

Rogers statement to Go Public

The majority of our Ignite TV customers are not impacted by this change and all continue to receive their primary set-top box included as part of their package, so they can watch TV anywhere on their devices with our free TV app. We're committed to delivering the best entertainment experience and we're making record investments to deliver the latest technology.

Additional details:

- Ignite TV customers get free access to the Ignite TV app, allowing them to watch TV anywhere from their devices, without needing additional set-top boxes. Our set-top boxes allow customers to enjoy our best entertainment experience.
- Equipment, such as set-top boxes, like any other optional add-ons such as standalone television channels, are separate from the base TV services on the term contract. This is outlined to our customers in the Equipment and Price Guarantee sections of applicable service agreements, which explains the monthly rate of equipment rental fees are subject to change. Because equipment is not part of the term contract, customers are able to return their set-top boxes at any time without an early cancellation fee. (Early cancellation fees would apply for TV services, which is outlined near the top of the service agreement.) The service agreement is provided to customers when they sign up.
- The majority of our impacted customers have one additional set-top box in their home. A very small percentage of our impacted customers have numerous additional set-top boxes and we work with our customers so their TV services meet their needs and budget.
- Like other major providers across North America, our Ignite set-top boxes are available for customers to rent, an industry standard with other carriers such as Bell, Telus, Comcast and Verizon.
- On our investments - we will invest \$4 billion in capital investments this year. This includes equipment and software upgrades to hundreds of thousands of TV customers, with more to come.
- On the January rate change to residential services - the majority of our customers were not impacted by this change.
- On telecom pricing following Shaw merger - since closing in April 2023, Canadians are paying less for their mobile and residential services while paying more for most other goods and services.
 - Across the industry, according to the latest Statistics Canada data released in September 2024, the Cellular Service Index and Internet

Service Index is down more than -26% and -8% respectively from April 2023 (month merger closed) to August 2024. In this same period, the All-items index (e.g. food, shelter, transportation, energy and others) is up +3.5%.

- At Rogers, we offer Connected For Success (CFS), our low-cost internet, TV and mobile program. Following the merger, Rogers expanded the CFS internet and TV program to Western Canada and Northern Ontario (Shaw's footprint) and [launched a new wireless program](#) nationally to make 5G wireless services more accessible (\$25 wireless plan with a no-cost 5G mobile device). For our bundled residential plans, costs have come down 9% since 2021 (5% since the merger). For wireless, we made [this announcement](#) right after the merger (over the past two years, average cost of a GB of 5G mobile data has decreased by 50%). Customers in Shaw's footprint also now have the opportunity to bundle with Rogers wireless with residential services for more savings, newly available since the merger.
- On CCTS - as we continue to grow Canada's largest wireless and national cable company, our commitment to deliver customers the best possible service is stronger than ever. One complaint is one too many and our goal is for every customer interaction with us – millions every month – to be positive for our customers.