

1 ACCESS CHATRBOX

- › Login to www.chatrmobile.com/chatrbox
- › Click on **"ACTIVATE"** in the top navigation bar.
- › Select **"Start"**.

UNSURE IF YOU HAVE A LOGIN?

- › Reach out to your store manager if you do not have a profile yet or if you have forgotten your login credentials.



2 PHONE INFORMATION

- › Enter the customer's **SIM number**.
- › Does the customer have a chatr phone?
 - › If **"Yes"** the IMEI and Phone Type will display.
 - › If **"No"** the fields will not display.
- › Choose the **province** and **city** you want the phone number activated in.
- › Do you have a phone number you'd like to bring over to chatr?
 - › If **"Yes"** you will be prompted to enter the customer's phone number to ensure it can be brought over to chatr.
 - › If **"No, I want a new number"** is selected, three new phone numbers for the city/province will display to choose from.

CHATR SUPPORTS CUSTOMER-SUPPLIED UNLOCKED DEVICES:

- › Rogers/Fido devices less than 3 years old do not need to be unlocked.
- › Devices from other carriers must be unlocked by the original carrier.
- › chatr CANNOT unlock any device that is not sold by chatr directly.



NOTE:

- › The customer will have to pay any unlocking fees, if applicable, before they can begin to use their service.

3 PLAN SELECTION

- Select the plan the customer would like to activate on.
- Clicking on “+Details” will expand more information on the plan.
- Select the “AUTO-PAY PLAN” tab to view plans with auto-pay and bonus data

PLANS

AUTO-PAY PLANS

Auto-pay is a convenient payment method that automatically charges to your pre-authorized credit card, Visa debit or Debit Mastercard each month. It's one less thing to worry about and it keeps your account active. Plus, you can receive bonus offers for activating with an auto-pay plan.

NATION-WIDE TALK, TEXT & DATA

• \$70 Per Month	15 GB + BONUS 500 MB	Unlimited Canada/US Talk & International Text	Details
• \$55 Per Month	10 GB + BONUS 500 MB	Unlimited Canada/US Talk & International Text	Details
• \$50 Per Month	10 GB + BONUS 500 MB	Unlimited Canada-Wide Talk & International Text	Details
• \$40 Per Month	4.5 GB + BONUS 500 MB	Unlimited Canada-Wide Talk & International Text	Details

INCLUDES

- Unlimited Canada-Wide Talk
- Unlimited Text to Canada, US & International
- 4.5 GB at 3G speed. Continue using data at a reduced speed until your next Anniversary Date.
- Auto-pay offer: Bonus 500 MB data at 3G speed/month
- International Talk Server
- Welcome!
- Data Management Policy

4 ACCOUNT SETUP

- Enter all required customer contact information.
- **Valid email** should be collected in order to complete the registration and ensure the customer receives their activation confirmation. When the customer receives their authentication questions, they'll be prompted to create a PIN if one has not been set yet.

★ IMPORTANT

- Valid email capture is also important because this is where we send customers their welcome email, which includes their temporary password to set up their My chatr account.
- The same credentials captured (name and date of birth) are used by Customer Care to validate who they are speaking to when a customer calls.
- Capturing valid information at time of activation creates a positive first experience with the brand.

- Is the city and province you entered above the place in which you are activating the chatr service today?
 - If “No” you will be prompted to enter the city and province.

chatr
MOBILE

1. Phone 2. Plan

PICK A CHATR PLAN

We have two types of plans: auto-pay plans that charge your pre-authorized credit card monthly and come with exclusive bonus offers. Our regular plans give you the option to use our other convenient payment methods. To learn more about a plan, click “Details”. To change your add-ons, click “Continue” below.

PLANS

AUTO-PAY PLANS

Our plans are affordable, with a flat monthly fee and no surprises. Talk, text and use data for less with any of our convenient payment options.

NATION-WIDE TALK, TEXT & DATA

• \$70 Per Month	15 GB of Data	Unlimited Canada/US Talk & International Text	Details
• \$55 Per Month	10 GB of Data	Unlimited Canada/US Talk & International Text	Details
• \$50 Per Month	10 GB of Data	Unlimited Canada-Wide Talk & International Text	Details
• \$40 Per Month	4.5 GB of Data	Unlimited Canada-Wide Talk & International Text	Details
• \$35 Per Month	2 GB of Data	Unlimited Canada-Wide Talk & International Text	Details
• \$25 Per Month	500 MB of Data	Unlimited Canada-Wide Talk & International Text	Details

NATION-WIDE TALK & TEXT

• \$15 Per Month	100 Canada-Wide Talk & Unlimited International Text	Details
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Full Details

Previous step Continue

chatr
MOBILE

1. Account setup 2. Payment method 3. Summary

ACCOUNT SETUP

CUSTOMER INFORMATION

Required fields

*First name

*Last name

*Email address

*Confirm email address

*Address line 1

Address line 2

*City

*Province

*Postal code

Alternate phone number

*Date of birth

*Language preference

*Is the city and province you entered above the same place in which you are activating chatr services today? (Type "No")

ONLINE ACCOUNT

Required fields

*Username

*Password

*Confirm password

*Security reminder question

*Security reminder answer

*Confirm reminder answer

Password must be a minimum of 8 characters and should be a combination of uppercase and lowercase letters, numbers and any of the following special characters: @!\$%&*~#

Previous step Continue

DID YOU KNOW?

Some “fake” email addresses being used are actual email addresses. In these cases, the customer's information and temporary password is going to wrong person, which could potentially lead to fraud.

5 PAYMENT METHOD

- › Select the customer's preferred payment, **Auto-pay** (credit card, Visa Debit or Debit Mastercard) or **Self-pay**.

BENEFITS OF AUTO-PAY

- Customer's who sign up for an Auto-pay plan will be eligible for bonus data!

Auto-pay: the easy way to pay.



No need for top-up cards



Never miss a payment



Unenroll anytime

chatr
 MOBILE

chatr number: (437) 226-7379

1. Account setup ► 2. Payment method ► 3. Summary ►

PAYMENT METHOD

Plan: \$20/month + Unlimited Province-wide Talk

Note: Your plan selection is complete. If you wish to make any changes, you can [return to plans](#)

Pick a payment option

- **Auto-pay** The easy way to top-up your account. A pre-authorized payment will automatically be charged to your credit card or VISA® debit card on your anniversary date each month.
- **Self-pay** make monthly, one-time payments using either your credit card or a chatr top-up card.

What method will you use to pay?

- Credit card
- chatr top-up card
- You may want to add extra money each month to your account to cover charges not included in your plan.

\$0 ▼

Auto-pay the easy way to pay

Auto-pay is a pre-authorized payment that will be charged to your credit card or VISA® debit card on your anniversary date each month.

[Learn more](#) [Cancel](#)

Renewed for top-up cards

Renew auto payments

Renewed online

The following terms and conditions will govern the sale, and together with the acceptable use policy below, your use of the chatr mobile services and form part of your service agreement with chatr - please read carefully.

chatr™ terms of service

1. Introductory Information

☒ Yes, Customer agrees to the Terms & Conditions

[Print terms](#)

☒ Full Details




[◀ Previous step](#)
[◀ return to plans](#)

[Continue ▶](#)

- › If Auto-pay or Self-pay via Credit Card is selected you will be asked to enter in the customer's card information.
- › **Important:** Please ensure details provided are the same as what your credit card issuer has on the file for you. Missing/inaccurate information means that your activation will be unsuccessful.

PAYMENT METHOD	
\$20/month - Unlimited Province-wide Toll (before taxes): One-time extra money: Total (before taxes):	\$20.00 \$0.00 \$20.00

Credit Card Information * Required information

* Card number

* Security code

* Expiry date

Billing Information * Required information

* First name

* Last name

* Street number

* Street name

Suite

* Country

* City

* Province/State

* Postal/Zip

Sign up for auto-pay @ Yes @ No Tell me more

[Continue](#)

- › For Self-pay with a chatr top-up card you will have the option to enter multiple top-up cards.
- › Once entered, you will see a “Top-up status” and get confirmation of the top-up amount.

PAYMENT METHOD

\$40/month - Talk, Text & Data

Total

\$40.00

\$40.00

Tip: Consider signing up for auto-pay so you never have to worry about topping up your account. To enroll, go to My chat after completing your activation.

Enter top-up PIN number exactly as it appears without spaces or dashes.

If today's top-up is less than the amount owing, we'll continue setting up your account but you will need to add more funds to your chat account in order to use your chat phone.

Top-up card PIN

Apply

Top-up status

Top-up card amount

Success! Enter another top-up PIN number if needed.

\$50.00

Continue

6 ACTIVATION SUMMARY

- Review the Activation Summary with the customer.
- For credit card payments the customer will need to review the terms and conditions before clicking **"Accept and activate"**.

- For payments using a chatr top-up card you will click **"Activate Now"**.

ACTIVATION SUMMARY
Your new chatr number is: 416-917-1642

About you

test test
robin.leung@rci.rogers.com
Language Preference: EN

Your account information edit

333 bloor st e
toronto, ON
M4W1G9
American Express **** * 009

Double check the details

\$40/month - Talk, Text & Data	\$40.00
Total	\$40.00

Activate now

chatr
MOBILE

chatr number: (437) 226-7632

1. Register ▶ 2. Details ▶ 3. Payment method ▶ 4. Summary ▶

ACTIVATION SUMMARY

About you

test test
robin.leung@rci.rogers.com

Your new chatr number is: 437-226-7632

Add-ons are month-to-month services and may be changed in accordance with the chatr Terms of Service.

chatr terms of service

1. **Introductory Information**

a. How do the chatr Terms of Service apply to me?
These chatr Terms of Service ("Terms") govern your use of:
i. the mobile services that you receive from or through chatr ("Services"), and
ii. any phone, device or equipment used to access the Services or with the Services ("Equipment").

In these Terms, "chatr", "us", "we" and "our" means chatr mobile, operated by Rogers Communications Canada Inc. (GST#R91578 1448 and QST#1219760775).

Your information may be collected, used, and/or stored for the purpose of processing this transaction, verifying your identity and payment device, processing recurring payments (if applicable), and build customer transaction history. Your transaction is being processed by Vesta Payment Solutions Limited, a British Columbia company, which is a subsidiary of Vesta Corporation, a U.S. company. Vesta Corporation provides certain services, including data transmission and storage to Vesta Payment Solutions Limited. Failure to provide the requested information will result in a rejection of the transaction.

☒ By selecting "Accept and activate", you acknowledge that you have read, understood and agree to the activation summary details and the chatr Terms of Service, Acceptable Use Policy, Data Management Policy, and Privacy Policy.

chatrmobile.com | Canada

Print Terms **Accept and activate**

7 ORDER CONFIRMATION

- Review and print the customer's **Order Confirmation**.

test test
416-917-1642

chatr
MOBILE

chatr rep: rileung.test

RETAIL HOME CUSTOMER SEARCH ACTIVATE TOP-UP FIND A STORE MY CHATR

WHY CHATR **PLANS** **PHONES** **COVERAGE** **SUPPORT** **MY CHATR**

YOUR CHATR ORDER CONFIRMATION

Thanks for choosing chatr. Here's a confirmation of your activation and service agreement. It's a good idea to print and retain this information in case you need it in the future.

test test
333 bloor st e
toronto, ON
M4W1G9

chatr mobile™
333 Bloor Street East,
Toronto, Ontario M4W 1G9
1-800-485-9745

Your new chatr number is: 416-917-1642

Phone Type: other
IMEI number: 111111111111111
Activated by: rileung.test
Store Name: Distribution Sales

Don't forget to print 2 copies (1 for customer & 1 for you) of this page.

Print this page

Save customer data

Your chatr activation date: April 01, 2019
Your chatr anniversary date: the 1st of each month
Place of contract: toronto, ON

ONE-TIME TOP-UP CARD PAYMENT

Plan	\$40/month - Talk, Text & Data*
Included features	Unlimited Canada-wide Talk Unlimited Text to Canada, US & International 4 GB at 3G speed. Continue using data at a reduced speed until your next Anniversary Date. International Talk Saver Voicemail

Pay-per-use rates

- Outgoing International Long Distance call rates as per International Talk Saver
- Roaming rates vary as per roaming destination

Total paid by top-up card number ** * 6529 \$50.00**

8 SELF SERVE

- The customer will receive a welcome email and text with a temporary password to log in to My chatr, using their phone number as the username. **It is important you capture the customer's valid email address, name, and date of birth in order for them to successfully receive their welcome message and complete their My chatr registration.**
- NOTE:** The customer must log in via browser (either PC or mobile) to reset their temporary password.

SIGN-IN TO MY CHATR

Username or phone number

Password

Sign-in