

## ROGERS CONTACT INFORMATION GUIDE FOR RESIDENTS

Rogers is here for you! We have made some improvements to our Bulk Customer Care Line that take effect **February 10, 2022**. These changes will ensure all of your inquiries and/or issues are addressed promptly. Please disregard call prompts you may have seen on previous Rogers notices.

The below Contact Information Guide will assist you in knowing who to contact based on your service needs. As a valued Rogers customer, you have a few options available to you depending on your inquiry.

### Bulk Customer Care Team

Buildings with Bulk TV, Internet and/or Home Phone services should contact our Bulk Customer Care Team. When calling into this Bulk Customer Care team, you will be automatically routed to a Rogers representative that understands bulk contracts and will be able to address your needs with the following:

- ✔ Setting up new Bulk services
- ✔ Making changes to your existing Bulk package
- ✔ Any technical issues
- ✔ Any individual billing questions

**Bulk Customer Care Line**  1-855-759-5856  Sunday – Saturday 7am – 10pm EST

#### Option 1

##### Activate Service

To activate services offered in your bulk agreement.

#### Option 2

##### Account Changes

To make changes to your existing bulk services, including move related inquiries.

#### Option 3

##### Technical Support

For technical support with any of your bulk services.

#### Option 4

##### Billing Inquiries

For billing and payment inquiries related to your bulk services account.

To activate your new bulk services, follow the call prompts below:

1. Call: **1-855-759-5856**
2. Select your language:
  - For English **Press 1** for French **Press 2**
3. Select the nature of your call:
  - To activate services offered in your new bulk agreement **Press 1**
  - To make changes to your existing bulk services, including move related inquiries **Press 2**
    - If you are calling to make changes to your existing services **Press 2**