



# Who Do I Contact?

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## SERVICE ALBERTA

**Service Alberta**, 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** provides resources on a number of topics, including the ones noted here. To see these resources go to <http://www.servicealberta.ca/consumer-protection.cfm>.

**Consumer Investigations Unit** investigates complaints from the public about consumer transactions – transactions between people and businesses covered by the laws for which Service Alberta 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 CONTACTS**

### **Consumer Contact Centre**

780-427-4088 in Edmonton 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

**Calgary:** Toll-free: 310-0000 (then 780-644-3000)  
[www.rtdrs.alberta.ca](http://www.rtdrs.alberta.ca)

### **ADDITIONAL CONTACTS:**

#### **Call toll-free - Dial 310-0000**

To connect toll-free in Alberta to any Alberta government office, dial 310-0000 followed by the area code and phone number of the office you wish to reach.

#### **Queen's Printer Bookstore**

Alberta Queen'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 Queen's Printer Bookstore and are also free to download in the "pdf" or "html" formats.

10611 - 98 Avenue  
Edmonton, Alberta T5K 2P7  
Phone: 780-427-4952  
[www.qp.alberta.ca](http://www.qp.alberta.ca)

#### **Service Alberta - Personal Information Protection Act**

The Service Alberta Privacy and Assessing Information website 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: toll-free In Alberta, dial 310-0000 first then 780-644-PIPA (7472)  
<http://servicealberta.ca/3059.cfm>

### **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.

<http://servicealberta.ca/registry-agents.cfm>

Yellow Pages under Licence and Registry Services  
780-427-7013 in Edmonton or 310-0000 (then dial the number)

## **AUTOMOTIVE BUSINESSES**

### **Resource:**

- *Odometer Fraud*

### **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

Toll-free in Alberta:

- Investigations: 1-877-279-8200
- Licensing: 1-877-979-8100

[www.amvic.org](http://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.

Edmonton area 780-439-9359

Toll-free: 1-800-207-0685

[www.camvap.ca](http://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.

780-427-8901 (dial Toll-free 310-0000)

[www.transportation.alberta.ca/547.htm](http://www.transportation.alberta.ca/547.htm)

## CEMETERIES

### Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### Director of Cemeteries

Service Alberta

3rd Floor, Commerce Place

10155 - 102 St

Edmonton, AB T5J 4L4

## CHARITIES

### Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### Resource:

- *Charitable Fund-raising*
- *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

[www.aglc.ca](http://www.aglc.ca)

## Charity Central

They provide 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*.

1-888-587-4438

[www.charitycentral.ca](http://www.charitycentral.ca)

## CONDOMINIUMS

### Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### Resource:

- *Owning a Condominium*
- *Purchasing a Condominium*

### 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

[www.cci-north.ab.ca](http://www.cci-north.ab.ca)

### South Alberta

403-253-9082

<https://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 is the voice of the residential construction industry in the province.

1-800-661-3348

[www.chbaalberta.ca](http://www.chbaalberta.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.

1-800-232-7214

[www.adralberta.com](http://www.adralberta.com)

## **COOPERATIVES**

### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

#### **Resource:**

- *Cooperatives Act*

### **Director of Cooperatives**

Service Alberta

3rd floor, Commerce Place

10155 – 102 Street

Edmonton, AB T5J 4L4

## **CREDIT, COLLECTION & DEBT REPAYMENT**

### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

#### **Resources:**

- *Bill Collection and Debt Repayment*
- *What Creditors Can Do If You Don't Pay*
- *Your Credit Report*

### **Money Mentors**

Money Mentors provides credit counselling and money coaching.

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

[www.moneymentors.ca](http://www.moneymentors.ca)

### **Maintenance Enforcement Program (MEP)**

Info Line - call 780-422-5555 in Edmonton or

310-0000 for Toll-free access anywhere in Alberta.

Clients require their seven digit MEP account number and Personal Identification Number (PIN) when using the Internet service or calling.

[http://justice.alberta.ca/programs\\_services/mep/Pages/default.aspx](http://justice.alberta.ca/programs_services/mep/Pages/default.aspx)

### **Alberta Treasury Board and Finance**

The Alberta **Superintendent of Financial**

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

780-427-8322

[http://www.finance.alberta.ca/business/fin\\_inst/](http://www.finance.alberta.ca/business/fin_inst/)

### **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.

Toll-free: 1-877-376-9902

[www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home](http://www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home)

**Credit reporting agencies:**

- **Equifax Canada Inc.**  
1-800-465-7166  
[www.consumer.equifax.ca/home/en\\_ca](http://www.consumer.equifax.ca/home/en_ca)
- **TransUnion of Canada Inc.**  
1-800-663-9980  
<https://www.transunion.ca/>

**ELECTRICITY &  
NATURAL GAS CONTRACTS**

**Consumer Contact Centre**

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

**Resource:**

- *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](http://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.

780-427-0944  
[www.agric.gov.ab.ca](http://www.agric.gov.ab.ca)

**Department of Energy**

Edmonton 780-427-0265  
Toll-free in Alberta dial 310-0000 first  
[www.energy.gov.ab.ca](http://www.energy.gov.ab.ca)

**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.

Edmonton 780-427-4901

Calgary 403-592-8845

Dial 310-0000 then number for toll free access

[www.auc.ab.ca/Pages/Default.aspx](http://www.auc.ab.ca/Pages/Default.aspx)

**FRANCHISES**

**Consumer Contact Centre**

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

**Resource:**

- *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.

Toll-free: 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.

202-628-8000

[www.franchise.org](http://www.franchise.org)

## **FUNERAL SERVICES**

### **Consumer Contact Centre**

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

### **Director of Funeral Services**

Service Alberta  
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  
Toll-free in Alberta: 1-800-563-4652  
[www.afsrb.ab.ca](http://www.afsrb.ab.ca)

## **HOME RENOVATIONS**

### **Consumer Contact Centre**

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

### **Resource:**

- *Home Renovations*

### **Canada Mortgage and Housing Corporation (CMHC)**

CMHC provides information to help assess requirements before starting a home renovation project.  
Edmonton: 780-423-8700  
Calgary: 403-515-3000  
Toll-free in Alberta: 1-877-499-7245 - Prairie & Territories Business Centre  
<https://www.cmhc-schl.gc.ca/en/developing-and-renovating>

### **Consumer Information**

This site provides consumers with access to decision-making tools, calculators and other resources.  
[www.consumerinformation.ca](http://www.consumerinformation.ca)

### **Bild Alberta**

Bild Alberta provides information about planning home renovations and hiring a contractor.  
Edmonton: 780-424-5890  
Toll-free: 1-800-661-3348  
[www.chba.ca](http://www.chba.ca)

## **IDENTITY THEFT**

### **Resource:**

- *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  
1-800-206-7218  
(You will be asked to prove your identity and status in Canada.)  
<https://www.canada.ca/en/services/finance/fraud.html>

### **Immigration and Citizenship Canada**

Issues citizenship certificate or permanent resident card.  
1-800-255-4541  
<http://www.cic.gc.ca/english/index.asp>

### **Passport Canada**

1-800-567-6868  
<http://www.cic.gc.ca/english/passport/index.asp>

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

**Credit reporting agencies:**

- **Equifax Canada Inc.**  
1-800-465-7166  
[www.consumer.equifax.ca/home/en\\_ca](http://www.consumer.equifax.ca/home/en_ca)
- **TransUnion of Canada Inc.**  
1-800-663-9980  
[www.transunion.ca](http://www.transunion.ca)

**Canadian Anti-Fraud Centre (CAFC)**

The Canadian Anti-Fraud Centre (CAFC) 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.

Toll-free: 1-888-495-8501  
<http://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

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

Toll-free: 1-888-878-4044  
[www.oipc.ab.ca](http://www.oipc.ab.ca)

**Office of the Privacy Commissioner of Canada**

Toll-free: 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.

Red Deer: 403-340-2070  
<http://www.albertaauctioneers.com/>

**Resource:**

- *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.

**Central and Northern Alberta**

Edmonton: 780-482-2341  
Toll-free: 1-800-232-7298  
<https://www.bbb.org/edmonton/>

**Southern Alberta and East Kootenays**

Toll-free in Southern Alberta: 1-800-221-6690  
<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  
Toll-free in Alberta: 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.

1-888-576-4444  
[www.canadabusiness.ca](http://www.canadabusiness.ca)

**Innovation, Science and Economic Development Canada (ISED)**

ISED promotes the interests and protection of Canadian consumers.

Toll-free: 1-800-328-6189  
<http://www.ic.gc.ca/eic/site/icgc.nsf/eng/home>

**Advertising Standards Canada (ASC)**

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

Toronto Office: 416-961-6311  
[www.adstandards.com/en](http://www.adstandards.com/en)

## **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](http://www.ibc.ca)

### **Alberta Insurance Council (AIC)**

The AIC can provide the following information:

- 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](http://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: 780-427-0348 - dial 310-0000 first then the number for toll-free access.

<http://www.finance.alberta.ca/business/insurance/>

### **Surety Association of Canada (SAC)**

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

Calgary: 403-612-4070

[www.surety-canada.com](http://www.surety-canada.com)

## **INTERNET SHOPPING**

### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### **Resource:**

- *Internet Shopping*
- *Internet and Mobile Devices Safety and Social Media Tips*

### **Canadian Anti-Fraud Centre**

The Canadian Anti-Fraud Centre (CAFC) 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>

### **Canadian Marketing Association (CMA)**

CMA promotes industry growth, development and education.

416-391-2362

Toll-free: 1-800-267-8805

[www.the-cma.org](http://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](http://www.cba.ca)

### **Consumer Information**

This site provides consumers with access to decision-making tools, calculators and other resources.

343-291-3280

[www.consumerinformation.ca](http://www.consumerinformation.ca)



### **Competition Bureau**

819-997-4282

Toll-free: 1-800-348-5358

<http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/home>

### **Royal Canadian Mounted Police (RCMP)**

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

613-993-7267

[www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm](http://www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm)

## **LANDLORD & TENANT**

### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### **Resource:**

- *Information for Landlords*
- *Information for Tenants*
- *Renting a Mobile Home Site*
- *RTA Handbook*
- *Quick Reference Guide*

### **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

Calgary: Toll-free: 310-0000 (then 780-644-3000)

[www.rtdrs.alberta.ca](http://www.rtdrs.alberta.ca)

### **Provincial Court of Alberta**

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/pc/areas-of-law/civil/forms>.

### **Landlord and Tenant Advisory Board (LTAB)**

LTAB 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

[www.edmonton.ca](http://www.edmonton.ca) (search Landlord or Tenant)

### **Central Alberta Community Legal Clinic**

403-314-9129

1-877-314-9129

[www.communitylegalclinic.net](http://www.communitylegalclinic.net)

### **Landlord Associations:**

#### **Calgary Residential Rental Association**

403-265-6055

[www.crra.ca](http://www.crra.ca)

#### **Alberta Residential Landlord Association**

780-413-9773

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

### **Additional Contacts:**

#### **Laws for Landlords and Tenants in Alberta**

[www.landlordandtenant.org](http://www.landlordandtenant.org)

#### **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***

Toll-free: 1-800-668-2642

<https://www.cmhc-schl.gc.ca/en/co/reho/index.cfm>

## **LEGAL RESOURCES**

### **Centre for Public Legal Education of Alberta (CPLA).**

The CPLA 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.

780-451-8764

[www.cplea.ca](http://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.

Toll-free: 1-866-845-3425

[www.legalaid.ab.ca/Pages/default.aspx](http://www.legalaid.ab.ca/Pages/default.aspx)

### **Law Society of Alberta**

#### **Alberta Lawyer Referral Service**

The Law Society of Alberta is the self-governing association of all practising lawyers in the province of Alberta. It is financed and maintained by lawyers at no cost to the public or to the government.

Toll-free: 1-800-661-9003 or

Calgary: 403-229-4700

[www.lawsociety.ab.ca](http://www.lawsociety.ab.ca)

### **Grande Prairie Legal Guidance**

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

780-882-0036

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

### **Edmonton Community Legal Centre**

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

780-702-1725

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

### **Calgary Legal Guidance**

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

403-234-9266

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

### **Central Alberta Community Legal Clinic**

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

403-314-9129

1-877-314-9129

<http://www.communitylegalclinic.net/about-us/>

### **Lethbridge Legal Guidance**

Free legal assistance, information, and advocacy to individuals experiencing financial difficulties who do not qualify for legal aid.

403.380.6338

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

### **Medicine Hat Legal Help Centre**

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

Phone: 403-712-1021

<http://www.mhlhc.ca/contact-us/>

## **LICENSING**

### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

### **Resource:**

- *Licensing and Registering Your Business*

### **BizPal**

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

<http://bizpal.alberta.ca>

### **The Business Link**

Edmonton: 780-422-7722

Toll-free: 1-800-272-9675

<http://businesslink.ca/>

### **MOBILE HOME SITE RENTING**

#### **Consumer Contact Centre**

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

#### **Resource:**

- *Renting a Mobile Home Site*

### **REAL ESTATE**

#### **Alberta Real Estate Association (AREA)**

AREA is a non-profit provincial industry organization that represents the interests and concerns of 11 regional real estate boards and more than 10,000 REALTOR® member associates and brokers.

1-800-661-0231; [www.areahub.ca](http://www.areahub.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

Toll-free in Alberta: 1-888-425-2754

[www.reca.ab.ca](http://www.reca.ab.ca)

### **SENIORS**

#### **Seniors**

Alberta Supports Contact Centre

Edmonton Area: 780-644-9992

Toll-free in Alberta: 1-877-644-9992

<http://www.seniors-housing.alberta.ca/seniors/>

#### **Deaf & Hear Alberta**

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

Toll-free (voice): 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](http://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.

Toll-free: 1-877-249-CRTC (2782)

[www.crtc.gc.ca/eng/home-accueil.htm](http://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.

Toll-free: 1-888-221-1687

[www.ccts-cprst.ca](http://www.ccts-cprst.ca)

