

Frequently Asked Questions

NETWORK



Question



Answer

Are there health concerns with 5G networks?

- › The health and safety of all Canadians is of utmost importance to us. We work closely with Innovation, Science and Economic Development Canada to make sure every product and service we offer Canadians meets rigorous safety standards.
- › Based on scientific studies and its own research, Health Canada sets a code of standards for radiofrequency emissions, known as Safety Code 6. This code sets a limit of human exposure to radiofrequency emissions, including broadcasting (FM and AM radio, and television), Wi-Fi waves and cellular towers, and is enforced by ISED as a condition of our license.
- › Whether we are installing new equipment for our 5G network or updating existing antennas, we must demonstrate to ISED that we meet all radiofrequency emission standards.
- › Recently, misinformation has been spreading linking the deployment of 5G to COVID-19 and increased risks of cancer. Health Canada has confirmed there is no scientific basis for these claims.
- › For further information about Safety Code 6, please visit Health Canada's website.
- › Additional information can also be found at the Canadian Wireless Telecommunications Association.

I have heard a lot in the media recently about network security. Will Rogers 5G network be safe?

We take the responsibility to keep our customers' data and information private and secure very seriously. We work with government and industry partners to ensure our networks are safe, secure, and build the standards they set into our networks, including 5G.
In addition, the devices we sell meet all Government of Canada standards and are certified for use in Canada.

COVERAGE

I have a 5G phone, what happens when I'm not in 5G coverage area?

Our 4G LTE and 5G networks will work together seamlessly to keep you connected.

What happens if I'm using a 5G device in Extended Coverage?

Your 5G device will work in Extended Coverage (EXT) areas on HSPA+ or 4G LTE where available.

DEVICES

Can I bring my own 5G device?

Yes, but please check with your device manufacturer to confirm your device is certified on our network. You'll also need to be on a Rogers Infinite plan and in a 5G coverage area.

Will I be able to use my 5G device outside of Canada?

Currently, we do not offer 5G roaming but with **Roam Like Home™**, you can continue to use your phone in over 185 international destinations when travelling for a low daily rate.

