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Welcome to the Legacy Shaw Employee Account Program!

As part of the Rogers family, currently living in the Legacy Shaw footprint (<https://support.shaw.ca/t5/billing-account-articles/are-shaw-services-available-in-my-area/ta-p/11153>), you can r take advantage of our Employee Account Pricing for Internet, Cable, and Home Phone services, or Shaw Direct Satellite services for TV in areas outside of our service area.

Taking advantage of a Legacy Shaw Employee Account gives you:

- Affordable rates for your TV, Internet, and Home Phone Services. Remember, the more services you subscribe to, the better the savings.
- Our latest and greatest offering for service and equipment.
- Experience our products and services firsthand and provide constructive feedback that will make us even stronger and more competitive.
- Be ambassadors for the company and our brands – and there's nothing more powerful than recommendations from team members like you.

Who is eligible?

- All regular full-time and part-time team members are eligible to participate in the Employee Discount Program. Some exclusions may apply.
- While participating in the program, we ask team members not to purchase competing wireless, cable, internet, or home phone products if a Rogers product is available (outside of Rogers or Shaw).
- Your name and address on your Rogers account will need to match the name and address on your HR records.
- Multiple employees living at the same address are all eligible for individual discounted service.

Services included with Shaw Discount
Shaw Discount Enrollment Form (<https://rcirogers.sharepoint.com/sites/rogerszone/en-ca/ourrogers/DiscountsOffers/SiteAssets/Employee%20Services%20Enrollment%20Form%20for%20Rogers%20Employees.pdf>)
Shaw Discount Packaging and Pricing
How to sign up
Shaw Discount FAQs

What is included in the services?

This provides you with an overview of what each service will include. Please see the Shaw Discount Packaging and Pricing (<https://www.rogerszone.ca/en-ca/ourrogers/DiscountsOffers/Pages/Legacy-Shaw-Employee-Account-Program.aspx#pricing>) section for more details to help you decide on the bundle/services you would like.

- Hardware will be mailed to you or provided with a free installation (Shaw Employee Services team to book install appointment if needed).
- Prices listed for hardware are before taxes.

Employee TV	Internet	Home Phone
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Employee TV includes almost every available channel (English and French), including many premium options like Crave, HBO Canada, and Super Channel. Access to the Shaw TV/Ignite TV app to view content on the go or via the website. There are some exceptions that require you to actively opt-in, or pay a subscription.		Full Phone (landline)	
Get 50% off PPV or On Demand orders and discounts on select TV add-ons.		Lite Phone (landline) No voicemail or call waiting	
Free Opt-In channels		Ignite Internet Gigabit	
Hollywood Suite (4 channels)			
World & Adventure Pack (4 channels)		Hardware	
Discovery Velocity		Ignite WiFi Gateway Modem (Gen 2) included	
Wild TV		Ignite WiFi Pods (Gen 1) \$5 (3-pack)	
BelN Sports		Ignite WiFi Pods (Gen 2) \$5/mo per Pod	
All Multicultural channels		Hardware	
Multicultural channels include all the non-English/French language channels, along with some English-language channels originating outside of North America.		Phone modem included	
		Satellite	
Monthly Paid Subscriptions		Includes the Employee TV package.	
Sportsnet World \$8.50/mo (Home) or \$9/mo (Satellite)		Hardware	
WWE Network \$15/mo		One free rental of each receiver (PVR/Standard) Or; 3 free rentals for Standard receiver (non-recording)	
Discounted Rates for: NBA League Pass, NHL Centre Ice, NFL Sunday Ticket (Prices vary yearly, ask Shaw Employee Services team for details)		Additional Rentals	
		+\$12.99 per additional PVR receiver +\$5.99 per Standard receiver (non-recording)	
Hardware		One Time Purchase	
2x Ignite Entertainment Boxes included +\$5/mo per additional box		PVR Receiver \$299.99	
		Standard Receiver (non-recording) \$149.99	

Packaging and Pricing:

As a valued Rogers/Shaw employee, you may enjoy our services at discounted prices. The more services you subscribe to, the more savings you receive. Check out the current bundles and offered below and sign up today by clicking on the enrollment form here (<https://rcirogers.sharepoint.com/sites/rogerszone/en-ca/ourrogers/DiscountsOffers/SiteAssets/Employee%20Services%20Enrollment%20Form%20for%20Rogers%20Employees.pdf>).

- Prices listed are before taxes.
- If you require a custom plan not listed below, please inquire through Employee Services for details on pricing.

Triple Play Packages	Monthly Rate
Employee TV + Ignite Gigabit Internet + Full Phone (landline)	\$111
Employee TV + Ignite Internet Gigabit + Lite Phone (landline)	\$106
Double Play Packages	
Employee TV + Ignite Internet Gigabit	\$85

Individual Services	
Employee TV (Cable TV or Satellite)	\$35
Ignite Internet Gigabit	\$70

How do I get this amazing offer?

Step 1	Step 2	Step 3
<p>Decide which employee package you want, then fill out the Enrollment Form (https://rcirogers.sharepoint.com/sites/rogerszone/en-ca/ourrogers/DiscountsOffers/SiteAssets/Employee%20Services%20Enrollment%20Form%20for%20Rogers%20Employees.pdf).</p>	<p>Email your form with the subject New Rogers Staff Account for {your first & last name} to Shaw's Employee Services (mailto:Employee.Services@sjrb.ca).</p> <p>You will receive a bounce back to your e-mail so you can confirm that your request has been received.</p>	<p>Empl Service contac in ~1 busir days either ou hardw: bool install appoin with y</p> <p>Deper on vol turnar time take r time i wha estim: Em bounce with exper turnar time fo reque: be updat</p>

Frequently Asked Questions

General Questions

1. Who is eligible to receive the Employee Service discounts? Do services have to be only at my home?

All regular full-time and part-time employees are eligible to receive the Employee Discount. Your name and address on the Shaw account will need to match the name and address on your HR records

2. How do I sign up for a new package?

Please complete the Shaw Discount Enrollment form and submit your request to Shaw's Employee Services (<mailto:employee.services@sjrb.ca>) by emailing employee.services@sjrb.ca

3. How long will a new package take to get set up? Will I require an installation appointment?

The Employee Services team strives to get a response back to you within 1-3 business days after you send in your request and/or Enrollment Form.

- If you already have Shaw services and hardware at your address, no installation appointment is necessary.
- However, if you are a new Shaw customer, adding a core service to your account or moving over to the BlueCurve system, an appointment may be required, and the Employee Services team will confirm a date and time that works best for you.

4. What happens if I end my employment with Shaw?

We will extend the employee pricing on your Shaw services for 30 days past your last day of employment.

If you do not contact Employee Services before the end of the 30-day extension period your account will be removed from employee rates and placed on default packaging at resident rates based on your current subscribed services (TV, Internet, and/or phone):

- Wireline (Cable) TV: defaults to Limited TV
- Satellite TV: defaults to Digital Lite
- Internet: defaults to Internet 75. In cases where the existing modem on the account is not capable of Internet 75, we default to Internet 15. If the account is using an X modem, we default to the lowest plan that can use that modem: Fibre+ 500.
- Home Phone: services will remain as previously subscribed
- E-billing and Auto-Payment plans currently on file will remain active

5. What if I want to remove services or cancel my package?

Simply send an e-mail to the Shaw [Employee Services](mailto:employee.services@sjrb.ca) (mailto:employee.services@sjrb.ca) team detailing your request.

Employee Packaging Questions

6. What channels are included in the Employee TV package?

Employee TV includes almost every available channel (English and French), including many premium options like Crave, HBO Canada, and Super Channel. However, there are some exceptions that require you to actively opt-in, or pay a subscription. The opt-in method allows us to control costs and avoid paying unnecessary license fees on channels that some employees do not watch.

7. What are the opt-in channels?

The free opt-in channels are:

- Adult Pack (4 channels)
- Hollywood Suite (4 channels)
- World & Adventure Pack (4 channels)
- Discovery Velocity
- Wild TV
- BeIN Sports
- All Multicultural channels: Multicultural channels include all the non-English/French language channels, along with some English-language channels originating outside North America.

Shaw also offers the following monthly paid subscriptions (Wireline and Satellite):

- Sportsnet World: \$8.50/mo. (Wireline) or \$9.00/mo. (Satellite)
- WWE Network: \$15.00/mo.

Shaw also offers NHL Centre Ice and NFL Sunday Ticket as a reduced-rate seasonal subscriptions (Oct to Apr for NHL, Sept to Dec for NFL). Please contact Shaw [Employee Service](mailto:employee.services@sjrb.ca) (mailto:employee.services@sjrb.ca) to inquire about these services, as their prices differ from season to season.

8. What if I have an existing account with older packaging that has not been changed in a while?

If your packaging has not been updated in the past year or two, you can upgrade to the newer employee pricing and package discounts. These changes include an expanded TV channel lineup and new Fibre+ Internet speeds. We have also newer hardware, like BlueCurve TV, the BlueCurve Gateway XB6, and Fibre+ Wifi Pods. Click [here](https://thepipe.sjrb.ca/docs/DOC-70714) (https://thepipe.sjrb.ca/docs/DOC-70714) to see how the new packages stack up against the old.

Employee Billing Questions

9. Must my account be on Auto-Payments and E-Billing?

Yes, your account should be set up with Auto-Payments and E-Billing to receive the Shaw Employee Services program, as they help us reduce the overall costs to deliver our premium services.

10. What happens if I can't pay my account when it becomes due?

Your account will follow the same delinquent process as any other customer. To be able to continue with discounted services, the account needs to be made current and actively on Auto-Payments. Send an e-mail to the Shaw [Employee Services](mailto:employee.services@sjrb.ca) (mailto:employee.services@sjrb.ca) team with arrangements for payment and to recommence monthly Auto-Payment.

11. Are employee-rate accounts entitled to the customer promotions?

Since employees already enjoy a reduced rate on services, they are not entitled to the standard customer promotions unless otherwise specified.

Employee Equipment Questions

12. What modem comes as a free rental for employees?

Employees who sign-up for Internet 75 or higher will receive a free rental of a [BlueCurve Gateway XB6 modem](https://thepipe.sjrb.ca/docs/DOC-57659) (https://thepipe.sjrb.ca/docs/DOC-57659). Employees who sign-up for Fibre+ Gig Internet can receive a free rental of a [BlueCurve Gateway 2.0 XB7 modem](https://thepipe.sjrb.ca/docs/DOC-57659) (https://thepipe.sjrb.ca/docs/DOC-57659). Employees who are using a previous generation of modem can upgrade by emailing [Employee Services](mailto:employee.services@sjrb.ca) (mailto:employee.services@sjrb.ca).

13. How do I install my new hardware?

The XB6/XB7 modems and set-top boxes will come with self-connect instructions. Phone service, some wired configurations of BlueCurve TV must be installed by a technician. If you get into trouble, the [Shaw Support Community](https://thepipe.sjrb.ca/community.shaw.ca/welcome) (<https://thepipe.sjrb.ca/community.shaw.ca/welcome>) has hundreds of self-help articles available. You can also contact a Shaw agent or the [Friends and Family Priority Numbers](https://thepipe.sjrb.ca/docs/DOC-69234) (<https://thepipe.sjrb.ca/docs/DOC-69234>).

14. How does BlueCurve TV equipment work for employees?

Shaw offers employees a free rental of the first two BlueCurve TV players. If you need to run more than two TVs, you can rent additional devices, or trade-up existing eligible Shaw for more rental credits (to a maximum of 4 trade-ups). Unlike other equipment, BlueCurve equipment is rental only – no purchases are required.

15. How do I get support with my Employee Account and Services?

The Employee Services Team supports employees all across Canada with their Wireline (cable) and Satellite services. Based out of Calgary, we are available to assist from 8:00 a.m. to 4:30 p.m. MT, Monday through Friday.

Email: employee.services@sjrb.ca

Need After-Hours Support?

There are times when support is required outside, or possibly during, our normal business hours. Shaw's front-line Customer Care agents can assist with many Employee Service requests (see what they can do here (<https://thepipe.sjrb.ca/docs/DOC-15233#changes>)).

- Phone: (888) 472-2222
- Shaw Chat (https://thepipe.sjrb.ca/shaw.custhelp.com/app/chat/chat_launch)
- Facebook Messenger (https://thepipe.sjrb.ca/www.messenger.com/t/151441184886657/?messaging_source=source:pages:message_shortlink)
- Twitter Direct Message (<https://thepipe.sjrb.ca/bit.ly/2se4NVH>)

Employee Discount Program (<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/EmployeeDiscountsProgram.aspx>)

Apply Now(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/ApplyNow.aspx>)

Opt Out(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/OptOut.aspx>)

Contact Us(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/ContactUs.aspx>)

Who is Eligible(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/WhosEligible.aspx>)

Terms and Conditions(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/TermsConditions.aspx>)

Products and Services(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/ProductsServices.aspx>)

Questions?(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/FAQ.aspx>)

Not Discounted(<https://www.rogerszone.ca/en-ca/OurRogers/DiscountsOffers/NotDiscounted.aspx>)

Retiree Discount Benefit(<https://www.rogerszone.ca/en-ca/ourrogers/DiscountsOffers/Pages/Retiree-Discount-Benefit.aspx>)

Shaw Discount(<https://www.rogerszone.ca/en-ca/ourrogers/DiscountsOffers/Pages/Legacy-Shaw-Employee-Account-Program.aspx>)

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