

**Concerns about Ontera’s Services**

If you have a concern with respect to services Ontera is providing to you including local telephone service, long distance service, wireless telephone service or Internet service, you may reach Ontera through any of the following points of contact:

- i)by telephone, please dial 1-888-566-8372 and press “1”
- ii)by fax, please dial 1-705-495-2025 and include your account number, a description of your concern[s] and how you can be most easily contacted including telephone number, fax number and/or e-mail address
- iii)by e-mail, please send your concerns to [customer.service@ontera.ca](mailto:customer.service@ontera.ca) and include your account number, a description of your concern[s] and how you can be most easily contacted including telephone number, fax number and/or e-mail address

Your concern will be responded to based upon the following series of escalations depending on whether the account to which your concerns are related is a residential or business service:

**Residential Customers**

Stage of Review	Position of Reviewer
Initial Review and Response	Customer Service Representative/Senior Representative
Second Review and Response	Manager-Customer Care
Senior Management Review and Response	Director of Partner Solutions and Customer Care
Final Company Escalation	Vice President and General Manager

**Business Customers**

Stage of Review	Position of Reviewer
Initial Review and Response	Customer Service Representative/Senior Representative
Second Review and Response	Business Development Manager
Senior Management Review and Response	Director of Partner Solutions and Customer Care
Final Company Escalation	Vice President and General Manager

If you are not satisfied with Ontera’s response to your concerns upon final escalation, please contact the Commissioner for Complaints for Telecommunications Services at 1-888-221-1687 or by filing a complaint electronically through the processes described at <http://www.ccts-cprst.ca>