



CCTS

COMMISSIONER FOR COMPLAINTS
FOR TELECOMMUNICATIONS SERVICES

Commissioner for Complaints for Telecommunications Services (CCTS)

Our role is to resolve consumer and small business complaints about retail telecommunications services, including wireless, local and long distance telephone, and internet access services. Customers who cannot resolve their complaints about issues like billing, contract terms, or service delivery directly with their provider may file a complaint with CCTS for a fair, impartial and independent review.

DID YOU KNOW?

Over half of the complaints we accept are resolved to the satisfaction of both the customer and the service provider within 30 days.

Let's talk solutions





DID YOU KNOW?

Customers of participating service providers across Canada can access our services... confidentially and free of charge.



CONTACT US

To make a complaint, use the [form](#) on our website—it's fast, easy and helps to ensure that we have all of the information we need to help you resolve your complaint.

www.ccts-cprst.ca

You can also contact us to discuss your complaint or to ask us a question:

By Phone or TTY

Our offices are open from Monday to Friday, 9 a.m. to 8 p.m. Eastern Standard Time.

TOLL-FREE: 1-888-221-1687

TTY: 1-877-782-2384

By Email

response@ccts-cprst.ca

By Fax

1-877-782-2924

By Mail

P.O. Box 56067 - Minto Place RO

Ottawa, ON K1R 7Z1

WHAT WE DO

If you have a problem resolving a complaint with one of our participating service providers, CCTS may be able to help. We will discuss your complaint with you and your provider, review all the relevant documents, and recommend a fair resolution.

HAVE A COMPLAINT?

Try to resolve it directly with your provider. If you can't reach an agreement, contact us. Check out our [Guide To Filing a Complaint](#).

HOW WE CAN HELP

If we can't get your complaint resolved informally, we will use the authority of our Procedural Code to investigate. If we decide that your provider did not meet its obligations to you, we can require it to:

- apologize;
- fix the problem;
- compensate you for certain losses and inconvenience.

Check out our [Procedural Code](#) for details.

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