

Frequently Asked Questions

What is Rogers Ignite TV and Gigabit Internet?

Great news! We are pleased to offer Rogers Ignite TV and Gigabit Internet service within your bulk agreement. This means that you **will not** receive a monthly bill from Rogers Ignite TV or Gigabit Internet service. You will only receive a monthly bill if you choose to subscribe to incremental services that are not included within your bulk service.

In order to set up your new Rogers account:

- You will be required to provide your date of birth, unit number and full name along with two (2) pieces of ID.
- You will need to choose one (1) approved piece of ID from **each priority list**.
- Priority list A:
 - Social Insurance Number (SIN) Card only
 - Credit Card (American Express, MasterCard, Visa)
 - Driver's Licence
- Priority list B:
 - Birth Certificate
 - Canadian Passport
 - Provincial Photo ID / Age of Majority Card
 - Permanent Resident Card
 - Native Status Card
 - Senior Citizens Card
 - Military ID

How do I get my Rogers equipment?

If you choose to self-install the Ignite equipment, you may request the equipment be couriered to you at no extra charge. Alternatively, you may select a Professional installation at no charge within 15 days from date on your offer notice.

Self-installation guides are located on our website, please refer to the link below:

<https://www.rogers.com/support/self-install>

Note: Please call in to book your services **before** creating your **MyRogers account**.

Our dedicated sales team will provide you with your 9-12 digit account number.

- For full details, please refer to the link below:
<https://www.rogers.com/customer/support/article/how-to-get-started-with-myrogers#!>
- Please ensure that you have downloaded the **Ignite WiFi Hub app**. This will be required in order to complete your equipment installation.
- Once you have downloaded the Ignite WiFi Hub app, sign into your MyRogers info and follow the set-up instructions included in your equipment kit to install your new modem and Internet.
- The app is free to download however you will need a smartphone with an operating system of IOS 11 or later/Android 6.0 or later.
- You can visit www.rogers.com/self-install for more details.

For full details, please refer to the link below:

<https://www.rogers.com/customer/support/article/how-to-get-started-with-myrogers#!>

Am I able to keep my Source email?

Unfortunately, your Source email will only remain active for 180 days once you switch to Rogers Ignite. However, if you subscribe to an Internet package with Rogers you may sign up for a new Rogers email address.

Am I able to keep my existing home phone Source phone number?

Yes, you will be able to maintain your existing Source home phone number, please ask our agents about porting your number. Please note: any saved voicemails will not be accessible once on the Rogers platform.

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Do you have any special home phone offers for residents?

Our dedicated sales teams will be able to answer any questions you may have regarding Rogers Home Phone, or inquiries regarding our programming.

What if I lose or damage the equipment?

You are financially responsible for all Rogers equipment in your possession. In the event that the equipment is lost and/or damaged, replacement charges will be applied to your Rogers account.

Who do I contact if I have questions regarding billing issues?

Please call 1-855-759-5856 for all Billing Inquiries.

I received an incorrect first bill from Rogers, what should I do?

With the change from Source to Rogers billing, you may see additional charges on your bill as a result of a system error. Please note that we will proactively go into your account to amend any incorrect charges automatically. Upon receipt of your next Rogers bill, there shouldn't be any further discrepancies. Should you still have any issues or concerns, please do not hesitate to contact us at 1-855-759-5856.

Don't forget! The **MyRogers app** is an easy and secure way to manage your account and view your bills.

Who do I contact if I am experiencing technical issues with my services?

Please call 1-888-ROGERS1 and press Option 2 for Technical Support.

What happens to my Internet service if I move to another address?

You may transfer your Ignite TV and Internet services to your new address. However, you will be billed at the in-market Rogers rates for the current TV and Internet service on your account.

How do I close my Source account?

Your Source account will be disconnected, and billing will cease once your Rogers Bulk TV Ignite services have been activated.

How do I return my Source equipment?

Your Rogers technician will collect your old Source equipment upon your Ignite installation. He/she will return it on your behalf.

Please note: If you opt for courier delivery, you will be required to return your hardware directly to Source.

Will I be able to subscribe to the Flex channels?

No, the Bulk Ignite TV service does not include the flex channels. Customers may subscribe to a la carte channels and pay for these services directly to Rogers. Please check our site for additional channels and pricing information by visiting: <https://www.rogers.com/>

As an Ignite TV customer, will I have access to the lobby cameras?

We are working to implement further updates to the Ignite TV platform. We will be able to offer access to lobby cameras shortly.

What are we doing to help keep you safe?

- **Extra sanitization measures** - We are following the recommendations of public-health authorities, including enhanced sanitization measures and strict health and safety protocols.
- **We are equipped with masks and personal protective equipment (PPE)** - We will wear a mask at all times when engaging with our customers.
- **Physical distancing** - We will ensure to maintain a safe distance when meeting face-to-face at all times.
- **Health & safety questionnaire** - We are required to complete a health and safety questionnaire at the beginning of each shift.