

Consumer Helpdesk

1. A consumer can call the CPU on cell numbers; **231-776-746461** or **231-881-106706** from 9AM to 4:00PM, Monday to Friday (except public holidays).
2. Consumers can email the CPU using this address; consumercomplaintdesk@cbl.org.lr where he/she will receive a prompt, indicating that his/her complaint has been received. However, for consumers whose queries are urgent, please call the hotline.
3. When a consumer contacts the CPU to make enquiries, provide information or discuss a regulatory matter, the CPU gives the consumer the opportunity to fully explain his/her query. However, not all queries will be answered immediately by the Consumer hotline given the circumstances surrounding such query.
4. If a consumer has a particular communication need- for example, disability, illness or other condition – the CPU will accommodate these where appropriate.