

Rogers Administrative Charges

If you subscribe to Rogers services, you may be subject to the following administrative charges for administrative or account processing activities in connection with your account, as applicable. All charges are subject to change.

Name of Charge	Amount	Description
Connection Fee	\$20	One-time fee charged when you activate a new device or upgrade your device.
Bill Reprint Fee	\$15	Charged when you request a bill reprint from Customer Care.
Telephone Number Change Fee	\$35	Charged when you request to change your telephone number.
Restoral Fee/Account Processing Fee*	\$35	Charged when your wireless service is restored after being suspended or terminated for non-payment.
Returned Payment/Cheque Charge*	\$25	Charged when your preauthorized payment is denied or a cheque that you have sent to us has been returned, which could be due to NSF (Non-Sufficient Funds) in your account, ACL (Account Closed) or CNT (Cannot Trace).
Device Unlock Fee	\$50	Charged if you request to have your device unlocked. To unlock your device, your account must be in good standing, and you must satisfy one of the criteria below: <ul style="list-style-type: none"> • Your current device has been active on your Rogers account for at least 90 days. • You have purchased the device at the no-term price (i.e., no discount for committing to a fixed term.)
MY5 or MY10 Buddy List Number Change	\$5	Charged when Customer Care updates your MY5 or MY10 buddy either through a call or via web chat. Buddy list updates are free when you make them online through your MyRogers account, on the MyRogers app, or via the automated phone system.
Employee Pricing Fee	\$50	Applies if an eligible term contract customer moves to an Individually Paid Line with preferred employee pricing

Name of Charge	Amount	Description
Core to Pre-Paid Migration Fee	\$10	Charged when migrating from a wireless post-paid to pre-paid service.
Service Call Fee	\$49.99	Applies to residential service calls where a technician is required.
Reconnection Fee for Non-Payment – No Technician Required*	\$19.99	Charged for the reconnection of residential services when disconnected for nonpayment but a technician is not required.

**Not applicable to Residents of Quebec.*