

Moving Checklist

Please retain this list of helpful tips for moving your services



Equipment

- Moving Your Equipment:** Pack all of your Rogers equipment in a separate box with any remotes and corresponding power cords or power supply and connector cables, and bring them to your new address. Make sure to also pack any equipment that is to be picked up by our technician so he can remove it from your account.
- Returning Your Equipment:** If you are returning any equipment to a Rogers retail store, ensure you obtain a receipt for the items and keep it for your records as confirmation of the return. The equipment return will also be reflected on your next invoice.

On Your Move Date

- Disconnection:** Disconnection of services at your current address may take place at any time on the move-out date.
- Technician Contact:** Our technician will call you at the contact number you've provided shortly before the scheduled appointment. Please ensure that someone over the age of 18 is at your new address during your appointment.
- Newly Constructed Homes:** If you are moving into a new residential neighborhood or a newly constructed home, your home may not yet be connected to our network. Our technician may therefore require more time to connect phone and/or cable outlets, and complete any necessary outside work.
- Apartment or Condo:** If you are moving to an apartment building or condominium, you must contact the building manager to ensure our technician can access the communications room.
- Renting Your Home:** If you do not own your home, have your landlord sign the [Letter of Permission](#) and give it to our technician who may need to drill small holes in your walls to neatly route the cables.
- Age of Majority:** Someone over the age of 18 must be present for the installation.
- Furniture:** Ensure that furniture is not blocking areas in which the technician is required to work.
- Home Network:** Our technician can assist you with setting up your home network, for an additional charge.
- Wiring:** Please note that while we can install inside wiring in order to connect your Rogers equipment to Rogers services, we do not provide custom fishing of wires through your wall(s).

Information about Your Bill

- Billing Cycles:** If your move is completed between billing cycles, your first bill at your new address will include "Partial Charges," which are prorated monthly fees for services at your new address from your move date to your invoice date.
- Final Invoice:** A final invoice for your services up to your move date may be sent to your current address.
- New Invoice:** Your first invoice for services at your new address will be sent to your new address.
- Payment Changes:** Your account number may change as a result of your move. Please update your banking records with your new account number, if required.

Additional Information

- Useful Link:** you can visit us at [rogers.com/support](https://www.rogers.com/support) for user guides, how-to videos and additional support services.

Thank You for Choosing Rogers!