

Provider	% of all Complaints	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected
	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
Convergia Networks Inc.	0.0%	2	-33.3%	2	1	0	1	0	0	0	0	0
Cooptel	0.0%	3	200.0%	3	3	0	0	0	0	0	0	0
Cybersurf Internet Access (CIA)	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
DCI Telecom	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Dell Voice	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Delta Cable	0.0%	3	0.0%	3	2	1	0	0	0	0	0	0
Dery Telecom	0.0%	1	-	1	1	0	0	0	0	0	0	0
Distributel Communications Limited	0.3%	27	-15.6%	29	14	2	9	4	0	0	0	0
DolphinTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
DSLExtreme	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Eastlink	0.5%	38	72.7%	37	22	1	13	1	0	0	0	0
Easy Office Phone	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
EasyVoice Telecom	0.0%	2	0.0%	2	0	0	2	0	0	0	0	0
EBOX Inc.	0.2%	18	80.0%	20	13	0	4	3	0	0	0	0
eFirehose	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Enhanced VOIP Communications	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Enter-net	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Epik Networks	0.0%	4	-	4	0	1	3	0	0	0	0	0
Espacenet	0.0%	1	-	0	0	0	0	0	0	0	0	0
ExaTEL Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Execulink	0.0%	4	0.0%	4	4	0	0	0	0	0	0	0
Falcon Internet Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Fibernetics	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Fido	5.5%	453	-25.4%	463	401	23	25	14	0	0	0	0
Followtel	0.0%	1	-	1	0	0	1	0	0	0	0	0
Fongo Inc.	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Freedom Phone Lines	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
FreePhoneLine.ca	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
G3 Telecom	0.0%	3	-25.0%	3	0	0	2	1	0	0	0	0
Galilee	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Gems Telecom	0.1%	5	400.0%	3	2	0	1	0	0	0	0	0
Giantel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Global Crossing Telecommunications Canada Ltd.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Globalive Communications Corp.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Globalstar	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Gold Leaf Telecom Ltd.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Group of Gold Line	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Hook Communications Inc.	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Horizon Telecom	0.0%	3	50.0%	2	0	0	2	0	0	0	0	0
HuronTel	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Ilink Communications	0.0%	0	-	0	0	0	0	0	0	0	0	0
Impact Telecom	0.0%	2	-	2	1	0	1	0	0	0	0	0

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RadioActif	0.0%	2	-33.3%	2	0	0	1	1	0	0	0	0
Ready SIM	0.0%	0	-	0	0	0	0	0	0	0	0	0
Redden.on.ca	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Reliant Communications Inc.	0.0%	1	-	1	1	0	0	0	0	0	0	0
RevTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Roam Mobility	0.1%	9	-	6	2	0	4	0	0	0	0	0
Rocler Technologies	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Rogers Communications	10.5%	861	-52.5%	848	721	24	85	18	0	0	0	0
RuralWave	0.0%	3	-	2	1	0	1	0	0	0	0	0
Sasktel	0.3%	25	-47.9%	24	22	1	1	0	0	0	0	0
Sears Connect	0.1%	9	50.0%	8	8	0	0	0	0	0	0	0
Seaside Communications (Seaside Cable)	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
SecureNet Information Services Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Selectcom Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Selectcom Telecom	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Sens-net Canada Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Shaw	1.0%	85	14.9%	82	64	4	7	7	0	0	0	0
Silo Wireless	0.0%	0	-	0	0	0	0	0	0	0	0	0
Simcoe County Long Distance	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Simple Connection	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Skydata	0.0%	1	-	1	0	0	0	1	0	0	0	0
Smart Telecom	0.0%	1	-	1	0	0	0	0	1	0	0	0
Sogetel	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Solo	0.2%	19	-17.4%	22	13	1	5	3	0	0	0	0
Source Cable Ltd.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Speak Out Wireless (7-11)	0.2%	20	81.8%	16	1	0	15	0	0	0	0	0
Speak Telecom	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Spectravoice	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Start Communications	0.0%	4	-	4	2	1	0	1	0	0	0	0
start.ca	0.0%	1	-	1	1	0	0	0	0	0	0	0
Startec Global Communications	0.0%	3	-81.3%	6	4	0	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
Talkit.ca Inc.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Tamaani Internet	0.0%	1	-	0	0	0	0	0	0	0	0	0
Targo Communications Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Tatas Communications	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
TBayTel	0.1%	8	-50.0%	8	5	0	3	0	0	0	0	0
TekSavvy Solutions Inc.	0.6%	48	20.0%	56	42	0	10	4	0	0	0	0
Tel-Synergy	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0

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Tele-Page	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Télébec	0.1%	10	-61.5%	10	7	0	3	0	0	0	0
Télécommunications Xittel	0.0%	4	-	5	0	0	3	2	0	0	0
Telehop	0.0%	1	-92.3%	1	0	0	1	0	0	0	0
Téléphone Saint-Éphrem	0.0%	0	-	0	0	0	0	0	0	0	0
Telephone Corp	0.0%	0	-100.0%	0	0	0	0	0	0	0	0
Telizon	0.0%	1	-50.0%	1	0	0	1	0	0	0	0
Telnet Communications	0.1%	5	66.7%	3	3	0	0	0	0	0	0
TELUS Communications Company	7.0%	570	22.3%	551	416	33	62	40	0	0	0
TeraGo Networks Inc.	0.0%	2	-33.3%	2	0	1	1	0	0	0	0
ThinkTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Tough Country Communications	0.0%	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
Uniserve Communications	0.0%	2	100.0%	2	0	0	2	0	0	0	0
Vancouver Telephone Company Limited	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Vbuzzer	0.0%	2	100.0%	1	1	0	0	0	0	0	0
Velcom	0.0%	3	-72.7%	3	1	0	2	0	0	0	0
Velocity Networks Inc.	0.0%	1	0.0%	1	0	0	1	0	0	0	0
Verizon	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Vianet Internet Solutions	0.0%	4	33.3%	4	1	0	3	0	0	0	0
Vidéotron s.e.n.c. / Videotron GP	4.9%	402	28.4%	417	334	15	45	23	0	0	0
VIF Internet	0.0%	4	100.0%	5	1	0	2	2	0	0	0
Virgin Mobile Canada	6.1%	497	-18.3%	499	389	7	68	35	0	0	0
VMedia	0.3%	21	-	21	13	0	6	2	0	0	0
Voice Network Inc.	0.1%	7	0.0%	4	1	0	3	0	0	0	0
Vois Inc.	0.1%	7	250.0%	8	0	0	2	1	4	1	0
Vonage Canada Corporation	0.5%	40	-20.0%	42	31	0	8	3	0	0	0
Vox Sun	0.0%	1	-	1	0	0	0	1	0	0	0
Westman Communications Group	0.0%	0	-100.0%	0	0	0	0	0	0	0	0
WestNet Wireless	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	0
WiMac Tel	0.0%	1	0.0%	1	0	0	1	0	0	0	0
Win-tel	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Wind Mobile Corp.	6.1%	498	-29.1%	553	390	2	127	34	0	0	0
World-Link Communications Inc.	0.0%	1	-75.0%	2	1	1	0	0	0	0	0
Worldline	0.1%	11	57.1%	13	8	0	3	2	0	0	0
WTC Communications	0.0%	0	-	0	0	0	0	0	0	0	0
Xplornet Internet Services	2.3%	188	86.1%	190	140	5	38	7	0	0	0
Yak Communications Corp.	0.2%	14	27.3%	12	7	0	3	2	0	0	0
Yesup	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
Youmano	0.0%	1	0.0%	1	1	0	0	0	0	0	0

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YourLink Inc.	0.0%	0	-	1	1	0	0	0	0	0	0	
Zazeen	0.0%	3	-	3	0	0	3	0	0	0	0	
Zid Internet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	
Zoomer	0.0%	0	0.0%	0	0	0	0	0	0	0	0	
Total	100.0%	8,197	-	8,323	5,979	311	1,452	559	19	3	2	0