

# Rogers Unison™ Terms and Conditions

**WELCOME TO Rogers Unison™ SERVICE. THESE TERMS AND CONDITIONS (“TERMS”) CONTAIN IMPORTANT INFORMATION ABOUT Rogers Unison™ SERVICE, INCLUDING IMPORTANT 9-1-1 EMERGENCY CALLBACK LIMITATIONS, DETAILS ABOUT POSSIBLE SERVICE CHARGES AND IMPACTS TO YOUR EXISTING WIRELESS SERVICE FEATURES, WHICH APPLY TO YOUR ORGANIZATION. PLEASE READ CAREFULLY.**

When you accept these Terms, you agree that these Terms will govern your use of **Rogers Unison™** and that these Terms, together with the Rogers Business Acceptable Use Policy (available at [www.rogers.com/terms](http://www.rogers.com/terms)), supplement, are incorporated into, and form part of our services agreement with you. Unless otherwise defined herein, capitalized terms have the meaning given to them in your services agreement with Rogers.

## **Service:**

1. **Rogers Unison™** lets you use functionalities like Auto Attendant, Hunt Groups, Voicemail to Email, Simultaneous Ring and to use a Dual Persona phone number for incoming and outgoing calls).
2. Dual Persona, Auto Attendant or Hunt Groups Phone numbers cannot be used for text and picture messaging purposes. The Dual Persona phone number will also not work for incoming and outgoing calls while roaming.

## **Eligibility:**

1. You must either have an existing Rogers Voice and Data Subscription, or a Wireless Business Phone subscription to be eligible for the service.
2. Customer must be a small business wireless customer

## **Service Charges:**

**NOTWITHSTANDING ANY OTHER PROVISION IN THESE TERMS, WHEN USING YOUR WIRELESS DEVICE, ALL STANDARD WIRELESS USAGE (INCLUDING BUT NOT LIMITED TO AIRTIME, DATA, LONG DISTANCE, ROAMING AND PAY-PER-USE CHARGES) WILL BE CHARGED AS PER YOUR WIRELESS PLAN AND CURRENT PAY-PER-USE WIRELESS RATES, AS APPLICABLE.**

1. All incoming calls and messages received on Dual Persona phone number associated with your wireless phone will be deducted from your airtime and messaging buckets included in your wireless plan and no long distance charges will apply. If you exceed your plan's bucket, overage rates and/or current pay-per-use wireless rates apply. All outgoing calls, and messages to non-Canadian numbers will be rated according to the rates outlined in your wireless plan or current pay-per-use long distance wireless rates.
2. Any incoming calls to the Auto Attendant and Hunt Groups phone numbers will be treated as call forwarding minutes. Your **Rogers Unison™** subscription can provide the ability to get 89,000 additional free Canada-wide call forwarding minutes, in addition to the regular call forwarding minutes in your wireless plan. If you exceed your allotted call forwarding minutes, overage charges may apply.
3. There will be a monthly service fee associated with the **Rogers Unison™** service.

**Deactivations:**

1. If you cancel your primary wireless subscription, any additional phone numbers for Auto Attendant, Hunt Groups and Dual Persona associated with your primary wireless subscription would also be cancelled.

**Emergency 9-1-1 Callback Limitation:**

- As simultaneous ring allows any incoming calls to ring multiple phone numbers and devices for a **Rogers Unison™** customer, it is the user's responsibility to ensure that any emergency 9-1-1 callback is received on the correct device/phone number. This can be accomplished by ensuring that the simultaneous ring functionality is disabled by the user whenever an emergency 9-1-1 call is about to be made, or the user is expecting an emergency 9-1-1 callback.