

# Rogers Together with Shaw: Our Progress Report

Year 2

April 2024-2025

# Introduction

On April 3, 2023, Rogers and Shaw came together to form one national company, unlocking more competition to better serve Canadians. From the outset, Rogers committed to delivering greater value, more connectivity and more innovation for Canadians.

Year Two builds on the strong foundation of investments and progress made in Year One. In Year One, we delivered on six of our 12 commitments. For the commitments in progress, Rogers remains on track for each of them within the five-year timeframe.

As Canada's national network builder, we have decades of experience connecting Canadians from coast-to-coast. Of the \$6.5 billion in investments promised over five years, Rogers has already deployed 43% of these funds in the first two years. We have also aligned on our plan for our builds in underserved areas in British Columbia and are finalizing plans in Alberta, an initiative that requires careful planning and consultation with governments, communities and Indigenous Peoples.

In addition, we continue to promote our expanded Connected for Success program and the federal government's Connecting Families program, as well as delivering on our job commitments.

Rogers is pleased to have completed many of our commitments to Canadians and is on track to meet all commitments within the five-year timeframe.

This is the second report on Rogers progress.

## Summary of Year 2 Progress

Rogers five Undertaking commitments consist of 12 actions. Following Year Two, we are on track to meet the timelines for these actions set out in the Undertakings.

ISED Reference	Commitment Actions	Year 2 Status
	<b>Connectivity Investment Commitment (\$1B) to be delivered within 5 years:</b>	
1.1	Make broadband Internet available where 50Mbps download/10Mbps upload speeds are not currently available. Make 5G mobile service available where LTE is not available.	On Track
1.2	Broadband Internet will be at minimum 50Mbps download/10Mbps upload speeds and include an unlimited data option. Pricing should not exceed the pricing for the same or similar services in urban areas in the relevant province until the tenth anniversary of the Closing Date.	On Track
1.3	Consult with Indigenous communities to create Indigenous-owned and operated Internet Service Providers to create sustainable, local connectivity solutions. Cooperate with ISED in identifying eligible areas for Connectivity Investment Commitment, including coordinating efforts with other appropriate government bodies.	On Track
	<b>Additional Network Investments Commitment (\$5.5B) to be delivered within 5 years:</b>	
2.1	Invest at least \$2.5 billion to enhance and expand 5G coverage in Western Canada.	On Track
2.2	Invest at least \$3 billion in additional network, services and technology investments, including expansion of cable network.	On Track
	<b>Connected for Success Commitment</b>	
3	Expand the current Connected for Success High-Speed Internet program to low-income Canadians across Western Canada.	<b>Completed</b>
	Implement a new Connected for Success wireless program for low-income Canadians across Canada so that the Connected for Success program will be available to more than 2.5 million eligible Canadians.	<b>Completed</b>
	Rogers will promote the Connected for Success and Connecting Families programs on a quarterly basis.	<b>Completed and Ongoing</b>
	<b>Western Presence Commitment</b>	
4.1	Establish Western Canada Headquarters in Calgary and maintain Calgary as its Western Canada Headquarters for at least ten years.	<b>Completed and Ongoing</b>
4.2	Create 3,000 new jobs in Western Canada over five years and maintain that number of jobs for at least ten years.	On Track
	<b>Shaw Mobile Pricing Commitment</b>	
5	Offer wireless plans to Shaw Mobile customers as at the Closing Date with same terms and conditions (including eligibility) as current Shaw Mobile plans for five years.	<b>Completed and Ongoing</b>
	Include the Shaw Mobile Pricing Commitment in its terms of service with all Shaw Mobile customers as at the Closing Date.	<b>Completed</b>

## Commitment: \$1B Connectivity Investment over five years

**1.1 Rogers will target the Connectivity Investment Commitment to make broadband Internet available where broadband Internet at a minimum 50Mbps download/10Mbps upload speeds is not currently available and to make 5G mobile service available where mobile service using Long-Term Evolution ("LTE") is not available.**

**Status: On Track**

**1.2 Where Rogers provides broadband Internet through the Connectivity Investment Commitment, such broadband Internet will be at minimum 50Mbps download/10Mbps upload speeds and include an unlimited data option. Where Rogers provides mobile service through the Connectivity Investment Commitment, it will make 5G services available. Rogers agrees that the pricing for services offered as part of the Connectivity Investment Commitment should not exceed the pricing for the same or similar services in urban areas in the relevant province until the tenth anniversary of the Closing Date.**

**Status: On Track**

After Rogers came together with Shaw, planning of the Connectivity Investment Commitment began. As is the case with network builds, planning is a critical part of the building process.

This planning work is essential to the successful completion of projects over the five-year timeframe. The company has extensive experience in building networks across Canada and is aware of the challenges in construction, especially in rural communities and challenging geographies.

In British Columbia, Rogers and Innovation, Science, and Economic Development Canada (ISED) identified areas with underserved communities and assessed each community to determine solutions aimed at maximizing the number of households to connect.

In B.C., Rogers has aligned our investment targets with ISED and we have already begun work. In Year Two, Rogers completed a hybrid-fibre coaxial upgrade, including the construction of an undersea cable to support broadband services exceeding the 50Mbps download/10 Mbps speed requirements to approximately 3,000 underserved homes on Pender Island.

Additionally, five new cell towers were completed on Highway 16, the Highway of Tears. With nine towers in-service, we are proud to provide 166 kilometres of additional 5G cellular coverage on Highway 16, closing most of the wireless gap between Prince Rupert and Prince George. With nine out of 11 towers operational on Highway 16, Year Two marks substantial completion of the project.

In Alberta, Rogers is finalizing our investment plan with ISED with significant planning and survey work already underway.

In the Prairies, Rogers is likewise in the final phase of discussions for the remaining \$100 million investment, which will be split equally between Saskatchewan and Manitoba.

Building networks involves significant upfront planning work, including acquiring land use approvals and permits from various governing bodies and private landowners. As phases of planning continue, community and Indigenous consultations will also begin. Following the planning phase, construction activities and associated spending will increase over time.

Rogers ongoing work towards commitments 1.1 and 1.2 is on track, as we ramp-up construction work in the forthcoming project phases.

2023-2025 <sup>1,2</sup>	2025-2026 <sup>3</sup>	2026-2027	2027-2028
\$47.5M	\$75M-\$175M	\$350M-\$450M	\$375M-\$475M

<sup>1</sup> Total includes 2023 Q2 – 2024 Q4 actuals (\$40.2M), and 2025 Q1 projections; numbers rounded to nearest millionth.

<sup>2</sup> With respect to investments made in 2023-25, mobile services are available on newly connected portions of highways. There are no additional consumer costs associated with any connectivity as part of these investments.

<sup>3</sup> The multi-year forward plan is an estimate. This estimate is subject to concluding scopes of work and assumes any delays will not impact the timelines in the work outlined.

**1.3 Consult with Indigenous communities to create Indigenous-owned and operated Internet Service Providers to create sustainable, local connectivity solutions. Cooperate with ISED in identifying eligible areas for Connectivity Investment Commitment, including coordinating efforts with other appropriate government bodies.**

#### **| Status: On Track**

Rogers remains committed to expanding broadband access in Indigenous communities by offering a range of connectivity solutions from building networks to supporting Indigenous-owned ISPs.

Since April 2023, we have advanced our efforts through consultations and partnerships with Indigenous communities, recognizing the complexities involved. Building on past successes, we continue to strengthen our collaboration with Indigenous communities in Western Canada to expand connectivity and deepen partnerships.

One example is Rogers partnership with Stoney Nakoda Telecom (including Clearwave Broadband Networks), an Alberta telecommunications company owned and operated by Bearspaw First Nation. This partnership provides wholesale backhaul for Stoney Nakoda Telecom's residential and business Internet services, as well as partners with the Nation as an authorized satellite service reseller across their Southern and Northern service areas.

Rogers also helped train local Nation members on service installation and technical support and repairs to support Stoney Nakoda Telecom.

On Haida Gwaii, Rogers is building five new cell sites and a major upgrade of existing infrastructure in partnership with Coastal First Nations and Gwaii Tel, the local non-profit ISP serving the island community. On completion, this work will bring near contiguous coverage on the island portion of Highway 16 from Masset through Port Clements to Queen Charlotte.

Work with Seabird Island First Nation is set to begin this year to upgrade, enhance and manage a full-service Rogers offering to the community. As an Indigenous-owned ISP, Seabird Island requested assistance from Rogers for the ability to solution their networks, where over 1,500 households are underserved.

As part of our planned investments in Alberta, Rogers will connect the entire Enoch Cree Nation, bringing Internet to the community. Agreements with the Nation will provide a foundation for a prospective Indigenous ISP in future should Enoch leadership wish to pursue the opportunity.

In 2024, Rogers also connected two towers in Peerless Trout First Nation providing cellular coverage to the Northern Alberta community.

Other discussions are ongoing with several Indigenous communities in Western Canada and will be included in reporting in future years once agreements are reached.

## **Commitment: \$5.5B Additional Network Investment over five years**

**2.1 Rogers will invest at least \$2.5 billion to enhance and expand 5G coverage in Western Canada over five years.**

#### **| Status: On Track**

The company is investing \$2.5 billion over five years to expand and enhance 5G coverage across Western Canada.

Over the first two years, Rogers has invested over \$860 million to advance this commitment. Rogers 5G has since been expanded to 80 communities and enhanced along highways in more than 220 communities from B.C. to Manitoba. In total, the company has expanded 5G across 45,000 square kilometres, bringing improved connectivity to Canadians.

In the last year, Rogers has launched 5G service in 26 B.C. communities, including: Stony Creek 1, Popkum 1, Musqueam 4, Langley 5, Alexandria 1, 3, and 3A, Whonnock 1, Scowlitz 1, Cassimayooks 5, 105 Mile Post 2, Isidore's Ranch 4, Alberni 2, Schelowat 1, Klehkoot 2, Numukamis 1, Upper Nepa 6, Oregon Jack Creek 5, Squaam 2, Yekwaupsum 18, Puckatholitchin 11, Seaspunkut 4, Aitchelitch 9, Kil-pah-las 3, Williams Prairie Meadow 1A, Kshish 4 and 4A.

In the last year, Rogers launched 5G service in 15 Alberta communities, including: High Level, Magrath, Delburne, Saddle Lake 125, MD of Spirit River No. 133, Milk River, Bushe River 207, Ryley, Glenwood, Big Horn 144A, Parkland Beach, Hill Spring, Sawridge 150G and 150H, and Beaver Ranch 163.

**2.2 In addition to the expansion of 5G Coverage in 2.1, Rogers will invest at least \$3 billion in additional network, services and technology investments, including in the expansion of its cable network.**

**Status: On Track**

In the past two years, Rogers has invested more than \$1.8 billion in additional network enhancements, services and technology in Western Canada.

Rogers has now expanded its cable footprint by approximately 180,000 homes.

Area	2.1 Expenditure <sup>4</sup>	2.2 Expenditure <sup>5</sup>	Total
West Total	\$867,796,000	\$1,867,376,000	\$2,735,172,000
Canada Total	\$1,915,960,000	\$3,209,695,000	\$5,125,655,000

## Commitment: Connected For Success

**3 Rogers committed to expand the Connected for Success program to low-income Canadians across Western Canada and implement a new Connected for Success Wireless program for low-income Canadians to ensure the program is available to more than 2.5 million eligible Canadians, and promote the Connected for Success and Connecting Families programs on a quarterly basis.**

**Status: Completed and Ongoing**

Rogers Connected for Success program continues to offer eligible Canadians Internet and wireless services that meet their needs and budget, with plans starting at \$9.99/month for Internet and a \$25 5G mobile plan with a 5G phone at no cost.

Subscriber uptake for the Connected for Success Internet plan grew by more than 18.5% since our last report <sup>6</sup> and has increased by more than 85% in Western Canada <sup>7</sup> over the same period. Our Connected for Success wireless program, launched in November 2023, has grown by 133% since our last report,<sup>8</sup> reflecting the important role this program fills in offering wireless services to low-income Canadians across the country.

Our Connected for Success partners are a key part of how we promote and raise awareness of the program. Since our last report, the number of Connected for Success non-profit housing partners and community organizations grew to nearly 1,200 by the end of 2024, and we work through these community partnerships to raise awareness of the program.

As new Community and Housing Partners come on board, we provide them with promotional materials to help reach eligible Canadians in their communities. Additionally, we conduct quarterly outreach to existing partners to refresh them on the program and share any updates. Rogers also continued promotion of Connected for Success through advertising and social media through 2024. As well, Rogers continues to promote the government's Connecting Families program on our website and in advertising flyers provided to MPs to promote these programs to their constituents. The company is pleased to note there has been a 61% <sup>9</sup> increase in approved applications to the program in 2024.

<sup>4</sup> Total includes 2023 Q2 – 2024 Q4 actuals (\$741,101,000) and 2025 Q1 projections; numbers rounded to nearest thousandth.

<sup>5</sup> Total includes 2023 Q2 – 2024 Q4 actuals (\$1,839,138,000), and 2025 Q1 projections; numbers rounded to nearest thousandth.

<sup>6</sup> Data as at March 2025

<sup>7</sup> Data as at March 2025

<sup>8</sup> Data as at March 2025

<sup>9</sup> Data as at December 2024

## Commitment: Expanding Western Presence

**4.1** After the Closing Date, Rogers will establish its Western Canada Headquarters in Calgary, Alberta and shall maintain Calgary as its Western Canada Headquarters for at least ten years after the Closing Date.

**Status: Completed and Ongoing**

The location of the Western Canada Headquarters remains at Rogers Court in Calgary.

**4.2** Rogers shall create 3,000 new jobs in Western Canada over the period of time from the Closing Date to five years after the Closing Date and Rogers agrees to maintain that number of jobs until at least ten years after the Closing Date.

**Status: On Track**

Rogers is on track to deliver on our job creation commitments. Since the merger was approved, Rogers has created 1,828<sup>10</sup> jobs in Western Canada. As we continue to make investments to build our networks, we expect more people will be employed to support the construction and maintenance of Rogers networks.

## Commitment: Honouring Shaw Pricing

**5** In addition, Rogers agrees to honour the Shaw Mobile Pricing Commitment by offering wireless plans to Shaw Mobile customers as at the Closing Date with the same terms and conditions (including eligibility) as the current Shaw Mobile plans for five years following the Closing Date. Rogers also agrees to include the Shaw Mobile Pricing Commitment in its terms of service with all Shaw Mobile customers as at the Closing Date.

**Status: Completed and Ongoing**

This was completed in 2023 and there have been no changes. Former Shaw Mobile customers will not experience any price changes prior to April 3, 2028, unless they choose to change plans.

<sup>10</sup> Data as at March 2025