



APEGA Wireless Program Powered by Rogers Frequently Asked Questions

1. How do I start transferring an existing line to the program?

- Log into <https://central.ivrnet.com/apega> with your email and password
- Add credit card information under “Profile – Credit Cards”
- Go to View – Memberships
- Click on the plan you would like to add
- Check your cart and click on “Checkout”
- Update Details
- Fill in the questions on step 4 and click on “Update Details”
- If the transferred line is a non-Rogers number, you will need a new Rogers SIM card to finalize this step, this can be purchased from any Rogers store or kiosk for \$10.
- If the transferred line is an existing Rogers line, you don’t need to buy a new SIM card. Simply call Rogers customer care and request a “Transfer of Responsibility” to the APEGA account. This will yield an Interaction ID that you will add in this step.
- Once the request is submitted, the porting will be initiated, and activation will take 2 to 4 business days to be completed.

Note: You can continue to use your existing SIM card until you receive a confirmation email that your line is already active on the program. At this point, the billing will take place and you can insert your new Rogers SIM card.

2. How do I start adding a new number to the program?

- Log into <https://central.ivrnet.com/apega> with your email and password
- Add credit card information under “Profile – Credit Cards”
- Go to View – Memberships
- Click on the plan you would like to add
- Check your cart and click on “Checkout”
- Fill in the questions on step 4 and click on “Update Details”
- You will need a new Rogers SIM card to finalize this step, this can be purchased from any Rogers store or kiosk for \$10.
- Once the request is submitted, the porting will be initiated, and activation will take 2 to 4 business days to be completed.

Note: Once the line is active on the program, you will be notified with an email to inform you about the new assigned number. At this point, the billing will take place and you can insert your new Rogers SIM card.



3. How do I add more lines to my account?

- Log in to <https://central.ivrnet.com/apega>
- Go to View – Memberships
- Click on the plan you would like to add
- Check your cart and click on “Checkout”
- Fill in the questions on step 4 and click on “Update Details”
- If the transferred line is a non-Rogers number or a new number, you will need a new Rogers SIM card to finalize this step, this can be purchased from any Rogers store or kiosk for \$10.
- If the transferred line is an existing Rogers line, you don’t need to buy a new SIM card. Simply call Rogers customer care and request a “Transfer of Responsibility” to the APEGA account. This will yield an Interaction ID that you will add in this step.
- Once the request is submitted, the porting will be initiated, and activation will take 2 to 4 business days to be completed.

Note: You can continue to use your existing SIM card (if any) until you receive a confirmation email that your line is already active on the program. At this point, the billing will take place and you can insert your new Rogers SIM card. If the requested subscription is a new number, the confirmation email will include the assigned number.

4. Why does my first invoice have 2 plan payments?

The first invoice will include a prorated amount from the activation date until the 25th of the month, plus a one-month fee for the period of 26th of the current month until the 25th of the next month. For example, if your new line is activated on Oct. 20th, then you will be charged a prorated amount from Oct. 20th to Oct. 25th plus a one-month fee for the period Oct. 26th to Nov. 25th. Your next invoice will be on Nov. 25th and will show a one-month fee only for the period of Nov. 26th to Dec. 25th.

5. How do I invite friends and family to the program?

- Log into <https://central.ivrnet.com/apega>
- Go to Profile
- Select “Entourage”
- Click on “Create User”
- Add your affiliates’ details
- Click on “Add to Entourage”

Note: Your affiliate will receive an email from noreply@ivrnet.com in which they will be instructed to reset their password and then will be able to purchase plans.



6. How can I change my plan?

- Log into <https://central.ivrnet.com/apega>
- Click on “Submit Support Ticket” at the bottom right of the page
- Under “Title” – enter a subject line for your request
- Under “Type” – choose “Plan Change”
- Under “Description” – list the plan you would like to have

Note: Plan change requests come into effect with the new billing cycle (26th of the month)

7. How can I access and download my invoices?

- Log into <https://central.ivrnet.com/apega>
- Go to Profile-Settings - Past payments and then click on “show Invoice”

Transaction Details and Status	Amount	Paid	
• 5 GB Plan	CAD 89.25	CAD 89.25	    

INVOICE ID: 1181986 | INVOICE DATE: 25th Sep 2019

- You will have the option to view activity, print, download invoice, and email receipt.

8. How can I request roaming unblock?

- Log into <https://central.ivrnet.com/apega>
- Click on View - Products (at the top of the page)
- Click on Roaming Request
- Add to Cart (at the top of the page) and proceed to checkout.

Note: A ticket will be placed to unblock roaming. It usually takes between 1-3 business days to be completed. Once roaming is unblocked, you are responsible for all roaming charges that are incurred on your account.

For any further inquiries or information, please contact
memberbenefits@apega.ca