

**NEW!**



## **PAY AS YOU GO®** **SELF-CARE Customer Line**

Service at your own pace,  
on your own time.

### **Hello! My name is Melanie. How can I help you?**

If you need help or information, just give Melanie a call on our Pay As You Go Self-Care Line... *24 hours day, 7 days a week.*

Melanie is our friendly "automated assistant" and she'll talk you through very easy instructions to serve you. Simply answer the questions Melanie asks you and you'll be able to add money to your account, find out about new promotions and services, update your account information and a whole lot more.

So give Melanie a call today and get to know her. She's easy to understand, easy to talk to and available to assist you with your Pay As You Go service whenever it's convenient for you.

### **Helpful Tips for Speaking to Melanie at the Self-Care Customer Line**

1. To add money to your account via the Self-Care Line, you can say "yes" anytime after the greeting starts to play or you can wait for the question, "Can I help you add money to your account today?" and say "yes".
2. To check your account balance and expiry date, from the "main menu" you can say, "Account Information". You will be asked to say or enter your Pay As You Go phone number and your 4-digit pass code. If you don't know your pass code, you can say, "I don't know it" and Melanie will help you set up a new pass code.
3. Whenever you are asked for numbers, you have the option to speak the number or enter the number on your keypad.
4. Speak naturally and avoid external noise.
5. You can interrupt Melanie when you know the answer to any question. Say "help" or "Main Menu" at any time and Melanie will provide you with more options.

### **PAY AS YOU GO SELF-CARE LINE**

Give us a call and "talk" to us.

For help and information, call **\*611** from any Pay As You Go phone (it's always a free call), or **1-800-575-9090** from any landline phone.

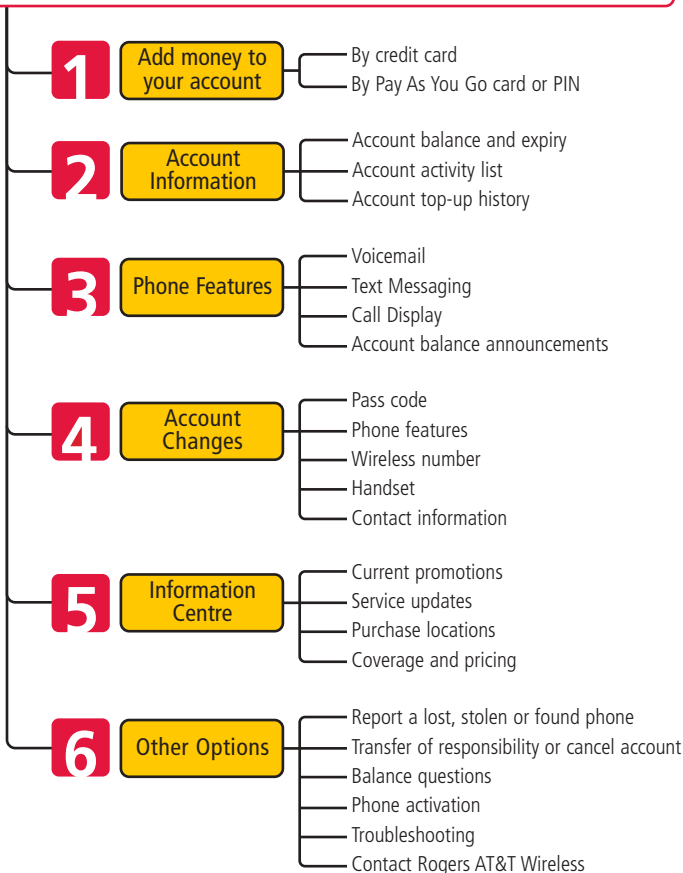




## PAY AS YOU GO® SELF-CARE CUSTOMER LINE

### WELCOME!

Here is a list of the things you can do using the Self-Care Customer Line, 24 hours a day/7 days a week, by calling **1-800-575-9090** or **\*611** from your wireless phone.



Remember to set up your Account Management Tool on our Web site – where you can view your account balance, calling history, and instantly add money to your account.

Pay As You Go account information and services also available online at

**[www.rogers.com/paygo](http://www.rogers.com/paygo)**

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