



Who do I contact?

Consumer Protection Act

Alberta 

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Who do I contact? | Service Alberta and Red Tape Reduction

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For more information regarding this content phone the Service Alberta and Red Tape Reduction Consumer Contact Centre at 1-877-427-4088.



Contents

Service Alberta and Red Tape Reduction	4
Service Alberta and Red Tape Reduction Contacts	4
Automotive Business	5
Charities	6
Condominiums	7
Credit, Collection and Debt Repayment	8
Electricity and Natural Gas	9
Franchises.....	10
Funeral Services	10
Home Renovations	11
Other contacts.....	12
Insurance	13
Internet Shopping.....	14
Landlord and Tenant.....	15
Additional Contacts:	16
Legal Resources	16
Licensing	17
Mobile Home site renting	18
Real Estate.....	18
Seniors	19
Telecommunications	19
Time shares	20

Service Alberta and Red Tape Reduction

Service Alberta and Red Tape Reduction, Consumer Programs and Consumer Investigations Unit, work to ensure a fair marketplace for both buyers and sellers. We investigate consumer complaints, enforce consumer protection legislation, license and register regulated businesses and charitable organizations. Our department provides an appropriate regulatory framework and informs consumers and businesses of their rights and responsibilities.

Service Alberta and Red Tape Reduction provides resources on a number of topics, including the ones noted here. To see these resources go to <https://www.alberta.ca/consumer-business-tips.aspx>.

Consumer Investigations Unit investigates complaints from the public about consumer transactions between people and businesses covered by the laws for which Service Alberta and Red Tape Reduction is responsible. We do not investigate disputes between businesses. Our attention is focused on investigations where a business has frequently broken the law or where a large number of consumers are affected. The first step in any complaint process is to talk with one of our Information Officers in the Consumer Contact Centre.

The Consumer Contact Centre provides information on dozens of topics including landlord/tenant disputes, making purchases over the Internet and lodging a consumer complaint.

Service Alberta and Red Tape Reduction Contacts

Consumer Contact Centre Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Residential Tenancy Dispute Resolution Service (RTDRS)

RTDRS is an alternative to court for landlords and tenants to use if they have a dispute about an issue under the *Residential Tenancies Act* (RTA). The decision of the Tenancy Dispute Officer is binding and has the authority of a court order. You do not need a lawyer to make an application.

Edmonton: 780-644-3000; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/residential-tenancy-dispute-resolution-service.aspx>

Additional Contacts

For toll-free access in Alberta to any Alberta government office dial 310-000 followed by the area code and phone number of the office you wish to reach.

King's Printers Bookstore

Alberta King's Printer publishes, markets and distributes Alberta's Statutes, Regulations, Alberta Gazette, Alberta Rules of Court and select legislative related publications in paper and electronic formats. The Act(s) and regulation(s) may be purchased from the King's Printer Bookstore and are also free to download in the "pdf" or "html" formats.

10611 - 98 Avenue

Edmonton, Alberta T5K 2P7

Edmonton: 780-427-4952; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/alberta-kings-printer.aspx>

Personal Information Protection Act

The Alberta.ca *Personal Information Protection Act* – Overview web page provides information to help businesses, non-profit organizations, and professional regulatory organizations to comply with Alberta's *Personal Information Protection Act* (PIPA).

PIPA Information line: Edmonton: 780-427-5848; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/personal-information-protection-act-overview.aspx>

Registry Agents

Alberta registry agents are a network of community based service centres offering one-stop shopping for a wide range of registration, information, and licensing services on behalf of the Government of Alberta. A list of registry agents and services they provide is available at:

<https://www.alberta.ca/registry-agents.aspx>

Automotive Business

Alberta Motor Vehicle Industry Council (AMVIC)

Businesses involved in the buying, selling, or leasing, repair and maintenance of automobiles, trucks, or recreation vehicles in Alberta must be licensed by AMVIC.

Edmonton: 780-466-1140 or toll-free in Alberta at 1-877-979-8100

www.amvic.org

Canadian Motor Vehicle Arbitration Plan (CAMVAP)

CAMVAP is a program for disputes between consumers and vehicle manufacturers. Alleged manufacturing defects or implementation of the manufacturer's new vehicle warranty can be put before a neutral third party (arbitrator) for resolution.

Toll-free at 1-800-207-0685

Online complaint form: <https://www.camvap.ca/Contact/~english> .

www.camvap.ca

Alberta Transportation Vehicle Inspection Program

This program identifies and removes unsafe vehicles from the road to prevent vehicle failure on Alberta's highways and reduce collisions that may result in injuries or death.

Edmonton: 780-427-8901; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/vehicle-inspection-program> Email: trans.adminvip@gov.ab.ca

Cemeteries

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Director of Cemeteries

Service Alberta and Red Tape Reduction

3rd Floor, Commerce Place

10155 - 102 St

Edmonton, AB T5J 4L4

Charities

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets -

- *Charitable Fund-raising*
<https://open.alberta.ca/publications/charitable-fund-raising>
- *Charitable organizations that solicit donations*
<https://open.alberta.ca/publications/charitable-organizations-that-solicit-donations>

Canada Revenue Agency (CRA)

The Charities Directorate of the CRA registers qualifying organizations as charities, gives technical advice on operating a charity, handles audit and compliance activities, and provides donors with relevant information about donating to charities.

Toll-free: 1-800-267-2384

<https://www.canada.ca/en/revenue-agency/services/charities-giving/charities.html>

Alberta Gaming

The Alberta Gaming and Liquor Commission licenses and manages charitable gaming activities in Alberta (bingo, casino, raffle, and pull-ticket events).

St. Albert: 780-447-8600 or toll-free in Alberta at 1-800-272-8876

www.aglc.ca

Charity Central

Charity Central provides charity law information and resource materials (in English and French) to registered charities to help them comply with the requirements of the *Income Tax Act*.

Online Inquiry Form: <https://www.cplea.ca/contact-cplea/?source=CharityCentral.ca>
www.charitycentral.ca

Condominiums

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Condo Information:

- <https://www.alberta.ca/condominium-information>

Condo Law for Albertans

Condo Law for Albertans is a project of the Legal Resource Centre of Alberta Ltd. (operating as the Centre for Public Legal Education Alberta “CPLEA”), a non-profit organization whose mission is to help people understand the law as it affects their everyday lives.

<https://www.condolawalberta.ca/>

Canadian Condominium Institute (CCI)

CCI, a non-profit corporation, promotes the interest of condominium owners, boards of directors, managers, governmental authorities, lenders and others.

North Alberta

780-453-9004

ccinorthalberta.com

South Alberta

403-253-9082

ccisouthalberta.com/

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides mortgage loan insurance, mortgage backed securities, housing policy and programs, and housing research.

1-800-668-2642 - National Call Centre

<https://www.cmhc-schl.gc.ca/en>

Bild Alberta

Bild Alberta provides information about planning home renovations and hiring a contractor.

Edmonton: 780-424-5890

<https://bildalberta.ca/>

Alternate Dispute Resolution Institute of Alberta

Promotes and champions the extensive use of appropriate dispute resolution skills and practices through education, accreditation, and service to its members.

780-433-4881

<https://www.adralberta.com/>

Credit, Collection and Debt Repayment

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets -

- Bill collection and debt repayment
<https://open.alberta.ca/publications/bill-collection-and-debt-repayment>
- What creditors can do if you don't pay
<https://open.alberta.ca/publications/what-creditors-can-do-if-you-don-t-pay>
- Your credit report
<https://open.alberta.ca/publications/your-credit-report>

Money Mentors

Money Mentors provides credit counselling and money coaching.

Toll-free in Alberta: 1-888-294-0076

www.moneymentors.ca

Maintenance Enforcement Program (MEP)

Edmonton Info Line: 780-422-5555; for toll-free in Alberta dial 310-0000 first

Clients require their seven digit MEP account number and password when using the Internet service or calling.

<https://www.alberta.ca/maintenance-enforcement-in-alberta.aspx>

Alberta Treasury Board and Finance

The Superintendent of Financial Institutions is responsible for all the financial sector regulatory compliance activities performed by the offices of Financial Sector Regulation and Policy.

Edmonton: 780-427-5064; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/financial-institutions.aspx>

Financial Consumers Agency of Canada (FCAC)

FCAC is an independent body working to protect and inform consumers of financial products and services.

1-866-461-3222

<https://www.canada.ca/en/financial-consumer-agency.html>

Superintendent of Bankruptcy

For debtors and creditors, they explain the bankruptcy and insolvency process and provide the information to manage their situations.

1-877-376-9902

www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home

Credit reporting agencies:**Equifax Canada Inc.**

1-800-871-3250

www.consumer.equifax.ca/home/en_ca

TransUnion of Canada Inc.

1-800-663-9980

<https://www.transunion.ca/>

Electricity and Natural Gas

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheet - Electricity and Natural Gas Contracts

<https://open.alberta.ca/publications/electricity-and-natural-gas-contracts>

Office of the Utilities Consumer Advocate (UCA)

UCA provides information, advice, and represents consumer interests in Alberta's electricity and gas markets.

Toll-free in Alberta: 310-4UCA (310-4822)

www.ucahelps.alberta.ca

Rural Utilities Division - *Rural Utilities Act*, Alberta Agriculture and Rural Development

The Division administers the *Rural Utilities Act*, which guides the establishment and business management for approximately 280 rural gas, electric and water associations in the province.

Edmonton: 780 427-0125; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/farm-fuel-and-rural-utility-programs>

Ministry of Energy and Minerals

Edmonton: 780-427-2711; for toll-free in Alberta dial 310-0000 first
<https://www.alberta.ca/energy-and-minerals>

Alberta Utilities Commission (AUC)

AUC regulates investor-owned electric, gas and water utilities, and some municipally owned electric utilities, ensuring safe, affordable and reliable utility service.

310-4AUC (310-4282 in Alberta)

<https://www.auc.ab.ca/>

Franchises

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheet - Franchises in Alberta

<https://open.alberta.ca/publications/franchises-in-alberta>

Canadian Franchise Association (CFA)

CFA promotes excellence in franchising and works with all levels of government to ensure the development of industry-made solutions.

1-800-665-4232

<https://www.cfa.ca/>

International Franchise Association (IFA)

IFA members include franchise companies in over 100 different business format categories, individual franchisees and companies that support the industry in marketing, law and business development.

Email: Info@franchise.org

www.franchise.org

Funeral Services

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Director of Funeral Services

Service Alberta and Red Tape Reduction

3rd Floor, Commerce Place

10155 - 102 St

Edmonton, AB T5J 4L4

Alberta Funeral Services Regulatory Board (AFSRB)

AFSRB provides and encourages its members to provide full information to consumers so they can make informed decisions about the purchase of funeral services.

Edmonton: 780-452-6130 or toll-free in Alberta at 1-800-563-4652

www.afsrb.ab.ca

Home Renovations

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheet - Home Improvements: What you need to know

<https://open.alberta.ca/publications/home-improvements-what-you-need-to-know>

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides information to help assess requirements before starting a home renovation project.

Toll-free in Alberta: 1-800-668-2642 - Prairie & Territories Business Centre

<https://www.cmhc-schl.gc.ca/professionals/industry-innovation-and-leadership/industry-expertise>

Identity Theft

Tipsheet - Identity Theft

<https://open.alberta.ca/publications/identity-theft>

Service Canada

Service Canada offers single-window access to a wide range of Government of Canada programs and services.

Replacement Social Insurance Number (SIN) card

1-866-274-6627 (You will be asked to prove your identity and status in Canada.)

<https://www.canada.ca/en/employment-social-development/corporate/contact/sin.html>

Immigration and Citizenship Canada

Issues citizenship certificate or permanent resident card.

<https://www.canada.ca/en/services/immigration-citizenship.html>

Passport Canada

<https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html>

Visit the nearest Canadian government office if you are outside Canada.

Canadian Anti-Fraud Centre (CAFC)

The Canadian Anti-Fraud Centre is the central agency in Canada that collects information and criminal intelligence on such matters as mass marketing fraud, advance fee fraud, Internet fraud and identification theft complaints.

1-888-495-8501

<http://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

Office of the Information and Privacy Commissioner of Alberta (OPIC)

1-888-878-4044

www.oipc.ab.ca

Office of the Privacy Commissioner of Canada

1-800-282-1376

<https://www.priv.gc.ca/en/contact-the-opc/>

Other contacts

Auctioneers' Association of Alberta (AAA)

AAA deals with laws and issues affecting the auction industry.

Carstairs: (403) 340-2070

Email: info.auctionalberta@gmail.com

<https://www.abauctioneer.ca/>

Tipsheet - Auctions - Buying and Selling

<https://open.alberta.ca/publications/auctions-buying-and-selling>

Better Business Bureau (BBB)

BBB exists so consumers and businesses alike have an unbiased source of reference. The BBB provides educational information and advice that is free of charge and easily accessible.

BBB Canada's Northern Capital Regions and Quebec

Edmonton: toll-free at 1-877-859-8566

<https://www.bbb.org/bbb-directory/ca/ab>

Southern Alberta and East Kootenays

Toll-free in Southern Alberta: 403-531-8784

<https://www.bbb.org/calgary>

The Business Link - Alberta's Business Information Centre

Business Link is Alberta's entrepreneurial hub. They are a non-profit organization that helps people start their own businesses. If you've got an innovative idea and the motivation to take the

next step, they will give you the tools to make your business idea a reality, and connect you with the most relevant small business resources.

Edmonton: 780-422-7722 or toll-free in Alberta at 1-800-272-9675

<http://businesslink.ca/>

Canada Business – Government Services for Entrepreneurs

They provide business with the resources it needs to grow and prosper, including a wide range of information on government services, programs and regulations.

<https://www.canada.ca/en/services/business.html>

Innovation, Science and Economic Development Canada (ISED)

ISED promotes the interests and protection of Canadian consumers.

<https://ised-isde.canada.ca/site/ised/en>

Advertising Standards Canada (ASC)

ASC helps to ensure the integrity and viability of advertising through industry self-regulation.

Toronto Office: 416-961-6311

<https://adstandards.ca/>

Insurance

Insurance Bureau Canada (IBC)

IBC has consumer information centres in each of its regional offices to address your specific questions. IBC is able to assist victims of disasters with helpful tips and information.

1-844-227-5422

www.ibc.ca

Alberta Insurance Council (AIC)

The AIC can provide:

- Whether an individual or company is authorized to act as insurance agent, broker, or adjuster in Alberta;
- the type of insurance a certificate holder or company is allowed to conduct;
- whether or not they have been subject to a disciplinary action.

Toll-free in Alberta: 1-800-461-3367

www.abcouncil.ab.ca

Superintendent of Insurance

The Office of the Superintendent of Insurance regulates and creates policy for the insurance market in the province. They ensure that Albertans have affordable access to the insurance coverage they require, monitor the effectiveness of the market, and respond to the needs of the province and its citizens.

Edmonton: 780-643-2237; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/insurance.aspx>

Surety Association of Canada (SAC)

SAC is committed to the continued development and use of surety bonds throughout all jurisdictions of Canada.

Head Office, Ontario: (905) 677-1353

<https://www.suretycanada.com/>

Internet Shopping

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets –

- Internet Shopping
<https://open.alberta.ca/publications/internet-shopping>
- Internet and Mobile Devices Safety and Social Media Tips
<https://open.alberta.ca/publications/consumer-infosheet-internet-and-mobile-devices-safety-and-social-media-tips>

Canadian Marketing Association (CMA)

CMA promotes industry growth, development and education.

1-800-267-8805

www.the-cma.org

Canadian Bankers' Association (CBA)

The CBA advocates for effective public policies that contribute to a sound, successful banking system that benefits Canadians and Canada's economy.

1-800-263-0231

www.cba.ca

Competition Bureau

1-800-348-5358

<https://ised-isde.canada.ca/site/competition-bureau-canada/en>

Royal Canadian Mounted Police (RCMP)

The RCMP is the Canadian national police service and an agency of the Ministry of Public Safety Canada.

<https://www.rcmp-grc.gc.ca/en/home>

General Inquiries: 613-993-7267

Landlord and Tenant

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets -

- Information for Landlords
<https://open.alberta.ca/publications/information-for-landlords>
- Information for Tenants
<https://open.alberta.ca/publications/information-for-tenants>
- Renting a Mobile Home Site
<https://open.alberta.ca/publications/renting-a-mobile-home-site>
- RTA Handbook
<https://open.alberta.ca/publications/rta-handbook-for-landlords-and-tenants-2023>

Residential Tenancy Dispute Resolution Service (RTDRS)

RTDRS is an alternative to court for landlords and tenants to use if they have a dispute about an issue under the *Residential Tenancies Act* (RTA). The decision of the Tenancy Dispute Officer is binding and has the authority of a court order. You do not need a lawyer to make an application.

Edmonton: 780-644-3000; for toll-free in Alberta dial 310-0000 first

<https://www.alberta.ca/residential-tenancy-dispute-resolution-service.aspx>

Alberta Court of Justice

Obtain the booklet: "Application under the *Residential Tenancies Act* and *Mobile Home Sites Tenancies Act* – Instructions for Landlords and Tenants" and follow all the instructions

<https://albertacourts.ca/cj/resources/forms/civil-practice-directions-and-forms>

Supports for Tenants – City of Edmonton

Provides advice and information to residential tenants and landlords to address tenancy issues and ensure that both tenants and landlords are aware of their rights and obligations under the *Residential Tenancies Act*.

Edmonton: 780-496-5959

https://www.edmonton.ca/programs_services/housing/tenant-support

Central Alberta Community Legal Clinic

Red Deer: 403-314-9129 or toll-free at 1-877-314-9129

www.communitylegalclinic.net

Landlord Associations:

Calgary Residential Rental Association

Calgary: 403-265-6055

www.crra.ca

Alberta Residential Landlord Association

Edmonton: 780-413-9773

<http://www.albertalandlord.org/>

Additional Contacts:

Canada Mortgage and Housing Corporation (CMHC) CMHC provides mortgage loan insurance, mortgage backed securities, housing policy and programs, and housing research.

Your Guide to Renting a Home

1-800-668-2642

<https://www.cmhc-schl.gc.ca/consumers/renting-a-home>

Laws for Landlords and Tenants in Alberta

www.landlordandtenant.org

Legal Resources

Centre for Public Legal Education of Alberta (CPLEA)

The CPLEA is comprised of a multi-disciplinary team of lawyers, librarians, teachers, and web specialists. They use a collaborative approach to develop materials and strategies for teaching people about the law.

www.cplea.ca

Legal Aid Alberta (LAA)

Alberta Law Line The Alberta Law Line is a program of LAA that provides free legal information, referrals, and advice to Albertans over the phone. All calls are confidential.

1-866-845-3425

www.legalaid.ab.ca/Pages/default.aspx

The Law Society of Alberta - Lawyer Directory

The Lawyer Directory is an online search tool that lets you find a lawyer based on certain criteria. It provides contact information for more than 10,000 lawyers in Alberta with a vast array of practice areas. The Lawyer Directory is available at: <https://lsa.memberpro.net/main/body.cfm>

Edmonton Community Legal Centre

Free legal information and advice to people in the Edmonton Area.

Edmonton: 780-702-1725

<http://www.eclc.ca/>

Calgary Legal Guidance

Free legal advice to individuals in Calgary who are experiencing financial hardship.

Calgary: 403-234-9266

<http://clg.ab.ca/>

Central Alberta Community Legal Clinic

Fee legal services to people who do not qualify for Legal Aid and who cannot afford a lawyer.

Toll-free at 1-877-314-9129

<https://communitylegalclinic.net/>

Medicine Hat Legal Help Centre

Free legal information and advice for low to moderate income people who do not qualify for Legal Aid.

Medicine Hat: 403-712-1021

<https://www.lawcentralalberta.ca/en/medicine-hat-legal-help-centre>

Licensing

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheet - *Licensing and Registering Your Business*

<https://open.alberta.ca/publications/licensing-and-registering-your-business>

<https://www.alberta.ca/get-business-licence-overview.aspx>

BizPal

Provides information on permits and licences that are needed to establish and run a business.

<https://bizpal.ca/>

The Business Link

Edmonton: 780-422-7722 or toll-free at 1-800-272-9675

<http://businesslink.ca/>

Mobile Home site renting

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets:

- Renting a Mobile Home Site - <https://open.alberta.ca/publications/renting-a-mobile-home-site>
- Living in a Mobile Home Community - <https://open.alberta.ca/publications/living-in-mobile-home-community-in-alberta>

Real Estate

Alberta Real Estate Association (AREA)

AREA is a non-profit provincial industry organization that represents the interests and concerns of regional real estate boards and more than 10,000 REALTOR® member associates and brokers.

1-800-661-0231

<https://www.albertarealtor.ca/>

Alberta Real Estate Foundation (AREF)

The Alberta Real Estate Foundation funds initiatives related to education and research, housing affordability, land stewardship and environment and industry leadership to benefit the industry and people of Alberta.

Calgary: 403-228-4786

<http://aref.ab.ca/>

Real Estate Council of Alberta (RECA)

RECA is an independent, non-government agency, responsible for regulating real estate, mortgage brokers, and real estate appraisal professionals under the *Real Estate Act* of Alberta.

Calgary: 403-228-2954 or toll-free in Alberta at 1-888-425-2754

<https://www.reca.ca/>

Seniors

Seniors

Alberta Supports Contact Centre

Edmonton Area: 780-644-9992 or toll-free in Alberta at 1-877-644-9992

<https://www.alberta.ca/senior-supports.aspx>

Deaf & Hear Alberta

Deaf, hearing and interpreting services, ASL classes and equipment sales.

Calgary: telephone/text: 403-284-6200 or toll-free (voice) at 1-866-471-2805

<http://deafandhearalberta.ca/>

Oak-Net - Older Adult Knowledge Network

Provides information on how Canadian law protects and affects older adults.

www.oaknet.ca

Telecommunications

Canadian Radio-television and Telecommunications Commission (CRTC)

The CRTC is an independent public organization that regulates and supervises the Canadian broadcasting and telecommunications systems.

1-877-249-2782

www.crtc.gc.ca/eng/home-accueil.htm

Commission for Complaints for Telecom-Television Services (CCTS)

CCTS is an independent organization dedicated to working with consumers and telecommunications service provider to resolve complaints relating to telecommunications services.

1-888-221-1687

www.ccts-cprst.ca

Canadian Wireless Telecommunications Association (CWTA)

CWTA is the authority on wireless issues, developments and trends in Canada.

Ottawa: 613-233-4888

E-mail: info@canadatelecoms.ca

<https://canadatelecoms.ca/>

Time shares

Consumer Contact Centre

Edmonton: 780-427-4088 or toll-free in Alberta at 1-877-427-4088

Tipsheets –

- Buying Time Shares - <https://open.alberta.ca/publications/buying-time-shares>
- Selling Time Share Contracts - <https://open.alberta.ca/publications/selling-time-share-contracts>

Canadian Resort & Travel Association The Canadian Resort and Travel Association is an industry association dedicated to furthering the ownership-based vacation and resort development industry, both at home and abroad.

Email: memberservices@canadianrta.org

<https://canadianrta.org/>