

## Complaint Submission Form

*Instructions: Please complete this form and make note of the warning symbols. Please ensure that all writing is in print lettering as we may not be able to process your complaint if we can't read it.*

<b>Customer / Company name</b> (if submitting the complaint on behalf of a business)		
<b>Your name</b> (if different from Customer name or Company name), <b>relationship to customer or title</b>		
<b>Service address</b> (address where the service is being provided)		
Street Address, Unit		
City / Town	Province	Postal Code
<b>Billing address</b> (if different from the service address)		
Street Address, Unit		
City / Town	Province	Postal Code
<b>Contact numbers where we can reach you Monday to Friday between 9am to 5pm Eastern Standard Time (EST).</b>		
Daytime number(s):		
Evening number(s):		
Mobile number(s):		
Email		
<b>Account information</b>	Service/Product name:	
	Account Number:	
	UserID / Name / Logon:	

1. Are you updating an existing CCTS complaint?     YES     NO

If YES, please provide your CCTS incident number \_\_\_\_\_

2. Please identify the Telecommunications Services Provider (TSP) you are complaining about:

\_\_\_\_\_

3. Have you tried to resolve this complaint directly with the company?     YES     NO



*If you answered NO, CCTS will record the complaint but will not proceed with any action. You must first attempt to resolve the complaint with your TSP before CCTS will get involved.*

4. Are you a consumer or a small business?     Consumer     Small Business



*A consumer is defined as someone who receives telecommunications services for personal use. A small business is defined as a business customer whose monthly bill for all telecommunications services provided by the service provider is normally \$2,500 or less (before taxes). CCTS will only act on consumer and small business complaints as defined above.*

5. Is this complaint currently being reviewed by another organization which has the authority to compensate a customer for losses?  YES  NO



*Other organizations may include the Canadian Radio-television and Telecommunications Commission (CRTC), Better Business Bureau, Competition Bureau, Privacy Commissioner, Small Claims Court, or a Consumer Advocacy Group. If this complaint is currently being reviewed or has been the subject of a previous determination by another organization which has the authority to compensate a customer for losses, CCTS will record the complaint but will not proceed with any action.*

6. What service is the complaint about?

- |   |   |
|---|---|
| <input type="checkbox"/> Telephone services (including calling features and VoIP) | <input type="checkbox"/> White page directories           |
| <input type="checkbox"/> Long distance services (including prepaid calling cards) | <input type="checkbox"/> Directory assistance             |
| <input type="checkbox"/> Wireless telephone services                              | <input type="checkbox"/> Operator services                |
| <input type="checkbox"/> Internet access services                                 | <input type="checkbox"/> I don't know what the service is |



*If the service is NOT listed, CCTS will record this complaint but may be unable to proceed with any action.*

7. What is the nature of the complaint?

- |  |  |
|--|--|
| <input type="checkbox"/> Contract dispute (compliance with terms and commitments)  | <input type="checkbox"/> Credit management                           |
| <input type="checkbox"/> Billing errors  | <input type="checkbox"/> Unauthorized transfer of service (slamming) |
| <input type="checkbox"/> Service delivery (installation, repair and disconnection) | <input type="checkbox"/> Other (please describe)<br>_____            |

8. Please provide the details of your complaint.



*For installation / repair complaints, provide details on the installation, repair, or disconnection dates.  
 For slamming complaints, provide date/details of transfer including the providers involved and the date(s) services were transferred from one service provider to another.  
 For billing and credit management complaints, provide details of billing discrepancies, any credits provided or billing errors corrected.*

Details of the complaint


**What steps did you take to resolve the matter with your Telecommunications Services Provider (TSP)?  
Please be as specific as possible and provide dates where possible.**


**What did your Telecommunications Services Provider say/do?**




## Important information about your privacy

By signing page 4, you acknowledge and agree that CCTS may collect, use and disclose your personal information as follows:

### Personal information

Personal information means any information, recorded in any form, about an identified individual or an individual whose identity may be inferred or determined from such information. Personal information does not include business contact information (e.g. name, title, business address, business phone etc.).

In the context of your interaction with CCTS, your personal information may take the form of physical documents, written notes or electronic documents (such as documents submitted via CCTS' website, fax, email, or other electronic means).

### Collection

In order to assist you in the resolution of an unresolved complaint with one of its member TSPs, CCTS needs to collect certain personal information about you, such as your name, contact information, TSP account information, and information about your dispute with the member TSP.

### Use

CCTS will only use your personal information for the purpose of attempting to resolve your complaint against one of its member TSPs.

### Disclosure

In order to attempt to resolve your complaint, CCTS may share your personal information with the member TSP and CCTS may receive personal information about you from the member TSP.

Where a complaint is misdirected to CCTS, we may direct you to other complaints-handling agencies which we believe may be able to help resolve your complaint.

CCTS periodically reports on its activities to the public and to its members. However, none of your personal information will be disclosed in those reports. Similarly, decisions of the Commissioner are made public, but without identifying the complainant or disclosing any of his or her personal information.

CCTS will not use or disclose your personal information for any other purpose without your prior consent unless otherwise required or permitted by law.

### Withdrawal of consent

By providing personal information to CCTS you agree that we may collect, use and disclose your personal information in accordance with this policy. However, you are free to refuse or withdraw your agreement at any time upon reasonable, advance notice. To do so, please contact us at [response@ccts-cprst.ca](mailto:response@ccts-cprst.ca) or call us at 1-888-221-1687. Please note that CCTS will not be able to act on any complaint where consent has not been provided or has been withdrawn.

### Security of Personal Information

CCTS maintains appropriate security with respect to its offices and information storage facilities in order to prevent any loss, misuse, unauthorized access, disclosure, or modification of personal information. To this end, CCTS' online webform, found at [www.ccts-cprst.ca](http://www.ccts-cprst.ca), is encrypted using RSA 256 bit encryption to ensure the secure transfer of your personal information. CCTS strongly suggests that you use the encrypted webform when transmitting sensitive personal information to us. If you wish to submit a complaint which contains personal information but you do not have Internet access to our Webform, CCTS suggests that you send us your complaint by fax at 1-877-782-2924 or by mail at P.O. Box 81088, Ottawa, ON, K1P 1B1.

**CCTS strongly suggests that you do not send us sensitive personal information such as banking or credit card information, by email as it is not a secure means of communication and interception of your message by an unauthorized third party may be possible. Sensitive personal information may be submitted through our secure Webform.**

### Use of Cookies

Cookies are small text files that contain a unique identification number used to identify your browser while visiting our website. Cookies do not identify you in particular and no personal information about you is collected. CCTS uses persistent cookies to temporarily store your language of preference when visiting our website so that you do not have to re-enter your preference each time you visit. These cookies are removed after four hours.

CCTS also uses session cookies when you fill out our online complaint form to ensure that all of the information that you provide us is accurately captured. When you submit information to us via the online complaint form, CCTS uses encryption to ensure that the information you have provided remains secure during transmission. Once you close your browser, this cookie is removed.

CCTS does not use cookies for the purposes of marketing.

### Maintaining accuracy of personal information

CCTS maintains the accuracy of your personal information. Personal information will be as accurate, complete and up to date as is necessary for the purposes for which it is used. If any personal information that you provided to CCTS has changed, it is your responsibility to inform CCTS of such change and provide us with the new information.

### Access to your personal information

Upon request, CCTS will inform you of the existence, use and disclosure of your personal information and will give you access to that information. Please note that access to your personal information is not without limit. CCTS may decline to provide access to personal information where the information requested:

1. Would disclose (i) personal information, including opinions, about another individual or about a deceased individual; or (ii) proprietary confidential information of CCTS or a third party;
2. Would interfere with contractual or other negotiations of CCTS or a third party;
3. Is subject to solicitor-client, litigation or other legal privilege;
4. Does not exist, is not held, or cannot be found by CCTS;
5. Could reasonably be expected to threaten the life or security of an individual;
6. May harm or interfere with law enforcement activities and other investigative or regulatory functions of a body authorized by law to perform such functions; or
7. May be withheld or is requested to be withheld under applicable legislation

To request access to your personal information, please send us a written request detailing the exact information you are seeking

### **Questions or Concerns**

If you wish to request access to your personal information or have a question or concern about the use of your personal information, please contact us by email at [response@ccts-cprst.ca](mailto:response@ccts-cprst.ca) or by mail at:

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