

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 consumer and small business account, as applicable. All charges are subject to change as well as applicable taxes.

Name of Charge	Amount	Description
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.
Transfer of Responsibility Fee	\$35	Charged when you take over ownership of wireless services from another customer. This fee is applicable on a per line basis.
Suspension/Account Processing Fee*	\$35	Charged when your services are suspended for non-payment or when placed in a non-payment status.
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).
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.
Install Fee*	\$19.99	Charged for the reconnection of residential services when disconnected for non-payment.

**Not applicable to Residents of Quebec.*