New to Canada and having problems with your mobile or internet service?



We can help you take the next step.

The Commission for Complaints for Telecom-television Services (CCTS) is a not-for-profit organization that helps customers and their service providers resolve complaints about mobile, landline, internet and TV services.

What happens when you contact the CCTS?

- ✓ We review your complaint to see if we can accept it.
- ✓ If accepted, we formally send the complaint to your service provider to review and respond.
- ✓ Most complaints are resolved at this stage.
- ✓ If the complaint is not resolved, the CCTS may look into the complaint further.

When to contact the CCTS

- ✓ You've worked directly with your service provider to try to resolve a concern and given them a chance to fix it.
- ✓ You cannot reach a solution, or you are not satisfied with the outcome.
- ✓ The problem involves billing, service disruptions, contracts, or credit reporting.

Need help?

You can ask someone you trust to submit a complaint for you.

How to file a complaint

You can file your complaint in the way that works best for you:

Online: Fill out the complaint form at ccts-cprst.ca/complaints

Mail: P.O. Box 56067 – Minto Place RO
Ottawa, ON K1R 7Z1

Call toll-free: 1-888-221-1687

Fax: 1-877-782-2924

Teletypewriter (TTY): Text phone for Deaf and hard of hearing users. 1-844-713-3010

Video Relay Service (VRS): Sign language interpretation — connect through your VRS provider

About the CCTS

The CCTS opened in 2007 by order of the federal government of Canada. We are an independent, not-for-profit organization that helps consumers and their service providers resolve concerns fairly and quickly. Our service is **completely free** for people across Canada.

Visit ccts-cprst.ca/newcomers or scan the QR code to learn more about how we can help.

Visit us to learn more: **www.ccts-cprst.ca/newcomers**

CCTS