



## WELCOME TO THE LITTLE SAIGON EMPLOYEE WIRELESS PLAN

POWERED BY ROGERS

Follow the instructions below to activate your new SIM card and transfer your old number to the new SIM card:

1. If your phone is locked to your current provider, contact your provider and ask them to unlock your phone for you (you do not need to do this if you were already with Rogers).
  - a. There is usually a \$40-\$50 charge to unlock your phone. Your wireless provider will give you an unlock code.
2. Breakdown your new Rogers SIM card to the appropriate size for your phone. Make sure you do not make it too small as the SIM will not go back to its larger size, forcing it to do so may jam the SIM card in your phone. **DO NOT THROW AWAY THE SIM CARD HOLDER.**
3. Insert the Rogers SIM card into your phone.
  - a. If your phone was locked, it will ask you to type in an unlock code.
  - b. Type in the unlock code provided by your old wireless provider.
4. Make sure your phone is receiving signal and 'Rogers' is displayed as your wireless carrier.
5. **IMPORTANT:** Your phone number has not been transferred yet.
  - a. Go to [www.rogers.com/complete](http://www.rogers.com/complete)
  - b. Type in your old number that you want to transfer on the left.
  - c. Type in your temporary number on your new Rogers SIM card (temporary number is shown on the sticker of the SIM holder) on the right.
  - d. Complete the transfer.
6. You will receive a text message letting you know that the transfer is complete. Your old number should now be active on your new SIM. Call someone to make sure your number is the same.

## What happens to my old contract?

Now that you have transferred over your new number, your old contract has been terminated. You will receive one final billing from your old wireless provider, the bill will include your last month's usage and any outstanding balances you may have with your old carrier. Please make sure you complete this payment, Little Saigon Ltd. is not liable for any incurring charges resulting from unsettled payments with your previous wireless provider.

If you were on a fixed term contract, your final bill will include a contract termination fee. As a staff of Little Saigon, you are eligible for some reimbursement of the contract termination fee. Please forward your last billing statement to [jfeng@littlesaigon.ca](mailto:jfeng@littlesaigon.ca) and the appropriate reimbursement will be assessed to you. Note that family members are not eligible for reimbursement of the contract termination fee.

## Why doesn't my LTE internet connection work?

If your phone was locked to another carrier, the settings on your phone to connect to Rogers LTE network is not correct. Please contact Rogers either online, by phone or at a Rogers store in-person and they will help you set up your internet connection. Remember to mention that you **already have a Rogers SIM** and you **just switched over from another carrier**.

Thank you for choosing the Little Saigon Employee Wireless Plan powered by Rogers.