

BorderZone

What is BorderZone?

The BorderZone is a “roam free” type of service, which offers customers an expanded local calling area (no long distance charges) for calls that originate and terminate within the BorderZone

The service also offers NO ROAMING FEES for incoming and outgoing calls anywhere in the BorderZone.

Where is the BorderZone area?

Windsor, Sarnia, Leamington, Port Huron, Flint, Ann Arbour, Monroe, Detroit.

List of eligible mobile number exchanges:

Leamington	Sarnia	Windsor	
519 322	519 312	519 257	519 977
519 324	519 331	519 259	519 981
519 325	519 332	519 560	519 982
	519 339	519 792	519 984
	519 383	519 965	519 987
	519 384	519 971	519 995
	519 464	519 973	519 996

NOTE: Usage features and promotions do not follow the customer to the US, only the core price plan.

Example: ULT, Touchbase, Powertime bundles are all features that will not follow the customer into the US. Only the standard core plan

BorderZone

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Eligibility Requirements

The customer's mobile number must be based in Windsor, Sarnia or Leamington

The customer must be on a postpaid rate plan

If a customer ceases to be eligible for the BorderZone feature, it will be removed from their profile without notice.

Questions & Answers

Q - If a customer is in Detroit calling Los Angeles, what would they pay?

A – With the BorderZone service they would be charged airtime based on their price plan, if outside the included minutes, they would charge the per minute rate based on the price plan) plus \$0.25/min US LD.

Q – If that same customer is calling from Detroit to Toronto?

A – Same as above.

Q – What if a customer is not eligible but really wants the service because they travel frequently to the local area?

A – The customer can change their mobile number to a local Windsor, Sarnia or Leamington number, and can then subscribe to the service. They must be eligible in order to have the BorderZone service.

Q – What if a customer is eligible, and requests the service, but then changes their mobile number to a Toronto number?

A – The customer must be advised that when they change their mobile number to a non-eligible exchange, they are no longer eligible for BorderZone, and the service will be removed from their profile.