



Policies

1. BCREA Mobile Availability

- a. BCREA Mobile is available to REALTORS[®], friends and family.
- b. BCREA Mobile program overview:
 - i. \$50/Month + GST
 - ii. Bring your own device, no contract
 - iii. Unlimited calling across North America from Canada
 - iv. Unlimited texting worldwide from Canada
 - v. 3 GB shared data pool
 - vi. Automated tiered travel add-ons
 - vii. Enhanced Voicemail or Visual Voicemail
 - viii. Automatic billing
 - ix. Dedicated customer support
 - x. Keep your phone number
- c. BCREA reserves the right to remove user accounts that regularly exceed reasonable data use. BCREA also reserves the right to remove user accounts which engage in prohibited activities, as defined in the Terms & Conditions.
 - i. Reasonable data usage is to align with the 3 GB per user data pool. The pooling of data provides some flexibility for users to exceed the allotment per person. Data overage charges are discussed under 2(b-c) below.

2. Data Policies

- a. BCREA Mobile is a cooperative program with a shared data pool based on 3 gigabytes (GB) of contributed data per subscriber. Subscribers should be mindful and responsible with data to assist in maintaining the low cost of the plan. Target use of data is 3 GB per subscriber per billing period.
- b. Subscribers who use more than 15 GB in a billing period will be charged for use above 15 GB at \$25/GB. This charge will reflect on the corresponding monthly bill in addition to the \$50 monthly fee for service.



- c. Subscribers using more than 10 GB in a billing period will receive an alert message with their bill. No additional charges will be applied up to 15 GB of use.
- d. Subscribers on the BCREA Mobile program who consistently exceed responsible data use may be asked to depart the plan to protect its long-term viability and low cost.

3. Roaming

- a. When leaving Canada for an international destination, subscribers are responsible for knowing the costs associated with roaming in that international destination. The charges and the applicable tiers are outlined in the document [BCREA Mobile Travel Add-Ons](#).
- b. Automatic travel add-ons are available on all subscriber lines for voice, text and data, and will begin to apply at first use of each function. Should subscribers wish not to incur charges, voice, text and/or data functions should be turned off or not used, as applicable, for the duration of time spent in the international destination.
- c. Subscribers are responsible for monitoring use of their device while travelling and are responsible for all charges incurred. Neither BCREA Mobile or Rogers will offer credits on unexpected bills, as charges are reflective of the device's use during that period.

4. Special Messaging

- a. Special messaging, such as voicemail-to-text, text-to-landline and others, are not included as part of the unlimited texting features of the BCREA Mobile plan.
- b. Users are responsible for the costs associated with special messaging.

5. Bill Payment

- a. BCREA Mobile users are required to provide up-to-date credit card information for billing purposes.
- b. Users are responsible for their device usage and must be aware of all potential additional charges which may be incurred through use of their device on BCREA Mobile. BCREA Mobile will not credit for charges rightfully incurred.



- c. All users are billed on a monthly cycle and are responsible for all charges incurred. The credit card on file will be charged.
- d. Users receive an email and text message notifying them when their bill is available for viewing. An online account manager is maintained for end users to access and understand their billing at https://bcrea.myserve.co/users/sign_in.
- e. Where there are questions about billing and/or charges incurred, users should contact mobile@bcrea.bc.ca. Users may not contact Rogers directly to address any concerns regarding billing.

6. Joining BCREA Mobile from Another Provider

- a. Users joining BCREA Mobile from a non-Rogers provider are responsible for any charges related to leaving that provider. Users should consult with the provider to determine what charges may apply.
- b. Users can contact mobile@bcrea.bc.ca for guidance on how to join BCREA Mobile from another provider.

7. Joining BCREA Mobile from a Rogers Contract

- a. Any current Rogers subscriber wishing to join BCREA Mobile may do so without incurring cancellation fees provided that less than 12 months remain on their current contract or they own their own device.
- b. Any current Rogers subscriber with more than 12 months remaining on their contract is subject to the appropriate cancellation/transfer fees to join BCREA Mobile.
- c. Users can contact mobile@bcrea.bc.ca for guidance on how to join BCREA Mobile from an existing Rogers contract.

8. Leaving the BCREA Mobile Plan

- a. Users may leave the BCREA Mobile plan at any time by notifying mobile@bcrea.bc.ca of their intention to cancel. There is no contract begin or end date.
- b. Users are responsible for paying any outstanding costs prior to leaving the plan.



Questions?

Questions about the BCREA Mobile mobility plan should be directed to mobile@bcrea.bc.ca or 1.844.707.7676.