

## **Customer Complaint Process:**

If you have concerns with your Arrow service, or have any other complaint, follow the instructions below to find support or to report your issue.

### **Step 1: Visit Arrow Support Page**

Our Support Centre, <http://sis.net/support.html> may be able to instantly answer many of your questions. Visit the Support Centre to find answers to common questions, some technical support and troubleshooting tips. Arrow Support Page: <http://sis.net/faq.html> If you are unable to resolve your issue with information provided in the Support Centre, contact Customer Care.

### **Step 2: Contact Customer Care**

Arrow Customer Care team, both in billing or technical support, will try and resolve the issue you may have, as well as answer many questions on the account or service. You may reach Arrow Customer Care by calling 1-877-701-4050 Mon-Fri between 8am and 9pm or Saturdays between 10am and 6pm, Sunday between 10am and 4pm.

If the matter remains unresolved a Trouble Ticket will be created and the number will be provided to you for tracking.

If you are not pleased with the proposed resolution of the customer care agent, your complaint will be escalated to a Supervisor/Manager by providing them with all the necessary information. The Supervisor / Manager will attempt to resolve the complaint to your satisfaction, and will reach out to you directly or the initial agent will contact you within 2 business days.

### **Step 3: Submit a Written Complaint**

If your issue still remains unresolved, you may email [concerns@atg.net](mailto:concerns@atg.net). or submit online <http://sis.net/support.html>. We will investigate further into your issue and will normally provide a response within 2 business days.

## **Commissioner for Complaints for Telecommunications Services (CCTS)**



**CCTS**  
COMMISSION FOR  
FOR TELECOM-  
**Let's talk s**

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

If you have a complaint about your telephone, wireless, or Internet 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, free of charge.

To learn more about CCTS, you may visit its website at [www.ctcs-cprst.ca](http://www.ctcs-cprst.ca) or call toll-free at 1-888-221-1687.