

Frequently asked questions

Q. How can I take advantage of this offer?

A. > You can complete your pre-order directly online at www.planetemobile.biz by using the username and password found on the first page of this document or you may complete a paper order with your account representative.

Q. Can I keep my existing Rogers price plan and still benefit from the stipulated corporate discount?

A. > Unfortunately, the discounts for members are only available on the primary line when activating a new "ROGERS Infinite" Rogers price plan.

Q. I already have a ROGERS Infinite™ account with an existing rebate applied. Can I combine my existing rebates with this new offer?

A. > No, unfortunately no offers can be combined.

Q. How can I obtain a "Bring your own device" price plan?

A. > You must have your own Rogers device or if from another service provider, the device must be unlocked to use on different networks.
> Your device must be paid off (from previous provider). If you are unsure whether you have a remaining balance on your device, it is recommended to contact your current wireless provider. If you are currently an existing Rogers client, contact your account representative directly.

Q. Can I get a "ROGERS Infinite™" plan from another province different than the province I reside in?

A. > No, you may only have access to whichever provincial ROGERS Infinite™ pricing your postal code and wireless number area code correspond to. If your wireless number area code differs from your billing postal code, please contact your account representative in order to confirm proper provincial pricing. If applicable, a phone number change may be done in order to benefit from the lowest available prices.

Q. How many accounts can I open?

A. > To benefit from the corporate rebate, only one account per employee may be activated. You may however, add additional lines on the principal and sole account.

Q. How many lines can I have on the same account?

A. > Depending on the credit check, you can have up to 9 lines active on the same account.

Q. If I want to get a line for a member of my family, does the account have to be under my name?

A. > The account must be under your name and you will be responsible for all monthly payments on any and all existing lines on the account.

Q. Can I keep my existing number?

A. > Yes, please contact your Planète Mobile representative.

