



WE COMMUNICATE HOSPITALITY

MAKING A COMPLAINT

Canopco strives to provide exceptional Customer Service, and we value your comments and concerns on areas that can be improved. We like to hear any feedback that you may have.

HOW DO I MAKE A COMPLAINT

- Step 1 Contact Canopco Customer Service via telephone, fax or email
- Step 2 Escalate your complaint to a Canopco Customer Service Supervisor
- Step 3 Taking your complaint higher - Canopco Customer Relations Department
- Step 4 Contact the Commissioner for Complaints for Telecommunications Services (CCTS)

Step 1

If you have any questions or concerns, our Customer Service team is here to help. Most issues can be resolved in a timely manner; fast and effectively. Other times, the Customer Service representative may create a complaint ticket that will prompt further investigation. In this instance, you will be assigned a ticket number. That ticket number is used to track your complaint.

Please allow a 24–48 hour response time to your ticket.

Our hours of operation are from 8am-9pm Monday through Friday.

Our toll-free telephone number is 1-877-252-9222

Step 2

In the event that you are not satisfied, you may request your issue be escalated to a Canopco Customer Service Supervisor. At that time, the supervisor will ask for your Canopco billing number, ticket number, and an overview of your complaint. The Supervisor will investigate the problem and obtain a resolution. If a resolution cannot be obtained right away, the Supervisor will get back to you within 2-3 business days.

Step 3

If after steps 1 and 2, you are still not satisfied, you may escalate your complaint to the Canopco Customer Relations Department. You can do so by sending a letter, a fax or an email to the following:

The mailing address is:
48 Yonge Street, Suite 1200
Toronto ON, M5E 1G6

The fax number is: 1.866.667.9124

The email address is: customercare@canopco.ca

Please make sure that you have included your name, Canopco billing number, and an overview of the complaint.

Step 4

Commissioner for Complaints for Telecommunications Services (CCTS)

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www.canopco.com 866.717.3411 sales@canopco.com





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CCTS is an agency independent of the telecommunications industry, whose mandate is to resolve complaints of individual and small business retail customers about their telecommunications services.

Please note that CCTS does not address complaints relating to broadcasting services.

If you have a complaint about your services, including local or long distance telephone service, wireless telephone service, or Internet service, you must first try and resolve it with your service provider.

If you have done so and have been unable to reach a satisfactory resolution, CCTS may be able to help you, free of charge. To learn more about CCTS, you may visit its website at www.ccts-cprst.ca or call toll-free at 1-888-221-1687.

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