

Provider	% of all Complaints	Accepted	Y/Y % Change	Concluded	Pre-Investigation		Investigation		Accepted	Issued	Accepted	Rejected
	Accepted and Concluded Complaints				Resolved	Closed	Resolved	Closed				
CIK Telecom Inc.	0.1%	12	-50.0%	9	5	2	2	0	0	0	0	0
City Wide Communications	0.1%	8	-	7	6	0	1	0	0	0	0	0
Cityfone	0.0%	4	0.0%	2	2	0	0	0	0	0	0	0
Coast Cable	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Cogeco Connexion (Ontario)	1.1%	104	112.2%	87	72	10	4	1	0	0	0	0
Cogeco Connexion (Quebec)	0.2%	15	50.0%	12	10	1	1	0	0	0	0	0
Cogeco Peer 1 (Canada) Inc.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Cogent Canada	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Colba.Net	0.0%	1	0.0%	2	0	0	2	0	0	0	0	0
Compagnie de Téléphone de Saint-Victor	0.0%	0	-	0	0	0	0	0	0	0	0	0
Compagnie de Téléphone Upton Inc.	0.0%	0	-	0	0	0	0	0	0	0	0	0
ComparAction	0.2%	17	54.5%	10	9	0	1	0	0	0	0	0
Compton Communications	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Compuxellence	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Comwave	2.5%	224	40.0%	211	168	9	27	7	0	0	0	0
Contact Internet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Convergia Networks Inc.	0.0%	1	-50.0%	1	1	0	0	0	0	0	0	0
Cooptel	0.0%	1	-66.7%	1	0	0	1	0	0	0	0	0
Cross Country T.V. Limited	0.0%	1	-	0	0	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%	2	0.0%	1	0	0	1	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%	0	-100.0%	0	0	0	0	0	0	0	0	0
Dery Telecom	0.0%	1	-	1	0	0	1	0	0	0	0	0
DialTone	0.0%	0	-	0	0	0	0	0	0	0	0	0
Digicom	0.0%	1	-	0	0	0	0	0	0	0	0	0
Distributel Communications Limited	0.3%	26	-3.7%	25	18	0	6	1	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
Durham.net.Inc	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Eastlink	0.7%	62	63.2%	52	37	1	14	0	0	0	0	0
EasyVoice Telecom	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
EBOX Inc.	0.1%	12	-33.3%	11	8	3	0	0	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%	2	-	2	0	0	1	1	0	0	0	0
Espacenet	0.0%	0	-	1	0	0	1	0	0	0	0	0
ExaTEL Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Execulink	0.2%	14	250.0%	14	9	0	5	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%	1	0.0%	1	0	0	1	0	0	0	0	0

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	Accepted and Concluded Complaints				Resolved	Closed	Resolved	Closed				
Koodo	2.9%	263	27.1%	249	199	10	22	18	0	0	0	0
Le pigeon voyageur	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Leaf Telecommunications (LeafTel)	0.0%	1	-	1	1	0	0	0	0	0	0	0
Les.Net (1996) Inc.	0.0%	0	-	0	0	0	0	0	0	0	0	0
LooneyCall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
LuckyCall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Lycataalk	0.0%	2	100.0%	2	0	0	1	1	0	0	0	0
Magic Jack Tel	0.1%	6	20.0%	4	3	1	0	0	0	0	0	0
Maskatel	0.0%	4	-	4	1	0	3	0	0	0	0	0
Mastercall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
MCI Canada	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
MCS Net	0.0%	2	-	2	1	0	1	0	0	0	0	0
Mobilicity	0.3%	23	0.0%	28	12	1	11	4	0	0	0	0
Mountain Cablevision Limited	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Mustang Technologies Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
My BC Datacom	0.0%	0	-	0	0	0	0	0	0	0	0	0
MyConnexion	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
National Capital FreeNet	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
National Teleconnect	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Navataalk	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
NCIC Operator Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NECC	0.0%	0	-100.0%	1	0	0	1	0	0	0	0	0
NECC CA	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Negotel	0.0%	2	-	2	0	0	1	1	0	0	0	0
Net For Less	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Net Reach	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NetAccess Systems Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Netfone	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
NetRevolution	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Netscape	0.0%	3	-	3	0	0	3	0	0	0	0	0
NetSet Communications	0.0%	4	-	3	1	0	2	0	0	0	0	0
NetTalk	0.1%	9	-	8	6	0	2	0	0	0	0	0
NetZero	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NEWT Business Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Nexicom	0.0%	2	-	1	1	0	0	0	0	0	0	0
Nobel Canada Telecom	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Nor-Del Cablevision	0.0%	1	-	1	0	0	1	0	0	0	0	0
Northern Tel	0.0%	1	-75.0%	2	0	0	2	0	0	0	0	0
Northwestel	0.0%	1	0.0%	1	0	1	0	0	0	0	0	0
Northwind Wireless	0.0%	1	-	0	0	0	0	0	0	0	0	0
NRTC Communications	0.0%	2	-	2	2	0	0	0	0	0	0	0
Nucleus Information Service Inc.	0.0%	0	-100.0%	1	1	0	0	0	0	0	0	0

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Ready SIM	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
Reliant Communications Inc.	0.0%	1	-	1	1	0	0	0	0	0	0
Réseau Picanoc.net	0.0%	1	-	1	0	0	1	0	0	0	0
RevTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0
RINGCENTRAL	0.0%	1	-	0	0	0	0	0	0	0	0
RINGCENTRAL (and design)	0.0%	0	-	0	0	0	0	0	0	0	0
RINGCENTRAL FAX	0.0%	0	-	0	0	0	0	0	0	0	0
RINGCENTRAL OFFICE	0.0%	4	-	4	2	0	0	2	0	0	0
RINGCENTRAL PROFESSIONAL	0.0%	0	-	0	0	0	0	0	0	0	0
Roam Mobility	0.2%	22	-	25	23	0	2	0	0	0	0
Rocler Technologies	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Rogers Communications	11.9%	1,078	25.2%	1,031	791	45	136	59	0	0	0
RuralWave	0.0%	3	-	3	1	0	1	1	0	0	0
Sasktel	0.3%	31	24.0%	31	25	2	3	1	0	0	0
Sears Connect	0.2%	15	66.7%	14	10	1	2	1	0	0	0
Seaside Communications (Seaside Cable)	0.0%	3	200.0%	1	0	0	1	0	0	0	0
Seaside Wireless Communications Inc	0.0%	1	-	0	0	0	0	0	0	0	0
SecureNet Information Services Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Selectcom Inc.	0.0%	1	0.0%	1	0	0	1	0	0	0	0
Selectcom Telecom	0.0%	3	0.0%	3	0	0	2	1	0	0	0
Sens-net Canada Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Shaw Communications	1.7%	159	87.1%	134	112	2	13	7	0	0	0
Silo Wireless	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
Simple Connection	0.0%	0	0.0%	0	0	0	0	0	0	0	0
Skydata	0.0%	0	-100.0%	0	0	0	0	0	0	0	0
Smart Telecom	0.0%	0	-	0	0	0	0	0	0	0	0
Sogetel	0.1%	5	0.0%	5	3	0	1	1	0	0	0
Solo	0.1%	9	-52.6%	9	4	1	3	1	0	0	0
Source Cable Ltd.	0.0%	1	0.0%	1	1	0	0	0	0	0	0
Speak Out Wireless (7-11)	0.3%	27	35.0%	28	6	1	19	2	0	0	0
Speak Telecom	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
Start Communications	0.1%	7	75.0%	6	6	0	0	0	0	0	0
start.ca	0.0%	3	200.0%	1	0	0	0	1	0	0	0
Startec Global Communications	0.0%	1	-66.7%	1	1	0	0	0	0	0	0
Storm Internet	0.0%	0	-	0	0	0	0	0	0	0	0
Sunsonic	0.0%	1	-	1	0	0	1	0	0	0	0
SureNet	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
Syban Systems Ltd.	0.0%	1	-	1	1	0	0	0	0	0	0

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	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
WiMac Tel	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Win-tel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
World-Link Communications Inc.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Worldline	0.1%	6	-45.5%	7	1	0	5	1	0	0	0	0
WTC Communications	0.0%	1	0.0%	0	0	0	0	0	0	0	0	0
Xinflix	0.0%	1	-	1	1	0	0	0	0	0	0	0
Xplornet Internet Services	2.8%	256	36.2%	231	198	2	24	7	0	0	0	0
Yak Communications Corp.	0.2%	17	21.4%	15	7	0	5	3	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	-100.0%	0	0	0	0	0	0	0	0	0
YourLink Inc.	0.0%	3	0.0%	3	0	0	3	0	0	0	0	0
Zazeen	0.0%	1	-	1	0	0	1	0	0	0	0	0
Zid Internet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
ZIP SIM	0.0%	0	-	0	0	0	0	0	0	0	0	0
Zoomer	0.0%	2	0.0%	1	1	0	0	0	0	0	0	0
Total	100.0%	9,097	-	8,641	6,510	297	1,336	494	3	1	1	0