



1. AREA Wireless Availability

- a. AREA Wireless is available to REALTORS®, friends and family.
- b. AREA Wireless program overview:
 - i. \$50 per month (+ GST) – no contract (bring your own device)
 1. Device plan availability – please contact areawireless@albertarealtor.ca for information
 - ii. Virtually unlimited data (3 GB of pooled data per user)
 - iii. Unlimited North American calling from Canada
 - iv. Unlimited Canada/US/International text messaging from Canada
 - v. Bring your own device
 - vi. Dedicated call centre support
- c. AREA reserves the right to remove user accounts that regularly exceed reasonable data use. AREA also reserves the right to remove user accounts which engage in prohibited activities, as defined in the Terms & Conditions.
 - i. Reasonable data usage is to align with the 3 GB per user data pool. The pooling of data provides some flexibility for users to exceed the allotment per person. Data overage charges are discussed under 2(b-c) below.

2. Data Policies

- a. AREA Wireless is a cooperative program with a shared data pool based on 3 gigabytes (GB) of contributed data per subscriber. Subscribers should be mindful and responsible with data to assist in maintaining the low cost of the plan. Target use of data is 3 GB per subscriber per billing period.
 - i. Billing period is the 4th day of the month to the 3rd day of the following month.
- b. Subscribers who use more than 15 GB in a billing period will be charged for use above 15 GB at \$25/GB. This charge will reflect on the corresponding monthly bill in addition to the \$50 monthly fee for service.
- c. Subscribers using more than 10 GB in a billing period will receive an alert message with their bill. No additional charges will be applied up to 15 GB of use.
- d. Subscribers on the AREA Wireless program who consistently exceed responsible data use may be asked to depart the plan to protect its long-term viability and low cost.



3. Roaming

- a. When leaving Canada for an international destination, subscribers are responsible for knowing the costs associated with roaming in that international destination. The charges and the applicable tiers are outlined in the attached document – AREA Wireless Travel Add-Ons.
- b. Automatic travel add-ons are available on all subscriber lines for voice, text and data, and will begin to apply at first use of each function. Should subscribers wish not to incur charges, voice, text and/or data functions should be turned off or not used, as applicable, for the duration of time spent in the international destination.
- c. Subscribers are responsible for monitoring use of their device while travelling and are responsible for all charges incurred. Neither AREA Wireless or Rogers will offer credits on unexpected bills, as charges are reflective of the device's use during that period.

4. Special Messaging

- a. Special messaging, such as voicemail-to-text, text-to-landline and others, are not included as part of the unlimited texting features of the AREA Wireless plan.
- b. Users are responsible for the costs associated with special messaging.

5. Bill Payment

- a. AREA Wireless users are required to provide up-to-date credit card information for billing purposes.
- b. Users are responsible for their device usage and must be aware of all potential additional charges which may be incurred through use of their device on AREA Wireless. AREA Wireless will not credit for charges rightfully incurred.
- c. All users are billed on a monthly cycle and are responsible for all charges incurred. The credit card on file will be charged.
- d. Users receive an email and text message notifying them when their bill is available for viewing. An online account manager is maintained for end users to access and understand their billing at <https://area.myserve.co/users/sign in>.



- e. Where there are questions about billing and/or charges incurred, users should contact areawireless@albertarealtor.ca. Users may not contact Rogers directly to address any concerns regarding billing.

6. Joining AREA Wireless from Another Provider

- a. Users joining AREA Wireless from a non-Rogers provider are responsible for any charges related to leaving that provider. Users should consult with the provider to determine what charges may apply.
- b. Users can contact areawireless@albertarealtor.ca for guidance on how to join AREA Wireless from another provider.

7. Joining AREA Wireless from a Rogers Contract

- a. Any current Rogers subscriber wishing to join AREA Wireless may do so without incurring cancellation fees provided that less than 12 months remain on their current contract or they own their own device.
- b. Any current Rogers subscriber with more than 12 months remaining on their contract is subject to the appropriate cancellation/transfer fees to join AREA Wireless.
- c. Users can contact areawireless@albertarealtor.ca for guidance on how to join AREA Wireless from an existing Rogers contract.

8. Leaving the AREA Wireless Plan

- a. Users may leave the AREA Wireless plan at any time by notifying areawireless@albertarealtor.ca of their intention to cancel. There is no contract begin or end date.
- b. Users are responsible for paying any outstanding costs prior to leaving the plan.

Questions?

Questions about the AREA Wireless mobility plan should be directed to areawireless@albertarealtor.ca or 1-855-783-1717.