



Program Features & Policies

1. AREA Wireless Availability

- a. AREA Wireless is available to REALTORS® and unlicensed professionals working at real estate organizations and brokerages and their immediate families.
- b. AREA Wireless is a single corporate-enterprise account that consists of a pool of all subscribed users. There are differences between mobility corporate-enterprise account and consumer account: features, roaming, data-usage, and charges. Please be aware of these differences:
 - i. A corporate-enterprise account, the policies are set between AREA and its Users;
 - ii. A consumer account, the policies are set between the (network) provider and its users
- c. AREA Wireless program overview:
 - i. \$50 per month (+ GST) – no contract (bring your own device)
 1. Device purchase availability to all Users – please contact area@mywirelessconcierge.ca for information
 2. Device installment plan are only available to Alberta Real Estate Association (AREA) members for an additional \$35/month. Non-Area members may purchase devices at full cost only.
 - ii. Program data pool with targeted 5 GB 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 1-888-819-3612 / area@mywirelessconcierge.ca
- d. 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 End User Service Agreement.
 - i. Reasonable data usage is to align with the 5 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 5 gigabytes (GB) of contributed data per User. Users should be mindful and



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responsible with data to assist in maintaining the low cost of the plan. Target use of data is 5 GB per User per billing period.

- i. Billing period is the 4th day of the month to the 3rd day of the following month.
- b. Users using more than 10 GB in a billing period will receive an alert message with their bill. This alert is posted to your online account at <https://area.mywirelessconcierge.ca>
- c. Users who exceed 15 GB in a billing period will be charged for additional data usage at \$25/GB. This charge will reflect on the corresponding monthly bill in addition to the \$50 monthly fee (+GST) for service.

*Please note our program does not have live-data monitoring at the individual level; as such, there are no cap-limits on how much data can be consumed and charge. *

- d. Users on the AREA Wireless program who consistently exceed responsible data use may be removed from the plan. This is a corporate member plan with policies and procedures designed to protect its long-term viability and low cost.

3. International Travel

When leaving Canada for an international destination, users are responsible for knowing the costs associated with roaming in that international destination. AREA Wireless offers two travel plans:

1. Roam Like Home™
 - a) Roam Like Home™ is automatically enabled on all subscriber lines for voice, text and data, and will begin to apply at first use of each function. Once Roam Like Home™ has been activated, the duration will last for 24 hours; at which time, should the user continue using Roam Like Home™, the user will incur an additional charge applicable to the destination they are in. The charges are as follows: \$8/day for US roaming and \$12/day for International roaming.
2. Flex Roaming
 - b) Flex Roaming – is a feature that needs to be enabled based on where you are travelling. It offers different Tiers based on your usage requirements for you to choose from. You will only be charged for the service you use (e.g. if only data and text is used, only those 2 featured will be billed).



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See the Tier options/pricing here: <https://www.rogers.com/business/products-and-solutions/wireless/plans-and-pricing/travel>

- d) If you wish to utilize FR simply call your AREA Wireless Concierge a few days before you plan to travel so they can set up an individual travel roaming package best suited for you. Your AREA Wireless Concierge can be reached directly at area@mywirelessconcierge.ca or 1-888-819-3612.

For Users who do not wish to incur charges, all voice, text and/or data functions should be turned off, as applicable, for the duration of time spent in the international destination.

It is important to keep in mind that AREA Wireless and Rogers have no control over what third-party wireless services may charge in the country where roaming occurs. All users are responsible for adding the appropriate travel package to avoid unwanted costs.

Users 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. Purchasing a New Device

- a. Users may purchase a new device at anytime through the AREA Wireless plan.
- b. A list of available phone models and corresponding costs can be accessed through the Users' online account manager at <https://area.mywirelessconcierge.ca>
- c. Users are responsible for all costs associated with purchase of a new device.
- d. Program administration will have discretionary approval on who can access the device purchase monthly installment plan.
- e. AREA reserves the right to decline any device purchase request.



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6. Charges and Payments (Billing)

- a. AREA Wireless users are required to provide up-to-date, valid credit card information and a current municipal mailing address for billing purposes.
- b. AREA reserves the right to suspend or cancel user accounts without valid credit card information and current municipal address.
- c. 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.
- d. All users are billed on a monthly cycle and are responsible for all charges incurred. The credit card on file will be charged.
- e. 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.mywirelessconcierge.ca>.
- f. Where there are questions about billing and/or charges incurred, users should contact area@mywirelessconcierge.ca. Users may not contact Rogers directly to address any concerns regarding billing.
- g. ARESC reserves the right to suspend or cancel user accounts that do not pay their invoices. Charges for the Services on cancelled and/or suspended accounts will continue to be incurred and will be payable by the User.
- h. ARESC reserves the right to charge late interest on unpaid accounts. If payment of an amount due on the User's account is not received by ARESC by the required payment date, it will be considered an outstanding amount and will be subject to a late payment charge of 2% per month, calculated and compounded monthly on the outstanding amount (26.82% per year) from the required payment date until the date ARESC receives such amount in full. The User agrees that ARESC can charge any unpaid and outstanding amount, including any late payment charges, on the User's account to the User's credit card or issue an invoice.

7. 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



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provider to determine what charges may apply.

- b. Users can contact area@mywirelessconciierge.ca for guidance on how to join AREA Wireless from another provider.

8. 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 3 months or less remain on their current contract and they own their own device outright.
- b. Any current Rogers subscriber with more than 3 months remaining on their contract is subject to the appropriate cancellation/transfer fees to join AREA Wireless.
- c. Users can contact area@mywirelessconciierge.ca for guidance on how to join AREA Wireless from an existing Rogers contract.

9. Leaving the AREA Wireless Plan

- a. Users may leave the AREA Wireless plan at any time by notifying area@mywirelessconciierge.ca of their intention to cancel. There is no contract begin or end date.
- b. Users are responsible for paying any outstanding costs, including plan charges and device balances, prior to leaving the plan.
- c. Notwithstanding any other term or condition in this Agreement, should the User terminate the Services at any time prior to the end of the Commitment Period, the User must pay ARESC the remaining monthly device fee up to the end of the Commitment Period (the "Termination Fee"), plus \$100. The Termination Fee is due and payable immediately on the date the User terminates the Services and is calculated as follows: monthly device fee multiplied by the number of months left in the Commitment Period. The User acknowledges and agrees that the Termination Fee is a reasonable estimate of ARESC's liquidated damages and represents consideration for the Device and is not a penalty.

Questions about the AREA Wireless mobility plan should be directed to area@mywirelessconciierge.ca or 1-888-819-3612.