receive the same discounts?

**A.** Yes, the promotional rate expires after the 2-year term. The renewal program will depend on the current offer available through your association.

**Q.** Does this offer apply to my home business?

**A.** Yes. However, at this time the only services that are available at a home address and qualify for the discount are Rogers Business Phone and Rogers Business TV.

**Q.** Can I combine this offer with my existing Rogers discounts?

**A.** No. This offer is can not be combined with any other offer.

**Q.** Do I have to change my phone number if I move my business phone to Rogers?

**A.** No, you can keep your existing business phone number (s), phone jacks and business listings.