



OUR FIBER FUELS GLOBAL INNOVATION

Complaints Policy for Zayo Canada Retail Internet Services

If you are a Zayo Canada small business Retail Internet service customer and have been unable to resolve a service issue with your customer service representative, you may escalate the issue using Zayo's Escalation List.

<http://livezayo.force.com/EscalationLists>

If you are unable to reach a satisfactory resolution to your problem the Commission for Complaints for Telecommunications Services (CCTS) may be able to assist you.

Commission for Complaints for Telecom-television Services (CCTS) is an independent agency whose mandate is to resolve complaints of consumers about their telecom and TV services, and complaints of small business customers about their telecom services, free of charge. If you have a complaint about your telephone, wireless, internet or TV service, you must first try to resolve it directly 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.

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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