Company Name: Rogers

		Rogers Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		FIDO Customer Service Representative / Client Care Representative / Call Centre (collectively CSR)		Interactive Voice Response System (IVR) [1] and Website [2]	
		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
1.	**Establishment/Modification of Account**						
a.	What is the process to establish a customer account, including what information/identification is required from the customer?	An account can be opened: 1) in person at a retail location, or 2) by phone, or 3) by Internet. Individuals are asked # # # # # # #	Same	An account can be opened: 1) in person at a retail location, or 2) by phone, or 3) by Internet. Individuals are asked for # # # # # # #	Same	N/A	N/A
b.	What is the process to modify account information, for example billing/mailing address, name of account holder, etc., including what information/identification is required from the customer?	# # # # # # # # # # # # # # # #	# # # #	# # # # # # # # # # # # # # # #	# # # #	N/A	N/A

[1] No evidence exists that Rogers IVR was compromised by the data brokers. Additionally, limited customer information is available through this contact method. Therefore, Rogers will refrain from providing details on our IVR system.

[2] No evidence exists that Rogers' websites (www.rogers.com and www.fido.ca) were compromised by the data brokers. Therefore, Rogers will refrain from providing details on our websites.

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
		# # #		# # #			
c.	Does your company notify customers when their account information has been modified? If so, provide details, i.e. how this is communicated, during what time frame, whether it is done before the modification is made, etc.	#	#	#	#	N/A	N/A
2.	**Password/PIN (collectively password)**						
a.	Is it technologically feasible to offer customers passwords?	Yes	Same	Yes	Same	N/A	N/A
b.	Are customers informed that they can password-protect their accounts? If so, how and when are customers informed?	# # # # # #	Same	# # # # # #	Same	N/A	N/A
c.	Is it your policy to encourage	# #	Same	# #	Same	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	customers to password-protect their accounts? If so, how and when are customers encouraged to do this?	# # # ~~#.~~		# # # # # #			
d.	Provide the percentage of your customers that have password-protected their accounts.	The percentage of customers that had password-protected accounts was approximately # for Rogers Wireless.	Same	The percentage of customers that had password-protected accounts was approximately # for FIDO.	Same	N/A	N/A
e.	If customers have password-protected their accounts, can they access their accounts without their passwords?	#	#	#	#	N/A	N/A
f.	If a customer has password-protected his/her account and forgets his/her password, what is the process to create a new password, including what information/identification is required from the customer, whether the customer must visit a retail outlet in person, etc.?	#	Same	# # # # # # # # # #	Same	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
g.	If a customer has password-protected his/her account, is the password the sole piece of information required to access the account? If not, what pieces of identification are required?	# # # # #	# # # #	# # # # # # # # # # #	#	N/A	N/A
h.	Does your company notify customers when their passwords have been changed? If so, provide details, i.e. how this is communicated, during what time frame, whether it is done before the password is changed, etc.	#	#	#	#	N/A	N/A
3.	**Validation Methods**						
a.	How many pieces of identification are required to validate the identity of a customer a) if a person calls from what appears to be the account billing	# # # # #	# # # # #	# # # # #	#	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	telephone number, b) if a person calls from any other telephone number?						
b.	Provide a complete list of the acceptable pieces of identification required to validate the identity of a customer where a) a person calls from what appears to be the account billing telephone number, b) a person calls from any other telephone number.	# # # # # # #

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	each of the pieces of identification listed above placed on the customer's file?	# # # #		# # # #			
e.	When a person calls from a telephone number that appears to be different from the account billing telephone number, and the person is requesting confidential customer information, does your company require explicit consent for the disclosure through a separate customer contact, e.g., a telephone call? If so, please provide the details as to how this is done.	# #	#	# #	#	N/A	N/A
f.	Does your company notify customers when their confidential customer information has been requested? If so, provide details, e.g. how this is	#	#	#	#	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	communicated, etc.						
4.	**Distribution of Confidential Customer Information**						
a.	List all of the confidential customer information that is allowed to be divulged, e.g. account balance, account contracts, call details, credit details, etc.	An authenticated customer is permitted access to most of their confidential information # # # # # Note that some information can not be divulged by a CSR because it is masked # # #	Same	An authenticated customer is permitted access to most of their confidential Information # # # # # Note that some information can not be divulged by a CSR because it is masked # # #	Same	N/A	N/A
b.	List all of the confidential customer information that is never allowed to be divulged.	A CSR is prohibited from divulging any information used to authenticate a customer.	Same	A CSR is prohibited from divulging any information used to authenticate a customer.	Same	N/A	N/A
c.	For each type of confidential customer information that is allowed to be divulged, list all methods by which	# # # # # #	# # # #	# # # # # #	# # # #	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	it can be distributed, e.g. over the phone, by facsimile, by mail, over the internet, etc.	# # # # #	# # # # #	# # # # #	# # # # #		
d.	Does your company notify customers after their confidential customer information has been provided? If so, provide details, i.e. how this is communicated, how soon notice is given after the information has been provided, etc.	No	Same	No	Same	N/A	N/A
e.	Is there a limit on the amount of confidential customer information that may be distributed a) during one session; b) in total? If so, what are the limits?	No	# # # # # # # #	No	# # # # # # # #	N/A	N/A
5.	**CSR Related Questions**						
a.	List and describe all of the confidential	All customer account information is accessible to the CSR	Same	All customer account information is accessible to the CSR	Same	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	customer information that is accessible to the CSR.	other than information that is masked # # #		other than information that is # # #			
b.	For each piece of confidential customer information listed above, is the information a) partially or b) fully accessible to the CSR?	All customer account information is fully accessible to the CSR except for information that is masked. Masked information is partially accessible to the CSR.	Same	All customer account information is fully accessible to the CSR except for information that is masked. Masked information is partially accessible to the CSR.	Same	N/A	N/A
c.	If any of the pieces of confidential customer information listed above, is a) not accessible or b) partially accessible to the CSR, how is this information used by the CSR to validate the identity of a customer?	A CSR validates the identity of a customer by paying attention to those numbers that are visible as the caller articulates the entire number.	Same	A CSR validates the identity of a customer by paying attention to those numbers that are visible as the caller articulates the entire number.	Same	N/A	N/A
d.	Does the CSR have access to a customer's password?	#	#	#	#	N/A	N/A
e.	List and describe all of the confidential customer information that a	A CSR is prohibited from volunteering any information used to authenticate a customer.	Same	A CSR is prohibited from volunteering any information used to authenticate a customer.	Same	N/A	N/A

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		Prior to the Alleged Incident	**Current**	**Prior to the Alleged Incident**	**Current**	**Prior to the Alleged Incident**	**Current**
	CSR is prohibited from volunteering to a caller in order to validate a customer's identity.						
f.	List and describe all of the confidential customer information that a CSR is allowed to volunteer to a caller in order to validate a customer's identity.	A CSR is prohibited from volunteering any information used to authenticate a customer.	Same	A CSR is prohibited from volunteering any information used to authenticate a customer.	Same	N/A	N/A
g.	List and describe the steps that a CSR is required to follow when she/he becomes suspicious about the identity of a caller.	The CSR will not provide any customer information if the caller can not be authenticated. The CSR makes a note on the customer's account in order to alert other CSRs of suspicious activities.	Same	The CSR will not provide any customer information if the caller can not be authenticated. The CSR makes a note on the customer's account in order to alert other CSRs of suspicious activities.	Same	N/A	N/A
h.	List and describe the steps that management follows when made aware that a CSR is/was suspicious about the identity of a caller.	If a CSR escalates a failed authentication to their manager the manager may request the assistance of Rogers Corporate Security Department.	Same	If a CSR escalates a failed authentication to their manager the manager may request the assistance of Rogers Corporate Security Department.	Same	N/A	N/A

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