

A group of five diverse young people (three women and two men) are smiling and looking at a smartphone held by one of the men. They are outdoors, and the background is bright and slightly blurred. The image is partially overlaid by a white rounded rectangle containing text.

WIRELESS SERVICES

USER GUIDE

MAKING THE MOST OF YOUR
WIRELESS SERVICE.

CANADA'S RELIABLE NETWORK

Thank you

for choosing Rogers.

This User Guide highlights how to use your wireless services, how wireless services are charged and introduces you to the many services and features available to keep you connected and entertained while on the go.

Your SIM Card

Your SIM card holds your wireless phone number and address book and allows you to easily change wireless devices without losing any personal information.

If you would like to find out more about your phone's services and features, visit rogers.com/serviceguide

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Making & Receiving Wireless Calls

MAKING & RECEIVING WIRELESS CALLS

All wireless phones have a key that “connects” (dials or answers) a call and a key that “ends” (hangs up) a call. In this guide, we use SEND and END. These keys may be different on your phone, so check your phone’s manual for details.

TO MAKE A LOCAL CALL	Dial the 7- or 10-digit phone number + SEND.
TO MAKE A LONG DISTANCE CALL	Dial 1 + area code + phone number + SEND.
TO MAKE AN OVERSEAS CALL	Dial 011 + country code + area code + phone number + SEND.
TO END A CALL	After your conversation, press END to hang up/disconnect the call.
TO ANSWER A CALL	When your wireless phone rings, press SEND to answer. Remember to press END when finished.

How Wireless Services Are Charged

HOW WIRELESS SERVICES ARE CHARGED

BY THE MINUTE	Local and long distance airtime charges are rounded up to the next full minute. A one-minute minimum charge applies to every completed call (made or received). The airtime for the entire call is charged based on the applicable rate at the beginning of the call.
BY THE KILOBYTE	Data usage over the GSM/GPRS network for email, Instant Messaging, browsing and applications is billed based on the volume of data sent and received (i.e. by the kilobyte [KB]) – no data roaming charges apply within Canada (with the exception of Dryden, Ontario and North West Territories). Data roaming charges apply when using data while off the Rogers network (i.e. while in the U.S., overseas or in Dryden, ON and North West Territories). Data usage will be billed according to your monthly browsing or data plan. You also have the option to pay per day with a Day Pass.
OUTGOING CALLS	Airtime charges (plus long distance, if applicable) apply to completed calls from the time you press SEND until you press END.
INCOMING CALLS	Airtime charges (plus long distance, if applicable) apply to every call you answer on your wireless phone until you press END. Charges will start at the moment the calling party initiates the call by pressing SEND and includes the ring time.
CALL FORWARDING, NO ANSWER TRANSFER AND BUSY TRANSFER	Customers can add the Call Forwarding add-on to their wireless voice plan (if it isn't already included in their plan). Call Forwarding will allow their calls to be forwarded to another number and includes 2,500 local Call Forwarding minutes.

<p>CALL WAITING AND GROUP CALLING</p>	<p>Call Waiting and Group Calling are charged according to the minute rate of your price plan.</p>
<p>TEXT MESSAGES</p>	<p>Received Text Messages are free if you have subscribed to a voice plan, messaging bundle or value pack that includes Text Messaging or a Text Messaging plan or Text Messaging Travel Pack (excludes premium Text Messages such as 3rd party alerts, content, contests and promotions). Text messages sent are charged at a pay-per-use message rate or charged according to your Text Messaging plan, if subscribed to. Premium services are not included in your Text Messaging plan. Sending a text message to an international destination or while roaming in the U.S. or overseas is billed separately at a pay-per-use roaming rate or according to your International/Roaming Text Messaging plan. Visit rogers.com/textmessaging for more rate information.</p>
<p>LONG DISTANCE</p>	<p>On a long distance call, you pay both airtime and long distance charges. Long distance is billed by the minute and charged on calls made to points outside your local calling area, incoming calls received outside your local calling area and calls transferred or forwarded to points outside the landline telephone company's local calling area.</p>
<p>BUSY SIGNAL OR NO ANSWER</p>	<p>No charge applies if a busy signal is reached or if the call is not answered when placing a call on the Rogers Wireless network. Roaming charges will apply while roaming.</p>

CHECKING VOICEMAIL	Airtime charges apply (plus long distance or roaming, if applicable).
TOLL-FREE NUMBERS (800, 888, ETC.)	Airtime charges apply (roaming charges apply when roaming in the U.S. or internationally).
CALLS FROM ONE WIRELESS PHONE TO ANOTHER	Both parties incur airtime charges unless specified otherwise in your price plan.
9-1-1 EMERGENCY ASSISTANCE	No per minute charge for calls to 9-1-1 emergency service.
DIRECTORY ASSISTANCE	A nominal service fee plus airtime applies to each directory assistance call. Long distance charges apply (if necessary) to the completed call.
COLLECT CALLS	Collect calls cannot be received on your wireless phone. However, you can make a collect call. Local airtime charges apply.
INTERNATIONAL CALLS	Airtime and international long distance charges apply.
ROAMING	Using your wireless phone off the Rogers network and on the network of a partner carrier is called "roaming". Voice and data roaming charges vary. Visit rogers.com/roaming for locations, rates and ways to save.

Calling Services

CALLING SERVICES

CALL DISPLAY WITH NAME DISPLAY

Call Display with Name Display shows you the name and number of incoming callers even if they are not in your address book.* To subscribe, call 611 from your wireless phone (it's a free call) or sign into your My Rogers account at www.rogers.com.

TO BLOCK OUTGOING CALL DISPLAY/NAME DISPLAY (PER CALL BASIS):

To block your own wireless phone number from appearing on the phone you are calling, dial # 3 1 # before the number.

CALL FORWARDING & BUSY/NO ANSWER TRANSFER

All of these services route your incoming calls to another phone number. Once activated, you can continue to make outgoing calls on your wireless phone, while incoming calls will automatically go to the receiving phone number until you cancel Call Forwarding.

CALL FORWARDING	TO ACTIVATE: * 2 1 * (receiving phone number) # SEND TO CANCEL: # 2 1 # SEND
NO ANSWER TRANSFER	TO ACTIVATE: * 6 1 * (receiving phone number) # SEND TO CANCEL: # 6 1 # SEND
BUSY TRANSFER	TO ACTIVATE: * 6 7 * (receiving phone number) # SEND TO CANCEL: # 6 7 # SEND
BUSY/ NO ANSWER TRANSFER	TO ACTIVATE: * 0 0 4 * (receiving phone number) # SEND TO CANCEL: # # 0 0 4 # SEND

Note: If you subscribe to Voicemail, your Voicemail service will not take messages if you activate any of these services.

*Compatible device required. Incoming callers with blocked numbers, calls originating outside Canada or from callers whose wireless carrier/landline provider either does not have this service available or does not have an interconnectivity agreement with Rogers cannot be identified by Name Display.

GROUP CALLING

Lets you hold a conference call with a group of up to 5 people. Just dial the first call and add other parties to your conversation.

TO CONNECT AN ADDITIONAL PARTY TO YOUR CALL	<ol style="list-style-type: none">1. Put the first call on hold.2. Dial the next party's phone number.3. Choose the "Conference" feature on your phone under the "Options" menu.
TO CONFERENCE ALL PARTIES	3 SEND

CALL WAITING

Lets you answer another call without disconnecting your current call. Instead of a busy signal, your caller will hear a regular ring and you will hear a tone alerting you to another incoming call. You can activate and deactivate this service right on your phone.

TO ACTIVATE:	* 4 3 # SEND
TO CANCEL:	# 4 3 # SEND
TO ANSWER SECOND CALL WITHOUT ENDING FIRST CALL:	2 SEND
TO SWITCH BETWEEN CALLS:	2 SEND
TO END FIRST CALL AND ANSWER SECOND CALL:	1 SEND

**Do More
With Your
Phone**

DO MORE WITH YOUR PHONE

VOICEMAIL

Voicemail will take messages for you when your wireless phone is turned off, is busy, if you don't answer it after 4 rings or if you're outside a coverage area. To subscribe, call *611 from your wireless phone (it's a free call) or sign into your My Rogers account at www.rogers.com.

YOUR VOICEMAIL PASSWORD

Set up your service from your phone:

- Hold down the 1 key on your device.
- Follow the instructions to setup a new password, record your name and personal greeting.

To check for

Voicemail messages:

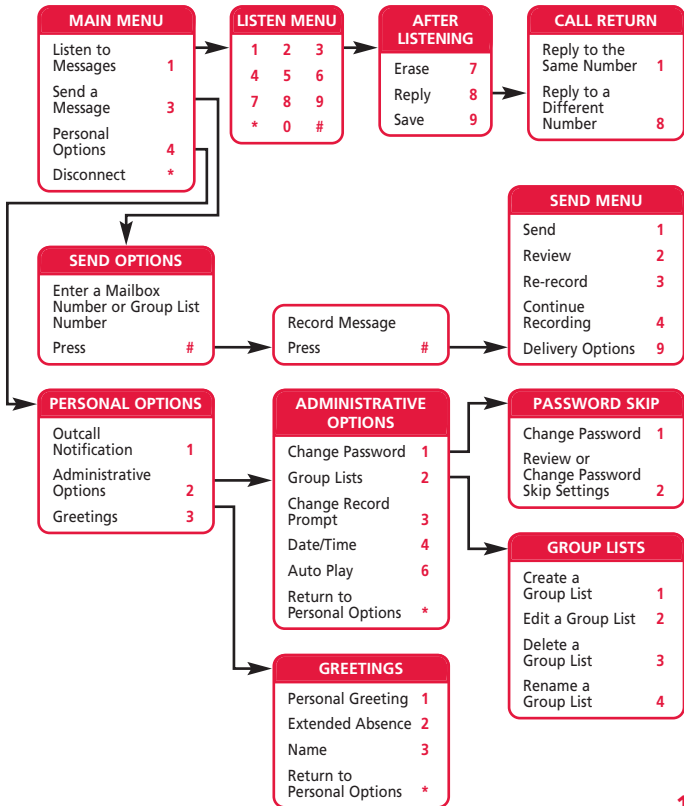
- Hold down the 1 key on your phone. This will dial your Voicemail Retrieval Number (although this number may display as a long distance number, the call will be charged as local when you are calling from within your local calling area). Enter your password to listen to your messages.

VOICEMAIL MENU MAPS

You can subscribe to Voicemail or Enhanced Voicemail, which has more features and takes more messages. Refer to the menu map for your service.

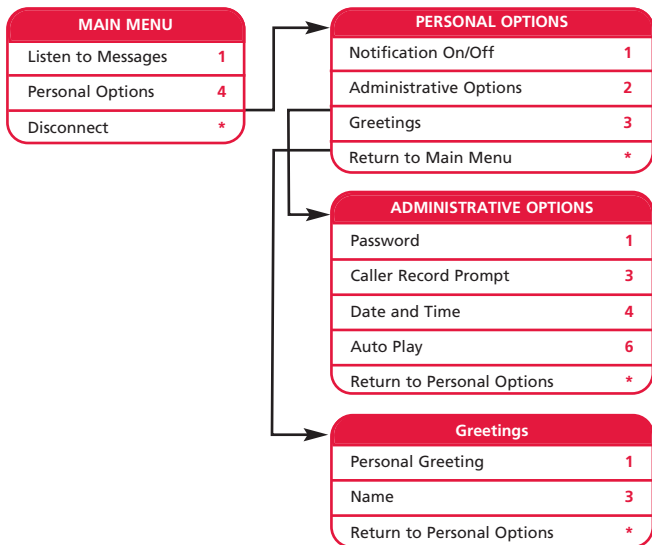
ENHANCED VOICEMAIL MENU MAP

Enhanced Voicemail takes up to 35 five-minute messages. Messages can be saved for up to 10 days. Plus, includes Call Return, Skip Password and Group Messaging.



VOICEMAIL MENU MAP

Voicemail takes up to 10 three-minute messages.



VOICEMAIL QUICK TIPS

While listening to messages...

VOICEMAIL QUICK TIPS	
8	Dials caller's phone number*
4 2 1	Turns password skip on*
4 3 1	Change your personal greeting

*Only available with Enhanced Voicemail service.

MOBILE BACKUP

Your cell phone is filled with valuable data. You can keep it protected with Mobile Backup.** Mobile Backup automatically performs regular, secure backups of all your contact information. If you ever lose or replace your phone, with Mobile Backup you can easily restore all your valuable data to your new phone.

MOBILE BACKUP DOWNLOAD INSTRUCTIONS

Step 1

Select the Internet icon from the main menu on your phone (no charges apply)

Step 2

Select > **My Account** from the mobile Internet homepage, then select **Browse New Services**, then **Productivity & Information** then select **Mobile Backup**

To see a list of supported devices and for more information visit www.rogers.com/mobilebackup.

Once the application is downloaded and setup, Mobile Backup will automatically start backing up your contacts on a weekly basis. You may also auto-backup your content, as well as select a custom daily, weekly or monthly backup schedule from the AutoSync menu. Select **SETUP > AUTOSYNC** from the Mobile Backup Main Menu on your phone.

**Service backs up contacts saved on your phone (not SIM card). Application must be downloaded to compatible phone. Visit rogers.com/mobilebackup for details and applicable conditions.



TEXT MESSAGING

It's a fun and convenient way to communicate without saying a word. You can send and receive text messages of up to 160 characters to and from any text messaging-enabled wireless phone in Canada, the United States and select countries around the world.

WHAT CAN YOU DO WITH TEXT MESSAGING?

- Send text messages locally to your friends and family when you can't make a call.
- Stay in touch with International and Roaming Text Messaging plans to send and receive text messages to and from over 200 countries.

HOW TO TEXT (FOR LOCAL AND INTERNATIONAL)

- a. From your phone's Messaging Menu, select **"CREATE MESSAGE"**.
- b. Select **"TEXT MESSAGE"**.
- c. Type a message, then send it to any wireless number in Canada, the United States or Internationally.

To find out more about all the text messaging services mentioned above, the applicable rates and for easy texting instructions, visit rogers.com/textmessaging

Check your phone manual for text messaging instructions (instructions vary by phone model).



VIDEO & PICTURE MESSAGING

Capture a video or picture of a special moment on your phone and share it instantly with friends and family. Send a video or picture message to other Rogers Wireless phones or to any e-mail address. You can even add sub-text and sound clips.

HOW TO TAKE AND SEND A PICTURE/VIDEO

- Open the main menu on the phone select "**CAMERA**" and frame the picture in the camera view finder. Press **CAPTURE** then **STORE** to save the picture onto your phone.
- From your phone's Messaging Menu, select "**CREATE MESSAGE**" or "**PICTURE MESSAGE**" to compose a message.
- After typing your message, select option to "**ATTACH/ADD**" choose the pic you want to send (you can also add a sound clip, just check the **OPTIONS** menu), then send to a wireless phone number or an e-mail address.

To find out more about Video and Picture Messaging, visit rogers.com/videomessaging or rogers.com/picturemessaging

Check your phone manual for instructions (instructions vary by phone model).

VIDEO CALLING

It's the next best thing to being there in person. Hold live, face-to-face *video calls with other Rogers and Fido® video calling capable phones.

*Charges apply in addition to standard airtime minutes.



WIRELESS DATA

Whether you have a mobile phone, Quick Messaging Phone or smartphone you can use data services.

- Browse and bookmark your favorite internet sites
- Send and receive emails and instant messages
- View and edit attachments
- Download music, upload pictures and stream videos
- Challenge others in an online game
- Use mobile applications and much more!

HOW TO CHOOSE A WIRELESS DATA PLAN

If you have a smartphone you can subscribe to monthly data plan with a set amount of data or a Flex Rate Data Plan that automatically adjusts month to month based on your actual usage. Alternatively, if you wish to use data only a couple times a month, you can subscribe to a Data Day Pass.

If you have a mobile phone or Quick Messaging phone you can subscribe to a monthly Unlimited Mobile Browsing add-on to access data services. Alternatively, if you wish to use data services only a couple times a month, you can subscribe to a Data Day Pass.

To find out more go to rogers.com/understanddata



ROGERS MOBILE INTERNET PORTAL

When you launch the browser from the main menu of your phone, you will be taken to the Rogers Mobile Internet Portal (if not go to <http://rogers.mobi>). The Rogers Mobile Internet Portal is your gateway to the internet, your one-stop shop for downloadable content and your destination for on-the-go management of your Rogers wireless account cleverly broken into three main areas: HOME, SHOP, MY ACCOUNT.

HOME: access the mobile internet

- Access top sites and social networks like The Weather Network™, Facebook™, Google, Windows Live™ and tons of others
- Read daily news headlines

SHOP: browse & download hot content

- Customize your ring with a ringtone or ringback
- Download games, graphics, videos and music with urMusic™

MY ACCOUNT: access & manage your wireless account

- Check and pay your account balance, monitor your voice and data usage, manage your current wireless services and more



urMusic™

Turn Your Phone into the Ultimate Music Player.
With urMusic, you can...

- Import & Sideload your existing music to your phone for FREE
 - Discover, Preview and Download songs from your favourite artists.
- Plus...



**Wireless
Box Office™**

WIRELESS BOX OFFICE

Get automatic access to the *Wireless Box Office™*. Just pick up your Rogers wireless phone to buy preferred tickets for hundreds of *Live Nation®* concerts with zero service charges!²

Visit rogers.com/urmusic to find out more.

RINGTONES

Change it up! The ring on your phone, that is. Choose from your favourite artists like Michael Jackson, Led Zeppelin, Britney Spears and more.

rogers.com/ringtones

RINGBACKS

With Ringbacks, when someone calls you, instead of hearing a boring ring they hear music, a sound effect or funny spoken clip!

rogers.com/ringbacks

RADIO ON DEMAND

Tune into your favourite radio programs on your phone. You can listen to 35 XM channels, including commercial-free music, sports, news, entertainment PLUS local radio.

Visit rogers.com/rod for more info.

VIDEO ON DEMAND

Watch a video for a quick entertainment fix. Hundreds of high-quality streaming video clips to choose from – TV shows, music videos, sports highlights and more.

Visit rogers.com/vod for coverage and service details.

GAMES

If you're looking for fun, excitement and challenge, just download a game onto your phone. Then play as often as you want. Over 250 games to choose from including the hottest titles like Block Breaker, Pac-Man and more.

rogers.com/games

GRAPHICS & THEMES

Download a graphic of your favourite artist, sports team logo, a hot pin-up, zodiac sign, a funny cartoon and others, and set it as your screensaver, wallpaper or to identify incoming callers with Call Display.

rogers.com/graphics

**Information &
Emergency
Assistance**

4-1-1 et 9-1-1

INFORMATION & EMERGENCY ASSISTANCE

411 DIRECTORY ASSISTANCE

When you need a number or address, just dial 411 on your wireless phone. Our 411 service gives you access to all listed numbers in Canada (a fee applies, plus long distance, if applicable). Now also offers mobile listings, weather forecast and driving directions.

HOW 411 WORKS:

When you call 411, we'll tell you the number, automatically dial the call for you, then we'll send the full listing to your phone in a text message so you have a record of it for next time.

9-1-1 EMERGENCY ASSISTANCE

Any wireless phone registered on the Rogers Wireless network can be used to dial 9-1-1 for assistance in the case of an emergency. 9-1-1 calls are automatically routed to the most appropriate public safety agency.

When calling 9-1-1 always provide your name, wireless phone number and the specific location from which you are calling. And remember, it's important to speak clearly. Unlike wireline-based 9-1-1, the emergency operator does not necessarily know your actual location until you provide this information. Stay on the line for as long as the 9-1-1 operator requires. Calls to 9-1-1 are free so take all the time that you need. Leave your handset turned on after hanging up in case the 9-1-1 operator needs to call you back. Please do not program 9-1-1 into your speed dial. This can lead to accidental calls that take up valuable emergency resources.

Calls to 9-1-1 from your wireless phone are subject to the same limitations as regular wireless calls. For example, if you are underground or too far from a wireless network antenna, the quality of your call may be affected, or you may not be able to connect to the network.

PHASE ONE OF ENHANCED 9-1-1

Phase One of Enhanced 9-1-1 or E9-1-1 is designed to help 9-1-1 operators react more quickly and accurately in emergency situations. E9-1-1 provides emergency operators with the phone number of the caller and the location of the wireless network antenna receiving the call but not the caller's exact location. The caller must still provide this information. The caller's phone number allows the emergency operator to re-establish contact with the caller if the connection is lost. The wireless network antenna location helps emergency operators identify the most appropriate emergency services to dispatch.

PHASE TWO OF ENHANCED 9-1-1

Phase Two of Enhanced 9-1-1 is designed to provide more accurate location information than Phase One. E9-1-1 emergency operators that have the necessary systems deployed will not only receive the caller's phone number but will also receive geographic co-ordinates associated with the caller's approximate location. A caller's location will be automatically determined using special technology enabled in the Rogers network and in certain handsets and will help ensure that all callers get the proper help as quickly as possible.

Any customer registered on the Rogers Wireless network in an area served by E9-1-1 that has the necessary systems deployed will have access to Phase One and Two. This includes Rogers Wireless customers in their local area and Rogers Wireless customers visiting an area in Canada served by E9-1-1.

IMPORTANT 9-1-1 REMINDERS

- 9-1-1 is reserved for emergency situations only. For assistance in non-emergency situations, please contact your local police service.
- 9-1-1 calls on the Rogers Wireless network are always free.
- Do not pre-program 9-1-1 into your phone's speed dial to eliminate the chance of placing an accidental call to 9-1-1.
- For more information about 9-1-1 on the Rogers Wireless network, visit rogers.com/911

HOW TO REPORT AN EMERGENCY

- 1 Immediately tell the operator that you are calling from a wireless phone and provide your 10-digit phone number and your name.
- 2 Provide details of the emergency.
- 3 Give as much information about the location as you can, such as highway/street name and landmarks. Unlike wireline-based E9-1-1, the emergency operator does not know your actual location until you provide this information.
- 4 Follow all instructions provided by the emergency operator. Do not end the call until the operator tells you to do so and leave your phone turned on should the operator need to call you back.

Travelling With Your Wireless Phone

**Long Distance
& Local Calling Areas**

TRAVELLING WITH YOUR WIRELESS PHONE

Your Rogers wireless phone is restricted to use only on the Rogers network, as well as on the networks operated by any of the over 500 carriers with which we have roaming agreements. Using your wireless phone off the Rogers network and on the network of a partner carrier is called "roaming". When roaming, your callers simply call your regular wireless phone number to reach you.

You can use your wireless phone to make/receive calls, send/receive text messages in over 210 destinations around the world and even surf the mobile Internet and send E-mails in over 170 countries and areas throughout the United States and around the world where Rogers has wireless roaming coverage.

For roaming locations, rates, ways to save and for more information about how to use your phone while travelling, visit rogers.com/roaming.

LONG DISTANCE AND LOCAL CALLING AREAS

With your wireless phone, calls made/received on the Rogers Wireless network are defined as local or long distance based on local calling areas. Where you are located at the time of the call, your wireless phone number, and the phone number you call are all important elements for understanding local calling areas and wireless long distance.

There are three types of local calling areas:

Incoming calling is when you receive a call on your wireless device.

Your Incoming Local Calling Area is the area or geographic boundary associated with your wireless number. All calls that you receive on your wireless device while you are physically within that area are local. All calls that you receive while physically outside of that area are long distance. The number calling you is irrelevant!

Outgoing calling is when you place a call on your wireless device. Your **Outgoing Local Calling Area** is determined by your physical location – the area you are in at any given moment. If you dial a number that is local to your physical location, then it is a local call. If you dial a number that is long distance to your physical location, then it is a long distance call. Your wireless number is irrelevant!

**Note: In the case of mobile to mobile calling, the physical location of the number you are calling is also irrelevant.*

Call Forwarding is when an incoming call is routed from your wireless phone number to another number. **Your Call Forwarding Local Calling Area** is determined by your wireless phone number. The location of your wireless device when you receive the call is irrelevant!

Q. Not sure if the number you wish to dial is long distance to your location?

A. Simply dial the number using 10 digits (area code + 7 digit number). If you exclude the '1', and the number you are trying to reach is long distance to your location, your call will be completed, preceded by a network recording advising that the call is long distance.

WIRELESS SAFETY TIPS

Make safe driving your first priority. Everyone depends on it. Please use and pass on the tips below.

1. Keep your phone where you can see it and easily reach it.
2. Install a hands-free speakerphone unit so you can keep both hands on the wheel and your eyes on the road.
3. Do not dial while driving. Wait for a stoplight, pull over or ask a passenger to dial for you.
4. Never, ever take notes while driving.
5. Let Voicemail take a message if traffic is heavy or driving conditions are poor. You can listen to the message later and return the call when it's safe to do so.

COURTESY PHONE & REPAIR SERVICE

Fast, efficient repairs for all makes of Rogers Wireless-approved phones. You can drop your phone off at a participating Rogers Wireless location and pick up a courtesy phone to enjoy uninterrupted wireless service.

For more information, visit rogers.com/courtesyphone



QUESTIONS?

Visit rogers.com/serviceguide,
or call Customer Care
at 1 877 764-3772 or dial *611 from
your wireless phone (it's a free call).

For information regarding Rogers commitment
to protecting your privacy, please visit
rogers.com/privacy

For rates for each of the services listed in this guide, please refer to the Rogers brochure for that service, visit rogers.com or call *611 on your wireless phone. Some services require a monthly subscription in addition to your airtime plan's monthly fee.

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