



Canadian Consumer Handbook

Cellphones

This content is no longer available. Please consult the [Mobile Phones](#) page on the Canadian Radio-television and Telecommunications Commission website.

Contacts For This Topic

Commission for Complaints for Telecom-television Services

P.O. Box 56067
Minto Place RO
Ottawa ON K1R 7Z1

Toll Free: 1-888-221-1687
Phone (TTY): 1-877-782-2384
Fax: 1-877-782-2924
Email: response@ccts-cprst.ca
Website: www.ccts-cprst.ca

Federal Consumer Affairs Office

Office of Consumer Affairs

235 Queen Street
Ottawa, Ontario K1A 0H5
Telephone: 1-800-328-6189
Email: ISED-ISDE@canada.ca
Website: www.ic.gc.ca/consumer

Provincial and Territorial Consumer Affairs Offices

Alberta

Service Alberta, Consumer Contact Centre
Commerce Place 3rd Floor
10155 102nd Street

Edmonton, Alberta T5J 4L4
Telephone: 780-427-4088
Toll Free: 1-877-427-4088

Email: service.alberta@gov.ab.ca
Website: www.servicealberta.ca

British Columbia

Consumer Protection BC

321-3600 Uptown Blvd
PO Box 9244

Victoria, British Columbia V8W 9J2

Telephone: 604-320-1667

Toll Free: 1-888-564-9963

Fax: 250-920-7181

Email: info@consumerprotectionbc.ca

Website: www.consumerprotectionbc.ca

Manitoba

Consumer Protection Office, Manitoba Justice

302-258 Portage Avenue

Winnipeg, Manitoba R3C 0B6

Telephone: 204-945-3800

Toll Free: 1-800-782-0067

Fax: 204-945-0728

Email: consumers@gov.mb.ca

Website: www.manitoba.ca/consumerinfo

New Brunswick

Financial and Consumer Services Commission

200-225 King St

Fredericton, New Brunswick E3B 1E1

Toll Free: 1-866-933-2222

Fax: 506-444-4494

Email: info@fcbn.ca

Website: fcbn.ca/financialconsumer.html

Newfoundland and Labrador

Service NL

PO Box 8700

St. John's, Newfoundland and Labrador A1B 4J6

Telephone: 709-729-2600

Toll Free: 1-877-968-2600

Fax: 709-729-6998

Email: consumeraffairs@gov.nl.ca

Website: www.servicenl.gov.nl.ca/consumer/consumer_affairs

Northwest Territories

Consumer Affairs, Department of Municipal and Community Affairs

600-5201 50th Ave

Yellowknife, Northwest Territories X1A 3S9

Telephone: 867-767-9161 ext 21022
Fax: 867-873-0309
Email: consumer_affairs@gov.nt.ca
Website: www.maca.gov.nt.ca/en/services/consumer-affairs

Nova Scotia

Public Enquiries, Service Nova Scotia

Mail Room 8 South
Maritime Centre
1505 Barrington Street

Halifax, Nova Scotia B3J 3K5
Telephone: 902-424-5200
Toll Free: 1-800-670-4357
Fax: 902-424-0720
Email: askus@novascotia.ca
Website: novascotia.ca/sns/access/individuals/consumer-awareness.asp

Nunavut

Consumer Affairs, Department of Community and Government Services

3090 9th St
P.O. Box 440

Baker Lake, Nunavut X0C 0A0
Telephone: 867-793-3303
Toll Free: 1-866-223-8139
Fax: 867-793-3321
Email: consumerprotection@gov.nu.ca
Website: www.gov.nu.ca/community-and-government-services/information/consumer-affairs

Ontario

Consumer Protection Ontario, Ministry of Government and Consumer Services

Box 450
1201 Wilson Ave Station A

Toronto, Ontario M3M 1J8
Telephone: 416-326-8800
Toll Free: 1-800-889-9768
Phone (TTY): 416-229-6086
Phone (TTY) 2: 1-877-666-6545
Fax: 416-326-8665
Email: consumer@ontario.ca
Website: www.ontario.ca/page/consumer-protection-ontario

Prince Edward Island

Consumer Services, Department of Justice and Public Safety

Shaw Building 4th Floor
95 Rochford Street
PO Box 2000

Charlottetown, Prince Edward Island C1A 7N8
Telephone: 902-368-4580
Toll Free: 1-800-658-1799
Fax: 902-368-5283
Website: www.princeedwardisland.ca/en/topic/consumer-services

Quebec

Office de la protection du consommateur

450-400 Jean-Lesage Blvd
Québec, Quebec G1K 8W4
Telephone: 418-643-1484
Toll Free: 1-888-672-2556
Fax: 418-528-0976
Website: www.opc.gouv.qc.ca

Yukon

Consumer Services, Department of Community Services

307 Black Street
Whitehorse, Yukon Y1A 2N1
Telephone: 867-667-5111
Toll Free: 1-800-661-0408 ext. 5111
Fax: 867-667-3609
Email: consumer@gov.yk.ca
Website: www.community.gov.yk.ca/consumer/cp.html

Recycle My Cell

Canadian Wireless Telecommunications Association

1110-130 Albert St.
Ottawa, Ontario K1P 5G4
Toll Free: 1-888-797-1740
Email: info@RecycleMyCell.ca
Website: www.recyclemycell.ca
