

Appendix A - Complaints by Service Provider

Provider	% of all Complaints	Accepted	Y/Y % Change	Concluded	Pre-Investigation		Investigation		Reco.	Decisions		
					Resolved	Closed	Resolved	Closed		Accepted	Issued	Accepted
#100	0.00%	0	-	0	0	0	0	0	0	0	0	0
1010100	0.00%	0	-	0	0	0	0	0	0	0	0	0
1010580	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
1010620	0.00%	0	-	0	0	0	0	0	0	0	0	0
1010738	0.00%	0	-	0	0	0	0	0	0	0	0	0
1011295.com	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
295.ca	0.00%	0	-100.0%	0	0	0	0	0	0	0	0	0
3Web	0.04%	4	-42.9%	5	5	0	0	0	0	0	0	0
450Tel	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
768812 Ontario Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
8COM	0.61%	69	-	68	8	1	26	33	0	0	0	0
A dimension humaine	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Acanac Inc.	0.68%	77	-35.8%	79	42	3	28	5	1	0	0	0
Access Communications Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Achatplus Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
ACN Canada	0.66%	75	41.5%	70	50	5	11	4	0	0	0	0
AEBC Internet Corporation	0.00%	0	-	0	0	0	0	0	0	0	0	0
AEI Internet	0.04%	5	400.0%	3	1	0	2	0	0	0	0	0
AIC Global Communications	0.00%	0	-	0	0	0	0	0	0	0	0	0
Alberta High Speed	0.00%	0	-	0	0	0	0	0	0	0	0	0
Allstream inc.	0.04%	4	-	4	3	1	0	0	0	0	0	0
Altima Telecom	0.02%	2	-	1	1	0	0	0	0	0	0	0
America Tel	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Amtelecom Telco GP Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Auracom	0.02%	2	-	2	1	0	1	0	0	0	0	0
Avenue	0.00%	0	-	0	0	0	0	0	0	0	0	0
Axess Communications	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Axsit	0.01%	1	-	1	0	0	1	0	0	0	0	0
B2B2C Inc.	0.02%	2	-33.3%	3	2	0	1	0	0	0	0	0
Bell Aliant Regional Communications LP	1.41%	160	-1.2%	162	124	6	21	10	1	0	0	0
Bell Canada	32.20%	3,652	-6.6%	3,521	2,089	235	889	307	0	1	1	0
BlueTone Canada	0.03%	3	-	3	1	1	1	0	0	0	0	0
BMI Internet	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Bragg Communications Inc.	0.00%	0	-100.0%	0	0	0	0	0	0	0	0	0
Brama Telecom Inc.	0.07%	8	-	3	1	0	1	1	0	0	0	0
Bravo Phone Cards	0.00%	0	-	0	0	0	0	0	0	0	0	0
Bravo Telecom	0.01%	1	-	1	0	0	1	0	0	0	0	0

Provider	% of all Complaints	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected
	Accepted and Concluded Complaint				Pre-Investigation		Investigation		Reco.	Decisions		
InfoFortin Telecom	0.00%	0	-	0	0	0	0	0	0	0	0	0
InfoSat Communications	0.00%	0	-	0	0	0	0	0	0	0	0	0
InnSys	0.00%	0	-	0	0	0	0	0	0	0	0	0
Inter.net Canada	0.03%	3	200.0%	3	3	0	0	0	0	0	0	0
Interhop	0.00%	0	-	0	0	0	0	0	0	0	0	0
Internet LightSpeed Communications	0.01%	1	-	1	0	0	1	0	0	0	0	0
iRoam Mobile Solutions Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
italkBB	0.06%	7	-	8	6	0	1	1	0	0	0	0
Juno	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
K-Right Communications Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Kokanee Phone	0.00%	0	-	0	0	0	0	0	0	0	0	0
Koodo	1.52%	172	-13.6%	166	124	10	20	12	0	0	0	0
Le pigeon voyageur	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
LooneyCall	0.00%	0	-100.0%	0	0	0	0	0	0	0	0	0
LuckyCall	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Magic Jack Tel	0.04%	5	-	7	2	0	3	2	0	0	0	0
Mastercall	0.00%	0	-	0	0	0	0	0	0	0	0	0
MCI Canada	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Mobilicity	0.51%	58	-35.6%	60	35	8	9	8	0	0	0	0
Mountain Cablevision Limited	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
MTS Inc.	1.06%	120	-34.4%	136	108	10	12	6	0	0	0	0
Mustang Technologies Inc.	0.03%	3	-	2	1	0	1	0	0	0	0	0
My OntarioTelecom	0.04%	4	-	4	0	0	3	0	1	0	0	0
National Capital FreeNet	0.00%	0	-	0	0	0	0	0	0	0	0	0
National Teleconnect	0.00%	0	-	0	0	0	0	0	0	0	0	0
Navatalk	0.01%	1	-	1	0	0	1	0	0	0	0	0
NCIC Operator Services	0.00%	0	-	0	0	0	0	0	0	0	0	0
Neighborhood Wireless	0.00%	0	-	0	0	0	0	0	0	0	0	0
Net For Less	0.00%	0	-	0	0	0	0	0	0	0	0	0
Net Reach	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Netfone	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
NetRevolution	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
NetZero	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
NEWT Business Services	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Nobel Canada Telecom	0.00%	0	-	0	0	0	0	0	0	0	0	0
Northern Tel	0.12%	14	-6.7%	12	4	1	6	1	0	0	0	0
Northwestel	0.06%	7	-22.2%	7	6	0	0	1	0	0	0	0
Nucleus Information Service Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
NuEra Telecom	0.13%	15	-58.3%	14	10	0	4	0	0	0	0	0

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	Accepted and Concluded Complaint				Pre-Investigation		Investigation		Reco.	Decisions		
OneConnect Services Inc.	0.02%	2	100.0%	2	1	1	0	0	0	0	0	0
OnlineTel	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Ontarioeast.net	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Ontera	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Opcom Hospitality Solutions Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Orbitel	0.00%	0	-	0	0	0	0	0	0	0	0	0
Oricom Internet	0.02%	2	0.0%	2	2	0	0	0	0	0	0	0
Owtel	0.01%	1	-	1	0	0	1	0	0	0	0	0
PageNet	0.00%	0	-	0	0	0	0	0	0	0	0	0
Pannu Phone Inc. (SSTV)	0.00%	0	-	0	0	0	0	0	0	0	0	0
Parlez rabais	0.00%	0	-	0	0	0	0	0	0	0	0	0
Pathway Communications	0.00%	0	-	0	0	0	0	0	0	0	0	0
PC Mobile	0.13%	15	-	14	9	0	3	2	0	0	0	0
People's Tel GP Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Persona Communications Corp.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Petro Canada Mobility	0.11%	13	-	14	7	0	5	2	0	0	0	0
Phone Factory	0.00%	0	-	0	0	0	0	0	0	0	0	0
Phone Power	0.00%	0	-	0	0	0	0	0	0	0	0	0
Phonebox	0.01%	1	-	1	1	0	0	0	0	0	0	0
Platinum	0.02%	2	-	2	0	0	2	0	0	0	0	0
PortalOne	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Premiere Conferencing Canada Ltd.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Premiere Global Services	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Primus	0.84%	95	-12.8%	98	83	4	6	5	0	0	0	0
Public Mobile	1.13%	128	204.8%	112	72	4	34	2	0	0	0	0
Pulse Telecom	0.01%	1	0.0%	1	0	0	1	0	0	0	0	0
PWHR Solutions	0.00%	0	-	0	0	0	0	0	0	0	0	0
Questzones	0.01%	1	-	1	0	0	1	0	0	0	0	0
Quinte Long Distance	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
RadioActif	0.04%	4	0.0%	6	1	0	5	0	0	0	0	0
Redden.on.ca	0.00%	0	-	0	0	0	0	0	0	0	0	0
RevTel	0.00%	0	-	0	0	0	0	0	0	0	0	0
Rocler Technologies	0.00%	0	-100.0%	0	0	0	0	0	0	0	0	0
Rogers Communications Inc.	20.98%	2,379	-37.4%	2,417	1,937	76	302	102	0	0	0	0
Sasktel	0.80%	91	89.6%	83	51	4	19	9	0	0	0	0
Sears Connect	0.02%	2	-80.0%	2	1	0	1	0	0	0	0	0
Seaside Communications (Seaside Cable)	0.01%	1	-	1	0	0	1	0	0	0	0	0
SecureNet Information Services Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Selectcom Inc.	0.02%	2	-	2	1	0	1	0	0	0	0	0

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Selectcom Telecom	0.03%	3	-40.0%	4	0	0	3	1	0	0	0	0
Sens-net Canada Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
Shaw	0.85%	96	-9.4%	97	69	1	21	6	0	0	0	0
Simcoe County Long Distance	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Simple Connection	0.00%	0	-	0	0	0	0	0	0	0	0	0
Sogetel	0.02%	2	-33.3%	2	1	0	1	0	0	0	0	0
Solo	0.46%	52	-62.0%	52	36	2	13	1	0	0	0	0
Source Cable Ltd.	0.02%	2	-	2	2	0	0	0	0	0	0	0
Speak Out Wireless (7-11)	0.22%	25	-	24	8	1	14	1	0	0	0	0
Speak Telecom	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Spectravoice	0.00%	0	-	0	0	0	0	0	0	0	0	0
Startec	0.11%	13	-71.7%	17	11	5	0	1	0	0	0	0
Straight of Canso Cable T.V. Ltd.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
SureNet	0.00%	0	-	0	0	0	0	0	0	0	0	0
Switchworks	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Talk & Save	0.01%	1	-	1	1	0	0	0	0	0	0	0
Talk Canada	0.00%	0	-	0	0	0	0	0	0	0	0	0
Talk Wireless	0.01%	1	-	1	0	0	1	0	0	0	0	0
Talkit.ca Inc.	0.02%	2	-	2	0	0	0	2	0	0	0	0
Targo Communications Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
Tata Communications	0.01%	1	0.0%	1	0	0	1	0	0	0	0	0
TBayTel	0.13%	15	25.0%	10	7	0	0	3	0	0	0	0
TekSavvy Solutions Inc.	0.47%	53	51.4%	56	48	3	2	3	0	0	0	0
Tel-Synergy	0.01%	1	-	0	0	0	0	0	0	0	0	0
Tele-Page	0.00%	0	-	0	0	0	0	0	0	0	0	0
Télébec	0.16%	18	-18.2%	18	11	0	5	2	0	0	0	0
Telehop	0.08%	9	-25.0%	10	8	0	2	0	0	0	0	0
Teliphone Corp	0.02%	2	-	3	1	0	1	1	0	0	0	0
Telizon	0.02%	2	0.0%	2	2	0	0	0	0	0	0	0
Telnet Communications	0.02%	2	-	2	0	0	1	1	0	0	0	0
TELUS Communications Company	5.76%	653	-26.0%	667	409	99	104	55	0	0	0	0
TeraGo Networks Inc.	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
ThinkTel	0.02%	2	-	1	0	0	1	0	0	0	0	0
Tough Country Communications	0.04%	4	-	4	0	0	2	0	2	0	0	0
Transvision Cookshire	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Uniserve	0.01%	1	0.0%	1	0	1	0	0	0	0	0	0
Vancouver Telephone Company	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Vbuzzer	0.02%	2	-	1	1	0	0	0	0	0	0	0
Velcom	0.11%	12	33.3%	12	1	2	7	2	0	0	0	0

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	Accepted and Concluded Complaint				Pre-Investigation		Investigation		Reco.	Decisions		
Velocity Networks Inc.	0.01%	1	-	1	0	0	1	0	0	0	0	0
Verizon	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Vianet Internet Solutions	0.01%	1	0.0%	0	0	0	0	0	0	0	0	0
Vidéotron s.e.n.c. / Videotron GP	2.59%	294	1.0%	288	225	6	42	15	0	0	0	0
VIF Internet	0.02%	2	100.0%	2	0	0	1	1	0	0	0	0
Virgin Mobile Canada	7.19%	815	5.0%	807	423	35	267	81	1	0	0	0
Voice Network Inc.	0.03%	3	-	2	1	0	0	1	0	0	0	0
Vois Inc.	0.06%	7	-	7	0	1	5	0	1	0	0	0
Vonage Canada Corporation	0.40%	45	2.3%	44	32	2	9	1	0	0	0	0
Westman Communications Group	0.00%	0	-	0	0	0	0	0	0	0	0	0
WestNet Wireless	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Wightman Telecom	0.00%	0	-	0	0	0	0	0	0	0	0	0
WiMac Tel	0.06%	7	-	10	4	0	6	0	0	0	0	0
Win-tel	0.00%	0	0.0%	0	0	0	0	0	0	0	0	0
Wind Mobile	4.50%	510	-19.7%	448	197	5	179	67	0	0	0	0
World-Link Communications Inc.	0.00%	0	-	0	0	0	0	0	0	0	0	0
Worldline	0.01%	1	-90.9%	1	0	0	1	0	0	0	0	0
Xittel Inc.	0.02%	2	-	2	1	0	1	0	0	0	0	0
Xplornet Internet Services	0.86%	97	-43.9%	96	64	5	25	2	0	0	0	0
Yak Communications Corp.	0.07%	8	33.3%	8	3	0	4	1	0	0	0	0
Yesup	0.00%	0	-	0	0	0	0	0	0	0	0	0
Yesupnet	0.00%	0	-	0	0	0	0	0	0	0	0	0
Youmano	0.00%	0	-	2	0	1	0	1	0	0	0	0
Zid Internet	0.01%	1	-	1	1	0	0	0	0	0	0	0
Zoomer	0.01%	1	-	1	1	0	0	0	0	0	0	0
Total	100.00%	11,340	-	11,196	7,440	610	2,314	824	7	1	1	0