

Provider	% of all Complaints				Pre-Investigation		Investigation		Recommendation	Decision		
	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected	
Spectravoice	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Startec	0.2%	16	23.1%	15	9	4	2	0	0	0	0	0
SureNet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Switchworks	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Talk & Save	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Talk Canada	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Talk Wireless	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Talkit.ca Inc.	0.0%	1	-50.0%	1	0	0	0	1	0	0	0	0
Targo Communications Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Tata Communications	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
tbaytel	0.2%	16	6.7%	20	9	3	6	1	0	1	0	1
TekSavvy Solutions Inc.	0.4%	40	-24.5%	35	26	1	6	2	0	0	0	0
Tel-Synergy	0.0%	0	-	1	0	0	0	1	0	0	0	0
Tele-Page	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Télébec	0.3%	26	44.4%	29	16	2	7	4	0	0	0	0
Telehop	0.1%	13	44.4%	13	7	0	5	1	0	0	0	0
Telephone Corp	0.0%	3	50.0%	3	1	1	1	0	0	0	0	0
Telizon	0.0%	2	0.0%	2	0	0	2	0	0	0	0	0
Telnet Communications	0.0%	3	50.0%	2	0	1	1	0	0	0	0	0
TELUS Communications Company	4.7%	466	-28.6%	482	286	59	79	58	0	0	0	0
TeraGo Networks Inc.	0.0%	3	0.0%	3	1	0	1	1	0	0	0	0
ThinkTel	0.0%	0	-	1	0	0	1	0	0	0	0	0
Tough Country Communications	0.0%	0	-	0	0	0	0	0	0	0	0	0
Transvision Cookshire	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Uniserve	0.0%	1	0.0%	1	0	0	0	1	0	0	0	0
Vancouver Telephone Company	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Vbuzzer	0.0%	1	-	2	1	0	0	1	0	0	0	0
Velcom	0.1%	11	-8.3%	14	3	0	7	2	2	0	0	0
Velocity Networks Inc.	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Verizon	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Vianet Internet Solutions	0.0%	3	200.0%	4	1	0	2	1	0	0	0	0
Vidéotron s.e.n.c. / Videotron GP	3.1%	313	6.5%	293	217	6	43	27	0	0	0	0
VIF Internet	0.0%	2	0.0%	1	1	0	0	0	0	0	0	0
Virgin Mobile Canada	6.1%	608	-25.4%	614	381	23	138	71	1	0	0	0
VMedia	0.0%	1	-	0	0	0	0	0	0	0	0	0
Voice Network Inc.	0.0%	0	-100.0%	1	1	0	0	0	0	0	0	0
Vois Inc.	0.0%	2	-71.4%	0	0	0	0	0	0	0	0	0
Vonage Canada Corporation	0.5%	50	11.1%	48	32	0	12	4	0	0	0	0
Westman Communications Group	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
WestNet Wireless	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Wightman Telecom	0.0%	0	-	0	0	0	0	0	0	0	0	0
WiMac Tel	0.0%	1	-85.7%	1	1	0	0	0	0	0	0	0

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Win-tel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
WIND Mobile Corp.	7.0%	702	37.6%	722	329	4	305	57	27	0	0	0
World-Link Communications Inc.	0.0%	4	0.0%	3	1	0	2	0	0	0	0	0
Worldline	0.1%	7	600.0%	4	1	0	3	0	0	0	0	0
WTC Communications	0.0%	1	-	1	1	0	0	0	0	0	0	0
Xittel Inc.	0.0%	3	50.0%	2	0	0	1	0	1	0	0	0
Xplornet Internet Services	1.0%	101	4.1%	103	67	8	20	8	0	0	0	0
Yak Communications Corp.	0.1%	11	37.5%	11	4	2	3	2	0	0	0	0
Yesup	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Yesupnet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Youmano	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
YourLink Inc.	0.0%	1	-	1	1	0	0	0	0	0	0	0
Zid Internet	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Zoomer	0.0%	0	-	0	0	0	0	0	0	0	0	0
Total	100.0%	9,988	-	10,238	6,952	534	1,942	766	36	8	5	2