



Headquarters

936 B 7th Street #122
Novato, CA 94945
office: 415-493-2200
fax: 415-598-2108

CRTC Feedback Process:

At Intellectrace, Inc, we value your feedback and strive to provide the best possible products and services to our customers. As part of our commitment to transparency and accountability, we have established a feedback process in accordance with the guidelines outlined by the Canadian Radio-television and Telecommunications Commission (CRTC).

If you have any concerns, complaints, or feedback related to our broadcasting or telecommunications services, we encourage you to follow the steps below:

1. Contact our Customer Support:
 - For general inquiries, technical support, or service-related questions, please reach out to our dedicated customer support team at **+1 415-493-2200 Option 2** or support@intellectrace.com.
 - Our customer support representatives are available 8AM – 5PM Pacific Time Zone.
2. Initial Resolution:
 - Our customer support team will acknowledge your inquiry and make every effort to address your concerns and provide a satisfactory resolution promptly.
 - Please provide as much detail as possible regarding your issue to help us understand and assist you better. Please note: If you wish to remain anonymous, we will respect your request and continue to work to resolve your inquiry. Our team members will also ensure that any personal information you may provide remains confidential unless you consent to its disclosure.
3. Escalation:
 - If your concern is not resolved to your satisfaction by our customer support team, you may request to escalate the matter.
 - Send an email to support@intellectrace.com with the subject line "CRTC Feedback Escalation Request" and include the following details:
 - Contact information
 - Any relevant supporting documentation or correspondence
4. Internal Review:
 - Upon receiving your escalation request, our management team will conduct an internal review of the matter.
 - We will acknowledge your request within 48 Business hours.
 - Our team will thoroughly investigate the issue and aim to provide a resolution within 3-5 Business days.



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5. CRTC Involvement:

- If the matter remains unresolved or you are not satisfied with the resolution provided, you have the option to contact the Canadian Radio-television and Telecommunications Commission (CRTC).
- Visit the CRTC website at <https://crtc.gc.ca/> to access their complaint submission process and further information on how to file a complaint.

We appreciate your feedback and assure you that we take all concerns seriously. Your input helps us improve our services and maintain compliance with CRTC regulations.

Please note that this feedback process is specific to matters related to broadcasting and telecommunications services. For other inquiries unrelated to CRTC regulations, kindly refer to our general customer support channels.

Thank you for choosing Intellectrace, Inc. We value your business and look forward to serving you better.