

## Customer Support

At ENMAX Envision, we are committed to providing you with the most responsive support of any provider in Calgary. To us, that means being easily accessible, understanding your needs, and doing our very best to deliver timely solutions. Above all, it means taking ownership of the entire customer experience and ensuring your expectations are met every time.

**If you have a question about your account or your services, or have a suggestion for how we can improve our service to you, here's how you can reach us:**

### Network Operations Centre (NOC)

Our network specialists are on-call 24x7 to monitor the network and to resolve any issues that may arise. If you experience a problem with your service, you can reach our NOC directly by phone or by email. Day or night, you have direct access to our team - there's no call centre or automated response system to go through.

Phone: 403-514-3120

Email: [envisionoperations@enmax.com](mailto:envisionoperations@enmax.com)

Available 24 x 7 x 365

### Client Services

Our friendly and knowledgeable Client Services Team is available to help you with account and billing inquiries; general questions, comments, or concerns about your service; and provide you with information about planned network maintenance.

Phone: 403-514-3900

Email: [envisionclientservices@enmax.com](mailto:envisionclientservices@enmax.com)

Monday-Friday, 7:00 am to 4:00 pm MST

### Management Team

If you have a situation that can't be resolved by our NOC, Account Managers, or by our Client Services Team, we would be happy to transfer your call to a member of our Management Team.

Phone: 403-514-3900

Monday-Friday, 8:00 am to 5:00 pm MST

### Further Assistance – Internet Concerns

The Commissioner for Complaints for Telecommunications Services (CCTS) is also available if we are unable to find a resolution to your concern. CCTS is an agency independent of the telecommunications industry, whose mandate is to resolve complaints of individual and small business retail customers about their telecommunications services. If you have a complaint about your Internet service, you must first try to resolve it directly with ENMAX Envision. If you have done so and have been unable to reach a satisfactory resolution, the CCTS may be able to help you, free of charge. To learn more about CCTS, you may visit its website at [www.ccts-cprst.ca](http://www.ccts-cprst.ca) or call toll-free at 1-888-221-1687.

Phone: 1-888-221-1687

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