

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
TOTAL	2,805,321		25,977		16,415	63.2%	8,356	32.2%	1206	4.6%
Abrasives	2	914	0	0	0	0.0%	0	0%	0	0.0%
Accident Reconstruction Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Accountants	2347	216	11	114	5	45.5%	6	54.5%	0	0.0%
Accountants - Certified Public	4709	116	7	118	3	42.9%	4	57.1%	0	0.0%
Accounting & Bookkeeping Machines	100	817	0	0	0	0.0%	0	0.0%	0	0.0%
Acoustical Consultants	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Acoustical Materials	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Actuaries	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Acupuncturists	357	614	1	124	1	100.0%	0	0.0%	0	0.0%
Adhesives & Glues	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Adhesives & Gluing Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Adjusters	129	789	0	0	0	0.0%	0	0.0%	0	0.0%
Adoption Services	149	772	0	0	0	0.0%	0	0.0%	0	0.0%
Adult Entertainment	38	878	0	0	0	0.0%	0	0.0%	0	0.0%
Advance Fee Brokers	15686	31	396	10	6	1.5%	190	48.0%	200	50.5%
Advertising Agencies & Counselors	1905	257	14	111	7	50.0%	4	28.6%	3	21.4%
Advertising Specialties	8162	71	354	14	46	13.0%	307	86.7%	1	0.3%
Advertising-Direct Mail	1528	305	52	77	43	82.7%	9	17.3%	0	0.0%
Advertising-Directory & Guide	760	441	22	103	16	72.7%	6	27.3%	0	0.0%
Advertising-Indoor	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Advertising-Newspaper	48	868	1	124	0	0.0%	1	100.0%	0	0.0%
Advertising-Outdoor	85	831	0	0	0	0.0%	0	0.0%	0	0.0%
Advertising-Periodical	110	808	3	122	2	66.7%	1	33.3%	0	0.0%
Advertising-Radio	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Advertising-Shoppers Guides	26	890	0	0	0	0.0%	0	0.0%	0	0.0%
Advertising-Telephone	79	837	1	124	1	100.0%	0	0.0%	0	0.0%
Advertising-Television	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Agricultural Consultants	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Agricultural Services	211	714	2	123	2	100.0%	0	0.0%	0	0.0%
Agricultural Waste Management	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Air Balancing	384	597	0	0	0	0.0%	0	0.0%	0	0.0%
Air Brushes	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Air Cargo & Package Express Service	63	853	1	124	1	100.0%	0	0.0%	0	0.0%
Air Conditioning Contractors & Systems	4482	124	30	95	12	40.0%	17	56.7%	1	3.3%
Air Conditioning Equipment-Room Units	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Air Conditioning Repair	614	491	1	124	0	0.0%	1	100.0%	0	0.0%
Air Conditioning Supplies & Parts	61	855	1	124	0	0.0%	1	100.0%	0	0.0%
Air Conditioning Systems-Cleaning	27	889	1	124	0	0.0%	1	100.0%	0	0.0%
Air Courier Service	133	786	3	122	2	66.7%	1	33.3%	0	0.0%
Air Fragrances	106	811	0	0	0	0.0%	0	0.0%	0	0.0%
Air Pollution Control	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Air Pollution Measuring Service	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Air Purifying & Cleaning Systems & Equipment	1771	274	20	105	13	65.0%	6	30.0%	1	5.0%
Aircraft Brokers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Charter, Rental & Lease	311	644	2	123	2	100.0%	0	0.0%	0	0.0%
Aircraft Dealers	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Engines	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Ground Support & Service Equipment	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Manufacturers.	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Parts & Supplies	33	883	1	124	0	0.0%	1	100.0%	0	0.0%
Aircraft Schools	111	807	2	123	0	0.0%	0	0.0%	2	100.0%
Aircraft Servicing & Maintenance	625	486	0	0	0	0.0%	0	0.0%	0	0.0%
Aircraft Storage	1	915	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Aircraft Upholsterers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Airlines	1358	333	73	64	41	56.2%	31	42.5%	1	1.4%
Airlines-Ticket Agencies	278	667	1	124	0	0.0%	1	100.0%	0	0.0%
Airlines-Training Schools	111	807	0	0	0	0.0%	0	0.0%	0	0.0%
Airport Transportation	48	868	2	123	2	100.0%	0	0.0%	0	0.0%
Airports	391	590	0	0	0	0.0%	0	0.0%	0	0.0%
Albums	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Alcoholism Info & Treatment Centers	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Alfalfa & Alfalfa Products	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Alloys	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
All-Terrain Vehicles	203	721	11	114	7	63.6%	4	36.4%	0	0.0%
Alterations-Clothing	360	611	9	116	6	66.7%	3	33.3%	0	0.0%
Alternators & Generators - Auto Repair	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Alternators & Generators - Retail	164	757	4	121	4	100.0%	0	0.0%	0	0.0%
Aluminum	36	880	1	124	0	0.0%	1	100.0%	0	0.0%
Aluminum Fabricators	386	595	1	124	0	0.0%	1	100.0%	0	0.0%
Aluminum Products	762	439	4	121	2	50.0%	2	50.0%	0	0.0%
Ambulance Service	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Ambulances & Hearses	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Amusement Devices	11	905	1	124	1	100.0%	0	0.0%	0	0.0%
Amusement Park Equipment	104	813	0	0	0	0.0%	0	0.0%	0	0.0%
Amusement Parks & Places	170	751	2	123	1	50.0%	1	50.0%	0	0.0%
Anchors-Marine	53	863	1	124	1	100.0%	0	0.0%	0	0.0%
Animal Brokers & Dealers-Zoo, Circus, Etc	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Animal Foods-Zoo, Circus, Etc.	8	908	1	124	1	100.0%	0	0.0%	0	0.0%
Animal Health Products	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Animal Hospitals	1489	313	2	123	1	50.0%	1	50.0%	0	0.0%
Animal Insemination-Artificial	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Animal Shelters	322	638	3	122	2	66.7%	1	33.3%	0	0.0%
Animation Mechanics - Display, Sign, Etc.	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Annuities	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Answering Services	186	737	1	124	1	100.0%	0	0.0%	0	0.0%
Antennas	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Antiques-Dealers	1239	353	4	121	4	100.0%	0	0.0%	0	0.0%
Antiques-Repair & Restore	63	853	0	0	0	0.0%	0	0.0%	0	0.0%
Antiques-Reproductions	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Apartment Finding & Rental Service	405	580	15	110	3	20.0%	12	80.0%	0	0.0%
Apartments	744	448	5	120	4	80.0%	1	20.0%	0	0.0%
Appliances - Major - Service & Repair	859	413	18	107	7	38.9%	9	50.0%	2	11.1%
Appliances-Major-Dealers	10316	53	198	27	178	89.9%	20	10.1%	0	0.0%
Appliances-Major-Parts & Supplies	8450	67	60	72	36	60.0%	24	40.0%	0	0.0%
Appliances-Major-Rent & Lease	302	651	3	122	3	100.0%	0	0.0%	0	0.0%
Appliances-Major-Wholesale & Manufacturers	203	721	6	119	6	100.0%	0	0.0%	0	0.0%
Appliances-Small-Dealers	1114	374	5	120	3	60.0%	2	40.0%	0	0.0%
Appliances-Small-Service & Repair	1636	296	8	117	6	75.0%	1	12.5%	1	12.5%
Appliances-Small-Supplies & Parts	286	661	2	123	2	100.0%	0	0.0%	0	0.0%
Appliances-Small-Wholesale & Manufacturers	352	618	18	107	17	94.4%	1	5.6%	0	0.0%
Appraisers	339	626	1	124	0	0.0%	1	100.0%	0	0.0%
Appraisers-Antiques	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Aquaculture	711	460	0	0	0	0.0%	0	0.0%	0	0.0%
Aquariums-Dealers	136	782	4	121	3	75.0%	1	25.0%	0	0.0%
Aquariums-Lease & Maintenance	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Aquariums-Public	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Arbitration Services	61	855	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Archery Equipment & Supplies	229	705	0	0	0	0.0%	0	0.0%	0	0.0%
Architects	548	512	2	123	2	100.0%	0	0.0%	0	0.0%
Architects Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Architectural & Construction Specs	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Armored Car Service	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Art Galleries, Dealers & Consultants	1642	294	7	118	3	42.9%	4	57.1%	0	0.0%
Art Goods	309	646	3	122	2	66.7%	1	33.3%	0	0.0%
Art Instruction & Schools	190	734	2	123	1	50.0%	1	50.0%	0	0.0%
Art Metal Work	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Art Organizations & Information	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Art Restoration & Conservation	9	907	1	124	0	0.0%	1	100.0%	0	0.0%
Art Supplies	245	692	0	0	0	0.0%	0	0.0%	0	0.0%
Artificial Breasts	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers & Plants - Manufacturer Supplies	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers, Plants & Trees	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Artificial Turf	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Artists - Fine Art	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Artists Agents	46	870	1	124	1	100.0%	0	0.0%	0	0.0%
Artists-Commercial	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Asbestos Removal Service	801	427	0	0	0	0.0%	0	0.0%	0	0.0%
Asphalt	1677	287	4	121	0	0.0%	0	0.0%	4	100.0%
Assembly & Fabricating Service	44	872	0	0	0	0.0%	0	0.0%	0	0.0%
Assisted Living Centers	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Association Management	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Associations	7671	77	12	113	11	91.7%	1	8.3%	0	0.0%
Astrologers	41	875	2	123	2	100.0%	0	0.0%	0	0.0%
Athletic Organizations	95	821	1	124	1	100.0%	0	0.0%	0	0.0%
Attorney Referral Service	169	752	12	113	3	25.0%	9	75.0%	0	0.0%
Auctioneers	2157	236	30	95	24	80.0%	4	13.3%	2	6.7%
Audiologists	108	810	0	0	0	0.0%	0	0.0%	0	0.0%
Audiometers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Consultants	38	878	0	0	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment-Dealers	182	740	10	115	7	70.0%	3	30.0%	0	0.0%
Audio-Visual Equipment-Rent & Lease	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment-Service & Repair	158	763	0	0	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment-Supplies & Parts	266	676	1	124	0	0.0%	1	100.0%	0	0.0%
Audio-Visual Equipment-Wholesale & Manufacturers	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Production Services	479	545	0	0	0	0.0%	0	0.0%	0	0.0%
Auto & Truck Brokers	7244	80	114	45	20	17.5%	87	76.3%	7	6.1%
Auto Air Conditioning	234	702	1	124	1	100.0%	0	0.0%	0	0.0%
Auto Air Conditioning Equipment	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Alarms & Security Systems	396	586	10	115	5	50.0%	5	50.0%	0	0.0%
Auto Appraisers	71	845	1	124	0	0.0%	1	100.0%	0	0.0%
Auto Auctions	92	824	2	123	2	100.0%	0	0.0%	0	0.0%
Auto Body Repair & Painting	26955	17	96	51	70	72.9%	25	26.0%	1	1.0%
Auto Body Shop Equipment & Sup	172	749	4	121	1	25.0%	3	75.0%	0	0.0%
Auto Bumpers, Guards & Grilles	29	887	2	123	1	50.0%	1	50.0%	0	0.0%
Auto Customizing	430	569	15	110	2	13.3%	10	66.7%	3	20.0%
Auto Dealers-Antique & Classic	99	818	2	123	0	0.0%	2	100.0%	0	0.0%
Auto Dealers-Custom Design & Replica	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Dealers-New Cars	50869	6	672	2	548	81.5%	120	17.9%	4	0.6%
Auto Dealers-Used Cars	41027	9	367	11	215	58.6%	127	34.6%	25	6.8%
Auto Detailing	2243	227	15	110	9	60.0%	6	40.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Auto Diagnostic Service	1276	348	1	124	1	100.0%	0	0.0%	0	0.0%
Auto Electric Equipment	113	805	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Electric Service	398	585	4	121	4	100.0%	0	0.0%	0	0.0%
Auto Floor Coverings	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Inspection Stations	353	617	10	115	9	90.0%	0	0.0%	1	10.0%
Auto Listing Service	137	781	1	124	0	0.0%	1	100.0%	0	0.0%
Auto Machine Shops	87	829	2	123	1	50.0%	1	50.0%	0	0.0%
Auto Manufacturers & Distributors	2266	224	66	67	59	89.4%	7	10.6%	0	0.0%
Auto Manufacturers Equipment & Supplies	41	875	2	123	2	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies-New	4875	113	90	53	48	53.3%	39	43.3%	3	3.3%
Auto Parts & Supplies-Used & Rebuilt	1670	290	18	107	13	72.2%	4	22.2%	1	5.6%
Auto Parts & Supplies-Wholesale & Manufacturers	489	539	9	116	5	55.6%	4	44.4%	0	0.0%
Auto Perform, Race & Sport Equipment	289	659	2	123	1	50.0%	1	50.0%	0	0.0%
Auto Race Cars	55	861	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Radios & Stereos-Sales & Repair	351	619	4	121	3	75.0%	1	25.0%	0	0.0%
Auto Radios & Stereos-Wholesale & Manufacturers	55	861	4	121	1	25.0%	2	50.0%	1	25.0%
Auto Renting & Leasing	7873	75	162	33	111	68.5%	48	29.6%	3	1.9%
Auto Repair - Windshield, Glass Shops	4159	132	12	113	9	75.0%	3	25.0%	0	0.0%
Auto Repair & Service	50824	7	349	15	242	69.3%	94	26.9%	13	3.7%
Auto Repair & Service-Equipment & Supplies	341	625	13	112	10	76.9%	3	23.1%	0	0.0%
Auto Repairing-Foreign	113	805	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Repair-Mobile	169	752	2	123	1	50.0%	1	50.0%	0	0.0%
Auto Restoration	130	788	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Seat Covers, Tops & Upholstery	504	533	2	123	2	100.0%	0	0.0%	0	0.0%
Auto Service - Rust proofing Shops	1390	325	3	122	3	100.0%	0	0.0%	0	0.0%
Auto Service - Sound Systems Sales & Service.	1072	380	8	117	6	75.0%	1	12.5%	1	12.5%
Auto Service - Specialty Parts	64	852	3	122	1	33.3%	0	0.0%	2	66.7%
Auto Service - Steam Cleaning	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Service - Window Tinting	401	583	2	123	0	0.0%	2	100.0%	0	0.0%
Auto Services	7181	81	118	43	91	77.1%	27	22.9%	0	0.0%
Auto Smog Inspection	75	841	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Transporters & Drive-Away Companies	1256	350	15	110	14	93.3%	1	6.7%	0	0.0%
Auto Upholstery Cleaning	108	810	0	0	0	0.0%	0	0.0%	0	0.0%
Auto Warranty Processing Service	2029	247	22	103	19	86.4%	3	13.6%	0	0.0%
Auto Wrecking	2344	217	6	119	3	50.0%	3	50.0%	0	0.0%
Autographic Registers & Supplies	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Automated Teller Machines	589	498	4	121	3	75.0%	0	0.0%	1	25.0%
Automation Consultants	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Automation Systems & Equipment	112	806	0	0	0	0.0%	0	0.0%	0	0.0%
Aviation Consultants	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Aviation Services	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Awnings & Canopies	3166	166	8	117	4	50.0%	4	50.0%	0	0.0%
Baby Accessories & Service(s)	131	787	8	117	7	87.5%	1	12.5%	0	0.0%
Baby Accessories-Wholesale & Manufacturers	10	906	1	124	0	0.0%	1	100.0%	0	0.0%
Baby Carriages & Strollers	43	873	1	124	1	100.0%	0	0.0%	0	0.0%
Baby Foods	7	909	1	124	1	100.0%	0	0.0%	0	0.0%
Baby Sitters	48	868	0	0	0	0.0%	0	0.0%	0	0.0%
Bagels	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Bags-Plastic	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Bail Bonds	436	566	1	124	0	0.0%	1	100.0%	0	0.0%
Bakers Equipment	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Bakers Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Bakers-Retail	1403	323	4	121	2	50.0%	2	50.0%	0	0.0%
Bakers-Wholesale	311	644	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Balloons-Manned	191	733	13	112	8	61.5%	4	30.8%	1	7.7%
Balloons-Novelty & Toy	31	885	1	124	0	0.0%	0	0.0%	1	100.0%
Bamboo & Bamboo Products	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Bank Equipment & Supplies	495	535	4	121	2	50.0%	2	50.0%	0	0.0%
Bankruptcy Assistance & Services	85	831	2	123	2	100.0%	0	0.0%	0	0.0%
Banks	20051	27	88	55	80	90.9%	8	9.1%	0	0.0%
Banquet Facilities	1382	327	8	117	4	50.0%	3	37.5%	1	12.5%
Bar Coding Service	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Barbecue	296	655	0	0	0	0.0%	0	0.0%	0	0.0%
Barbecue Equipment & Supplies	134	785	1	124	1	100.0%	0	0.0%	0	0.0%
Barber Schools	211	714	1	124	0	0.0%	1	100.0%	0	0.0%
Barbers	1536	303	6	119	5	83.3%	1	16.7%	0	0.0%
Barn Equipment	4	912	1	124	0	0.0%	1	100.0%	0	0.0%
Barrels & Drums	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Bartending Service	446	560	1	124	1	100.0%	0	0.0%	0	0.0%
Barter & Trade Exchanges	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Baseball Cards & Sports Memorabilia	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Baseball Clubs	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Baskets-Retail	32	884	1	124	1	100.0%	0	0.0%	0	0.0%
Bathroom Accessories	825	420	3	122	2	66.7%	1	33.3%	0	0.0%
Baths	283	664	1	124	0	0.0%	0	0.0%	1	100.0%
Baths-Equipment & Supplies	86	830	8	117	1	12.5%	7	87.5%	0	0.0%
Bathtubs & Sinks-Repair & Refinish	4151	133	24	101	16	66.7%	7	29.2%	1	4.2%
Batteries-Dry Cell-Wholesale & Manufacturers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Batteries-Storage-Retail	121	797	1	124	1	100.0%	0	0.0%	0	0.0%
Batteries-Storage-Wholesale & Manufacturers	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Battery Charging Equipment	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Battery Repairing & Rebuilding	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Battery Supplies	697	462	6	119	4	66.7%	2	33.3%	0	0.0%
Beads	622	487	0	0	0	0.0%	0	0.0%	0	0.0%
Bearings	50	866	0	0	0	0.0%	0	0.0%	0	0.0%
Beauty Pageants	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Beauty Salons	8906	63	116	44	75	64.7%	37	31.9%	4	3.4%
Beauty Schools	1114	374	8	117	6	75.0%	2	25.0%	0	0.0%
Beauty Supplies & Equipment	2129	237	39	87	21	53.8%	17	43.6%	1	2.6%
Bed & Breakfast	1331	338	16	109	12	75.0%	4	25.0%	0	0.0%
Bedding	1889	259	20	105	15	75.0%	4	20.0%	1	5.0%
Beds-Retail	2333	218	32	93	24	75.0%	7	21.9%	1	3.1%
Beds-Wholesale & Manufacturers	95	821	5	120	2	40.0%	3	60.0%	0	0.0%
Beer & Ale-Retail	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Beer & Ale-Wholesale	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Beer Dispensing & Cooling Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Beer Home Brewing Equipment & Supplies	393	588	3	122	1	33.3%	2	66.7%	0	0.0%
Beverage Dispensers	341	625	0	0	0	0.0%	0	0.0%	0	0.0%
Beverages	439	564	0	0	0	0.0%	0	0.0%	0	0.0%
Beverages - Whls & Dist.	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Bicycle-Dealers	1919	255	18	107	10	55.6%	7	38.9%	1	5.6%
Bicycles-Renting	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Bicycles-Repair	87	829	0	0	0	0.0%	0	0.0%	0	0.0%
Bicycles-Wholesale & Manufacturers	11	905	1	124	1	100.0%	0	0.0%	0	0.0%
Bill Paying Service	5	911	2	123	2	100.0%	0	0.0%	0	0.0%
Billiard Equipment & Supplies	180	742	1	124	1	100.0%	0	0.0%	0	0.0%
Billiard Parlors	57	859	2	123	0	0.0%	1	50.0%	1	50.0%
Billing Service	2	914	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Binders-Loose Leaf	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Bingo & Gaming Halls	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Bins	38	878	2	123	0	0.0%	2	100.0%	0	0.0%
Biofeedback Therapists	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Biological Products	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Bird & Wildlife Supply Shops	49	867	0	0	0	0.0%	0	0.0%	0	0.0%
Bird Barriers, Repellents & Controls	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Bird Feeders & Houses	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Birth Control Information Centers	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Blacksmiths	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Blankets	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	387	594	0	0	0	0.0%	0	0.0%	0	0.0%
Blood Banks & Centers	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Blowers & Blower Systems	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Boarding Houses	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Boards Of Trade	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Boat Builders	1247	352	3	122	2	66.7%	1	33.3%	0	0.0%
Boat Cleaning	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Boat Covers, Tops & Upholstery	26	890	1	124	0	0.0%	1	100.0%	0	0.0%
Boat Dealers	1519	308	12	113	10	83.3%	2	16.7%	0	0.0%
Boat Equipment & Supplies	288	660	1	124	1	100.0%	0	0.0%	0	0.0%
Boat Launching	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Boat Renting & Leasing	17	899	1	124	1	100.0%	0	0.0%	0	0.0%
Boat Repair	828	418	5	120	4	80.0%	1	20.0%	0	0.0%
Boat Transporting	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Boat-Charter	1643	293	5	120	2	40.0%	3	60.0%	0	0.0%
Boat-Excursion	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Boating Instruction	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Boilers-New & Used	81	835	1	124	1	100.0%	0	0.0%	0	0.0%
Boilers-Repair & Cleaning	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Bolts & Nuts	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Book, Compact Disc, & DVD Clubs	2085	242	145	39	18	12.4%	127	87.6%	0	0.0%
Bookbinders	67	849	0	0	0	0.0%	0	0.0%	0	0.0%
Bookbinders Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Bookkeeping Service	3620	150	13	112	10	76.9%	2	15.4%	1	7.7%
Books-New	1049	384	24	101	21	87.5%	3	12.5%	0	0.0%
Books-Used & Rare	1072	380	0	0	0	0.0%	0	0.0%	0	0.0%
Books-Wholesale	101	816	1	124	1	100.0%	0	0.0%	0	0.0%
Booths-Toll, Parking, Etc.	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Boots	17	899	1	124	1	100.0%	0	0.0%	0	0.0%
Bottle Caps & Seals	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Bottlers Equipment & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Bottles-Used	17	899	1	124	0	0.0%	1	100.0%	0	0.0%
Boutique Items-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Boutiques	50	866	1	124	1	100.0%	0	0.0%	0	0.0%
Bowling	55	861	0	0	0	0.0%	0	0.0%	0	0.0%
Bowling Lane Refinish & Repair	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Box Manufacturers Equipment & Supplies	71	845	1	124	1	100.0%	0	0.0%	0	0.0%
Boxes-Corrugated & Fiber	84	832	0	0	0	0.0%	0	0.0%	0	0.0%
Boxes-Paper	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Boxes-Specialty & Fancy	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Boxes-Wooden	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Boy & Girl Organizations - Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Brake Service	3555	152	14	111	10	71.4%	4	28.6%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Brakes-Lining-Manufacturers & Distributors	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Brakes-Manufacturers & Distributors	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Bras	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Brass Fabricators	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Brewers	124	794	1	124	1	100.0%	0	0.0%	0	0.0%
Brewers Equipment & Supplies	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Brick Preservatives	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Brick-Clay-Common & Face	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Brick-Concrete, Pumice, Etc.	151	770	1	124	1	100.0%	0	0.0%	0	0.0%
Bridal & Millinery Supplies	31	885	1	124	1	100.0%	0	0.0%	0	0.0%
Bridal Shops	3138	172	58	73	41	70.7%	16	27.6%	1	1.7%
Bridal Supplies - Wholesale & Mfg.	153	768	2	123	2	100.0%	0	0.0%	0	0.0%
Bridge Builders	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Bronze	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Bronzing	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Brushes	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Buckets-Digging & Hoisting	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Building Cleaning-Exterior	443	561	0	0	0	0.0%	0	0.0%	0	0.0%
Building Construction Consultants	345	622	2	123	1	50.0%	1	50.0%	0	0.0%
Building Contractors	4959	110	29	96	16	55.2%	13	44.8%	0	0.0%
Building Inspection	2757	192	0	0	0	0.0%	0	0.0%	0	0.0%
Building Materials	8046	73	41	85	29	70.7%	10	24.4%	2	4.9%
Building Materials-Used	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Building Restoration & Preservation	792	430	4	121	3	75.0%	1	25.0%	0	0.0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	934	399	14	111	11	78.6%	3	21.4%	0	0.0%
Buildings-Concrete	53	863	0	0	0	0.0%	0	0.0%	0	0.0%
Buildings-Metal	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Buildings-Portable	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Bulletin & Directory Boards	9	907	1	124	1	100.0%	0	0.0%	0	0.0%
Burglar Alarm Systems - Dealers, Monitoring & Svc.	5523	104	45	82	39	86.7%	6	13.3%	0	0.0%
Bus Lines	310	645	7	118	3	42.9%	4	57.1%	0	0.0%
Bus Lines Ticket Agencies	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Buses-Charter & Rental	384	597	4	121	0	0.0%	4	100.0%	0	0.0%
Buses-Distributors & Manufacturers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Buses-Repair & Service	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Business & Trade Organizations	2426	210	10	115	3	30.0%	7	70.0%	0	0.0%
Business Brokers	827	419	3	122	0	0.0%	2	66.7%	1	33.3%
Business Consultants	9261	60	11	114	6	54.5%	5	45.5%	0	0.0%
Business Forms & Systems	80	836	0	0	0	0.0%	0	0.0%	0	0.0%
Business Opportunity Companies	6363	93	11	114	9	81.8%	2	18.2%	0	0.0%
Business Promotions - General	632	483	14	111	9	64.3%	5	35.7%	0	0.0%
Business Services (General)	2577	199	28	97	24	85.7%	3	10.7%	1	3.6%
Butchering	135	784	2	123	2	100.0%	0	0.0%	0	0.0%
Butchers Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Buying Clubs & Group Purchasing Service	4632	119	31	94	29	93.5%	2	6.5%	0	0.0%
Cabinet Equipment & Supplies	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Cabinet Manufacturer	5852	99	21	104	13	61.9%	8	38.1%	0	0.0%
Cabinet Refinishers	112	806	0	0	0	0.0%	0	0.0%	0	0.0%
Cabinets	1698	285	13	112	4	30.8%	7	53.8%	2	15.4%
Cable Splicing	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Cake Decorating Equipment & Supplies	43	873	0	0	0	0.0%	0	0.0%	0	0.0%
Calculators, Adding Machines & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Calendars	21	895	1	124	0	0.0%	1	100.0%	0	0.0%
Calligraphers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Campers-Dealers	29	887	1	124	0	0.0%	0	0.0%	1	100.0%
Campers-Service & Repair	58	858	0	0	0	0.0%	0	0.0%	0	0.0%
Campers-Supplies & Parts	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Campers-Wholesale & Manufacturers	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Campgrounds & RV Parks	267	675	23	102	18	78.3%	5	21.7%	0	0.0%
Camping Equipment	563	508	4	121	3	75.0%	1	25.0%	0	0.0%
Camping Equipment-Renting	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Camps	321	639	6	119	5	83.3%	1	16.7%	0	0.0%
Cams-Grinding & Cutting	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Candles-Retail	212	713	0	0	0	0.0%	0	0.0%	0	0.0%
Candles-Wholesale & Manufacturers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery Brokers	4	912	1	124	0	0.0%	1	100.0%	0	0.0%
Candy & Confectionery Manufacturer Equip & Supplies	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery-Retail	1041	386	0	0	0	0.0%	0	0.0%	0	0.0%
Canes	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Canvas Goods	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Car Loading & Unloading	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Car Wash & Polish	752	444	8	117	1	12.5%	7	87.5%	0	0.0%
Car Wash & Polish Equipment & Supplies	263	679	0	0	0	0.0%	0	0.0%	0	0.0%
Carbide Metals & Products	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Carburetors	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Cardboard	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Career & Outplacement Counseling	1132	370	7	118	2	28.6%	4	57.1%	1	14.3%
Cargo & Freight Containers	33	883	0	0	0	0.0%	0	0.0%	0	0.0%
Carpenters	3204	164	4	121	1	25.0%	2	50.0%	1	25.0%
Carpet & Rug Binding Machines	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaners	23335	22	78	61	55	70.5%	20	25.6%	3	3.8%
Carpet & Rug Cleaning Equipment& Supplies	116	802	1	124	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaning Equipment-Rental	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers-New	14475	35	104	48	77	74.0%	25	24.0%	2	1.9%
Carpet & Rug Dealers-Used	166	755	1	124	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Distributors & Manufacturers	64	852	1	124	0	0.0%	1	100.0%	0	0.0%
Carpet & Rug Dyers	19	897	2	123	1	50.0%	1	50.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	244	693	1	124	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Renting	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Repair	103	814	0	0	0	0.0%	0	0.0%	0	0.0%
Carpet Layers	190	734	9	116	4	44.4%	5	55.6%	0	0.0%
Carpet Layers Equipment & Supplies	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Carports	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Cash Registers & Supplies	363	610	2	123	2	100.0%	0	0.0%	0	0.0%
Casinos	431	568	2	123	0	0.0%	2	100.0%	0	0.0%
Caskets	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Casters & Glides	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Catalog Showrooms	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Caterers	2797	190	9	116	5	55.6%	4	44.4%	0	0.0%
Caulking Contractors	61	855	0	0	0	0.0%	0	0.0%	0	0.0%
Caulking Materials & Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Ceiling Cleaning	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Ceiling Contractors	75	841	0	0	0	0.0%	0	0.0%	0	0.0%
Ceiling Materials	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	183	739	0	0	0	0.0%	0	0.0%	0	0.0%
Cellular Phones Service & Equipment	8429	68	596	4	494	82.9%	102	17.1%	0	0.0%
Cement-Wholesale & Manufacturers	9	907	1	124	1	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Cemeteries	206	718	1	124	0	0.0%	1	100.0%	0	0.0%
Cemetery Equipment & Supplies	7	909	2	123	1	50.0%	1	50.0%	0	0.0%
Ceramic Products-Decorative	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Ceramics-Equipment & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Chain Letters	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Chairs-Orthopedic & Lift	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Chairs-Rent	217	711	2	123	0	0.0%	2	100.0%	0	0.0%
Chairs-Wholesale & Manufacturers	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Chambers Of Commerce	9229	61	0	0	0	0.0%	0	0.0%	0	0.0%
Chamois Skins	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Charity - Local	2121	238	4	121	3	75.0%	1	25.0%	0	0.0%
Charity - National	3100	176	2	123	2	100.0%	0	0.0%	0	0.0%
Charity-Advertising for Publications	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Chauffeur Service	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Check Cashing Protection Systems	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Check Cashing Service	3799	146	17	108	13	76.5%	3	17.6%	1	5.9%
Check Protection & Signing Machines	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Checks-Printing	33	883	0	0	0	0.0%	0	0.0%	0	0.0%
Cheese	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Chemical Cleaning-Industrial	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Chemical Plant Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Chemicals	276	669	0	0	0	0.0%	0	0.0%	0	0.0%
Chemicals-Reclaiming	44	872	0	0	0	0.0%	0	0.0%	0	0.0%
Chemists-Analytical & Consulting	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Chemists-Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Chewing Gum	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Child Care Centers	2173	235	19	106	11	57.9%	7	36.8%	1	5.3%
Children's & Infants Wear - Wholesale & Mfrs.	63	853	1	124	0	0.0%	1	100.0%	0	0.0%
Childrens & Infants Wear-Retail	563	508	6	119	2	33.3%	4	66.7%	0	0.0%
Chimes & Bells	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Chimney Builders & Repair	2621	198	11	114	7	63.6%	4	36.4%	0	0.0%
Chimney Cleaning	4494	123	6	119	5	83.3%	1	16.7%	0	0.0%
Chimney Cleaning Equipment & Supplies	15	901	1	124	1	100.0%	0	0.0%	0	0.0%
Chimney Lining Materials	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
China & Crystal-Repair	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
China & Glassware-Retail	408	578	4	121	4	100.0%	0	0.0%	0	0.0%
China-Wholesale & Manufacturers	113	805	0	0	0	0.0%	0	0.0%	0	0.0%
Chinese Food Products	2	914	1	124	0	0.0%	1	100.0%	0	0.0%
Chiropractor Information Bureaus	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Chiropractors D.C.	413	577	0	0	0	0.0%	0	0.0%	0	0.0%
Chocolate & Cocoa	208	717	2	123	1	50.0%	1	50.0%	0	0.0%
Christmas Lights & Decorations	6	910	1	124	0	0.0%	0	0.0%	1	100.0%
Christmas Trees	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Church Furnishings	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Church Supplies	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Churches	114	804	1	124	0	0.0%	1	100.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers-Retail	87	829	0	0	0	0.0%	0	0.0%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Clean Room Facilities	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Cleaning Compounds	62	854	2	123	1	50.0%	0	0.0%	1	50.0%
Cleaning Supplies	85	831	3	122	1	33.3%	2	66.7%	0	0.0%
Cleaning Supplies Direct Door-to-Door	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Cleaning Systems Press, Chemical, Etc	828	418	5	120	1	20.0%	3	60.0%	1	20.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Clinics	821	421	3	122	2	66.7%	1	33.3%	0	0.0%
Clocks-Dealers	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Clocks-Service & Repair	186	737	0	0	0	0.0%	0	0.0%	0	0.0%
Clocks-Wholesale & Manufacturers	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Closet Systems & Accessories	1108	375	3	122	0	0.0%	3	100.0%	0	0.0%
Clothes-Consignment & Resale	922	403	18	107	9	50.0%	6	33.3%	3	16.7%
Clothing - Retail	285	662	22	103	14	63.6%	7	31.8%	1	4.5%
Clubs	339	626	6	119	5	83.3%	0	0.0%	1	16.7%
Clutches	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Coal Brokers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Coated Fabrics	39	877	2	123	2	100.0%	0	0.0%	0	0.0%
Coatings-Protective	560	509	6	119	6	100.0%	0	0.0%	0	0.0%
Coats-Wholesale & Manufacturers	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Cocktail Lounges	116	802	2	123	2	100.0%	0	0.0%	0	0.0%
Coffee & Tea	1494	311	1	124	0	0.0%	1	100.0%	0	0.0%
Coffee Break Service & Supplies	804	425	0	0	0	0.0%	0	0.0%	0	0.0%
Coffee Brewing Devices	70	846	1	124	0	0.0%	1	100.0%	0	0.0%
Coffee Roasting & Handling Equipment	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Coin & Bill Count,Sort,Wrap Machines	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Coin Cards	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Coin Dealers, Supplies, Etc.	153	768	1	124	1	100.0%	0	0.0%	0	0.0%
Coins & Tokens-Manufacturers	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Collectibles	1051	383	8	117	8	100.0%	0	0.0%	0	0.0%
Collection Agencies	10103	55	198	27	126	63.6%	66	33.3%	6	3.0%
Collection Systems	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Color Consultants	314	643	0	0	0	0.0%	0	0.0%	0	0.0%
Columns	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Comic Books	61	855	2	123	1	50.0%	1	50.0%	0	0.0%
Commercial Products Manufacturers	945	397	8	117	6	75.0%	2	25.0%	0	0.0%
Commercial Products Wholesale & Distributor	688	465	9	116	6	66.7%	3	33.3%	0	0.0%
Commercials-Radio & Television	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Commodity Brokers	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Communication Consultants	138	780	1	124	1	100.0%	0	0.0%	0	0.0%
Compact Disc, Tapes, Record - Whls & Mfrs.	229	705	2	123	0	0.0%	1	50.0%	1	50.0%
Compact Discs, Tapes & Records - Retail	903	405	8	117	7	87.5%	1	12.5%	0	0.0%
Compactors - Waste - Industrial & Commercial	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Compressors	44	872	0	0	0	0.0%	0	0.0%	0	0.0%
Computer Software Publishers & Developers	1621	298	20	105	6	30.0%	4	20.0%	10	50.0%
Computers - Network Security	18	898	1	124	0	0.0%	0	0.0%	1	100.0%
Computers - Rooms - Installation & Equipment	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Computers - Security Equip & Systems	61	855	2	123	1	50.0%	1	50.0%	0	0.0%
Computers Software & Services	18561	29	170	31	120	70.6%	49	28.8%	1	0.6%
Computers-Bulletin Boards	28	888	1	124	0	0.0%	1	100.0%	0	0.0%
Computers-Cable & Installation	63	853	3	122	3	100.0%	0	0.0%	0	0.0%
Computers-Dealers	23591	21	359	12	286	79.7%	68	18.9%	5	1.4%
Computers-Disaster Recovery	1248	351	0	0	0	0.0%	0	0.0%	0	0.0%
Computers-Furniture	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Computers-Graphics	488	540	1	124	1	100.0%	0	0.0%	0	0.0%
Computers-Multimedia	329	632	3	122	3	100.0%	0	0.0%	0	0.0%
Computers-Networks	1052	382	21	104	14	66.7%	5	23.8%	2	9.5%
Computers-Rent & Lease	27	889	1	124	0	0.0%	1	100.0%	0	0.0%
Computers-Service & Repair	11375	44	85	57	56	65.9%	29	34.1%	0	0.0%
Computers-Supplies & Parts	2820	187	31	94	22	71.0%	3	9.7%	6	19.4%
Computers-Sys Designers & Consult	8724	66	29	96	25	86.2%	2	6.9%	2	6.9%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Computers-Training	1668	291	30	95	25	83.3%	5	16.7%	0	0.0%
Computers-Used	328	633	3	122	3	100.0%	0	0.0%	0	0.0%
Computers-Wholesale & Manufacturers	803	426	6	119	5	83.3%	1	16.7%	0	0.0%
Concert Bureaus	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Concert Halls	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Concessionaires	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Blocks & Shapes	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking, Cutting, Sawing	175	746	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Construction Forms & Accessories.	394	587	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Contractors	14920	34	90	53	54	60.0%	32	35.6%	4	4.4%
Concrete Curing & Treating Materials	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Patching Compounds	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete Products	389	592	1	124	0	0.0%	1	100.0%	0	0.0%
Concrete Pumping Service	79	837	0	0	0	0.0%	0	0.0%	0	0.0%
Concrete-Ready Mixed	421	574	4	121	3	75.0%	1	25.0%	0	0.0%
Condominiums	1466	316	1	124	0	0.0%	1	100.0%	0	0.0%
Conference Centers	80	836	0	0	0	0.0%	0	0.0%	0	0.0%
Consignment Service	152	769	20	105	6	30.0%	14	70.0%	0	0.0%
Construction & Remodeling Services	19133	28	105	47	40	38.1%	56	53.3%	9	8.6%
Construction Estimates	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Construction Management	783	434	3	122	1	33.3%	2	66.7%	0	0.0%
Construction Reports	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Consulates & Other F.Gov Reprs	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Consumer Finance & Loan Co.	6748	87	161	34	149	92.5%	11	6.8%	1	0.6%
Consumers Cooperative Organizations	149	772	6	119	3	50.0%	3	50.0%	0	0.0%
Contact Lenses	1013	389	17	108	9	52.9%	8	47.1%	0	0.0%
Containerized Freight Service	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Contest Arranging & Judging	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Contract Manufacturing	35	881	1	124	1	100.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies - Rent & Lease	206	718	2	123	2	100.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies-Dealers & Ser	490	538	4	121	3	75.0%	1	25.0%	0	0.0%
Contractors-General	60400	5	306	17	116	37.9%	172	56.2%	18	5.9%
Controls, Control Sys & Regulators	109	809	1	124	1	100.0%	0	0.0%	0	0.0%
Convenience Stores	332	630	9	116	2	22.2%	4	44.4%	3	33.3%
Convention Services & Facilities	124	794	4	121	3	75.0%	1	25.0%	0	0.0%
Convents & Monasteries	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Conveyors & Conveying Equipment	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Cookies & Crackers	13	903	1	124	1	100.0%	0	0.0%	0	0.0%
Cooking Instruction	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Cooking Utensils	1162	365	2	123	2	100.0%	0	0.0%	0	0.0%
Copiers & Copier Supplies	197	727	2	123	1	50.0%	1	50.0%	0	0.0%
Coppersmiths	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Copy & Duplicating Service	3892	142	7	118	5	71.4%	2	28.6%	0	0.0%
Copyright Service	128	790	0	0	0	0.0%	0	0.0%	0	0.0%
Corn Products	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Correspondence Schools	6806	84	8	117	7	87.5%	1	12.5%	0	0.0%
Corsets & Girdles	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Cosmetic & Toiletry Preparations - Manufacturers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales	810	423	9	116	4	44.4%	5	55.6%	0	0.0%
Cosmetic Sales by Internet	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales by Mail	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales Direct Door-to-Door	59	857	1	124	1	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Cosmetics - Wholesale & Manufacturers	23	893	3	122	3	100.0%	0	0.0%	0	0.0%
Cosmetics & Perfumes-Retail	1215	357	32	93	8	25.0%	24	75.0%	0	0.0%
Costume Fabrics, Trim & Accessories	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Costumes-Masquerade & Theatrical	138	780	1	124	1	100.0%	0	0.0%	0	0.0%
Counter Tops	3721	148	24	101	14	58.3%	10	41.7%	0	0.0%
Counterfeit Money Detection Devices	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Coupon Book Promotions	235	701	7	118	4	57.1%	1	14.3%	2	28.6%
Craft Galleries & Dealers	103	814	2	123	1	50.0%	1	50.0%	0	0.0%
Craft Instruction	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Craft Supplies	737	452	6	119	2	33.3%	4	66.7%	0	0.0%
Crane Service	467	550	0	0	0	0.0%	0	0.0%	0	0.0%
Cranes	65	851	1	124	0	0.0%	1	100.0%	0	0.0%
Cranes-Accessories & Parts	3	913	1	124	0	0.0%	0	0.0%	1	100.0%
Crankshaft Grinding	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Credit & Debt Counseling	5006	108	13	112	13	100.0%	0	0.0%	0	0.0%
Credit Card Processing Service	229	705	9	116	6	66.7%	3	33.3%	0	0.0%
Credit Cards & Plans	2545	202	62	70	56	90.3%	6	9.7%	0	0.0%
Credit Cards & Plans-Equipment & Supplies	92	824	0	0	0	0.0%	0	0.0%	0	0.0%
Credit Cards-Protection Service	201	723	5	120	5	100.0%	0	0.0%	0	0.0%
Credit Repair Services	486	541	2	123	0	0.0%	2	100.0%	0	0.0%
Credit Reporting Agencies	2395	212	4	121	1	25.0%	2	50.0%	1	25.0%
Credit Services	656	474	3	122	2	66.7%	1	33.3%	0	0.0%
Credit Unions	3156	170	1	124	1	100.0%	0	0.0%	0	0.0%
Credit-Debt Consolidation Services	1327	339	7	118	3	42.9%	1	14.3%	3	42.9%
Cremation Services	162	759	0	0	0	0.0%	0	0.0%	0	0.0%
Cremation Urns	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Crematories	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Crisis Intervention Service	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Cruises	441	563	1	124	0	0.0%	1	100.0%	0	0.0%
Crystals-Industrial	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Cupolas	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Custom Brokers	104	813	0	0	0	0.0%	0	0.0%	0	0.0%
Customs Consultant	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Cutlery	1048	385	2	123	1	50.0%	1	50.0%	0	0.0%
Cylinders-Gas	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Dairies	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Dairy Products-Wholesale	249	688	0	0	0	0.0%	0	0.0%	0	0.0%
Dance Companies	88	828	6	119	4	66.7%	2	33.3%	0	0.0%
Dancing Instruction	1237	354	4	121	3	75.0%	1	25.0%	0	0.0%
Dancing Supplies	204	720	1	124	1	100.0%	0	0.0%	0	0.0%
Data Communications Equipment & Systems	54	862	1	124	1	100.0%	0	0.0%	0	0.0%
Data Processing Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Data Processing Service	211	714	0	0	0	0.0%	0	0.0%	0	0.0%
Data Processing Supplies	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	102	815	1	124	0	0.0%	0	0.0%	1	100.0%
Dating Service	4680	117	155	35	103	66.5%	45	29.0%	7	4.5%
Day Care-Adults	19	897	1	124	1	100.0%	0	0.0%	0	0.0%
Day Spas	275	670	11	114	8	72.7%	3	27.3%	0	0.0%
Decals	108	810	0	0	0	0.0%	0	0.0%	0	0.0%
Decoration Contractors-Party, Convention, Etc	299	654	0	0	0	0.0%	0	0.0%	0	0.0%
Delicatessens	116	802	4	121	4	100.0%	0	0.0%	0	0.0%
Delivery Service	4289	128	71	65	54	76.1%	16	22.5%	1	1.4%
Demolition Contractors	210	715	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Dental Equipment & Supplies	100	817	1	124	0	0.0%	1	100.0%	0	0.0%
Dental Hygienists	13	903	1	124	1	100.0%	0	0.0%	0	0.0%
Dental Laboratories	844	415	3	122	2	66.7%	1	33.3%	0	0.0%
Dental Service Plans	62	854	0	0	0	0.0%	0	0.0%	0	0.0%
Dentistry-Children	4	912	2	123	0	0.0%	1	50.0%	1	50.0%
Dentistry-Cosmetic	81	835	1	124	0	0.0%	1	100.0%	0	0.0%
Dentists	2682	195	10	115	7	70.0%	2	20.0%	1	10.0%
Dentists-Orthodontics	11	905	2	123	2	100.0%	0	0.0%	0	0.0%
Deodorizing & Disinfecting	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Department Stores	1143	369	181	29	159	87.8%	22	12.2%	0	0.0%
Designers-Apparel	64	852	2	123	0	0.0%	2	100.0%	0	0.0%
Designers-Industrial	275	670	0	0	0	0.0%	0	0.0%	0	0.0%
Desktop Publishing	65	851	0	0	0	0.0%	0	0.0%	0	0.0%
Detective Agencies	48	868	0	0	0	0.0%	0	0.0%	0	0.0%
Diabetes Service(s) & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Diamond Buyers	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Diamonds	2010	249	5	120	5	100.0%	0	0.0%	0	0.0%
Diaper Service	14	902	1	124	1	100.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Die Cutting	60	856	0	0	0	0.0%	0	0.0%	0	0.0%
Diesel Fuel	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Dietitians	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Dinner Theatres	30	886	2	123	2	100.0%	0	0.0%	0	0.0%
Disability Access Equipment	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Disc Jockeys	2682	195	15	110	8	53.3%	6	40.0%	1	6.7%
Discount Stores	4047	139	163	32	126	77.3%	34	20.9%	3	1.8%
Dishwashing Machines-Dealers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Display Designers & Producers	233	703	0	0	0	0.0%	0	0.0%	0	0.0%
Display Fixtures & Materials	70	846	0	0	0	0.0%	0	0.0%	0	0.0%
Display Installation Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Distillers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Distributing Service-Circular, Sample	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Divers	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Divers Equipment & Supplies	1524	306	0	0	0	0.0%	0	0.0%	0	0.0%
Diving Instruction	45	871	6	119	2	33.3%	4	66.7%	0	0.0%
Divorce Assistance	474	546	3	122	3	100.0%	0	0.0%	0	0.0%
Dock Builders	14	902	1	124	0	0.0%	1	100.0%	0	0.0%
Docks	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Dog Breeders	27	889	3	122	2	66.7%	1	33.3%	0	0.0%
Doll Clothing & Accessories	5	911	6	119	4	66.7%	2	33.3%	0	0.0%
Doll Houses & Accessories	6	910	4	121	0	0.0%	4	100.0%	0	0.0%
Dolls-Collectors	38	878	1	124	1	100.0%	0	0.0%	0	0.0%
Door & Gate Operating Devices	127	791	1	124	1	100.0%	0	0.0%	0	0.0%
Door Closers & Checks	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Door Closers & Checks-Repairing	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Doors	2917	184	30	95	18	60.0%	11	36.7%	1	3.3%
Doors-Repair	1211	358	10	115	7	70.0%	2	20.0%	1	10.0%
Doughnuts	285	662	3	122	1	33.3%	1	33.3%	1	33.3%
Drafting Equipment & Supplies	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Drafting Services	277	668	1	124	1	100.0%	0	0.0%	0	0.0%
Drainage Contractors	1951	252	13	112	6	46.2%	7	53.8%	0	0.0%
Drama Instruction	55	861	2	123	1	50.0%	1	50.0%	0	0.0%
Draperies & Curtains - Retail & Custom	4651	118	16	109	8	50.0%	8	50.0%	0	0.0%
Drapery & Curtain Cleaners	8	908	1	124	1	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Drapery & Curtain Fabric - Wholesale & Manufacturers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabrics-Retail	129	789	2	123	1	50.0%	1	50.0%	0	0.0%
Drapery & Curtain Fixtures	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Drapery Installation Service	423	573	1	124	1	100.0%	0	0.0%	0	0.0%
Drapery Trimmings	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Dresses-Wholesale & Manufacturers	0	0	1	124	0	0.0%	1	100.0%	0	0.0%
Dressmakers	100	817	2	123	1	50.0%	1	50.0%	0	0.0%
Dressmaking Schools	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Drilling & Boring Contractors	378	601	1	124	1	100.0%	0	0.0%	0	0.0%
Drilling & Boring Equipment & Supplies	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Drills	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Drive Shafts	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Driving Instruction	3510	154	37	89	22	59.5%	14	37.8%	1	2.7%
Driving Proficiency Test Service	2903	185	9	116	6	66.7%	3	33.3%	0	0.0%
Driving Training Equipment	9	907	2	123	2	100.0%	0	0.0%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	49	867	0	0	0	0.0%	0	0.0%	0	0.0%
Druggists-Wholesale	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners	4513	122	141	40	69	48.9%	69	48.9%	3	2.1%
Dry Cleaners - Equipment - Wholesales	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners - Self Service	121	797	2	123	1	50.0%	1	50.0%	0	0.0%
Dry Ice	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Drying Equipment-Industrial	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors	4063	138	6	119	4	66.7%	2	33.3%	0	0.0%
Drywall Contractors Equipment & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Duct Cleaning	6800	85	14	111	5	35.7%	8	57.1%	1	7.1%
Duty Free Shops	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Dyers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Ear Piercing	54	862	1	124	1	100.0%	0	0.0%	0	0.0%
Economic Research & Analysis	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Editorial Services	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Educational Consultants	1776	273	3	122	2	66.7%	0	0.0%	1	33.3%
Educational Research	21	895	1	124	1	100.0%	0	0.0%	0	0.0%
Eggs	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Electric Cars	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Electric Companies	1820	269	43	83	39	90.7%	3	7.0%	1	2.3%
Electric Contractors	22832	23	43	83	26	60.5%	15	34.9%	2	4.7%
Electric Equipment & Supplies-Retail	513	531	15	110	10	66.7%	5	33.3%	0	0.0%
Electric Equipment & Supplies-Wholesale	650	476	0	0	0	0.0%	0	0.0%	0	0.0%
Electric Equipment-Manufacturers	220	710	7	118	4	57.1%	2	28.6%	1	14.3%
Electric Equipment-Service & Repair	1703	283	29	96	22	75.9%	7	24.1%	0	0.0%
Electric Heating Elements	95	821	0	0	0	0.0%	0	0.0%	0	0.0%
Electric Heating Equipment-Wholesale & Manufacturers	9	907	2	123	0	0.0%	2	100.0%	0	0.0%
Electric Instruments	100	817	0	0	0	0.0%	0	0.0%	0	0.0%
Electric Motor Controls-Wholesale & Manufacturers	89	827	0	0	0	0.0%	0	0.0%	0	0.0%
Electric Motors-Dealers & Repairing	284	663	1	124	0	0.0%	1	100.0%	0	0.0%
Electric Motors-Manufacturers & Distributors	18	898	1	124	0	0.0%	1	100.0%	0	0.0%
Electric Switchboards	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Electrical Power Systems Maintenance	187	736	2	123	2	100.0%	0	0.0%	0	0.0%
Electrolysis	286	661	4	121	1	25.0%	1	25.0%	2	50.0%
Electrolysis Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Electronic Equipment & Suppliers - Service & Repair	1981	250	73	64	57	78.1%	16	21.9%	0	0.0%
Electronic Equipment & Supplies - Wholesale & Manufacturers	840	417	57	74	51	89.5%	6	10.5%	0	0.0%
Electronic Equipment & Supplies-Dealers	9771	56	296	18	245	82.8%	31	10.5%	20	6.8%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Electronic Instruments	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Electronic Mail Service	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Electronic Power Supplies	12	904	2	123	1	50.0%	1	50.0%	0	0.0%
Electronic Testing Equipment	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Electronics Research & Development	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Electrotype Equipment & Supplies	14	902	2	123	0	0.0%	2	100.0%	0	0.0%
Elevators-Parts	87	829	0	0	0	0.0%	0	0.0%	0	0.0%
Elevators-Sales & Service	271	672	1	124	1	100.0%	0	0.0%	0	0.0%
Embroideries-Uniform	14	902	1	124	0	0.0%	1	100.0%	0	0.0%
Embroidery	156	765	5	120	2	40.0%	3	60.0%	0	0.0%
Embroidery Design Punching	199	726	0	0	0	0.0%	0	0.0%	0	0.0%
Embroidery Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Emergency Shelters	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Employment Agencies	6776	86	37	89	20	54.1%	14	37.8%	3	8.1%
Employment Contractors-Temporary Help	1918	256	4	121	4	100.0%	0	0.0%	0	0.0%
Employment Service - Government, Co, Fraternal, Etc.	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Employment Training	427	571	3	122	0	0.0%	1	33.3%	2	66.7%
Encyclopedia & Book Sales	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Encyclopedia & Book Sales by Mail	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Encyclopedias	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Energy Conservation Products & Services	862	412	11	114	5	45.5%	6	54.5%	0	0.0%
Energy Conservation Products & Services	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Energy Conservation Products-Wholesale & Manufacturers	173	748	0	0	0	0.0%	0	0.0%	0	0.0%
Energy Management & Conservation Const	2117	239	30	95	17	56.7%	13	43.3%	0	0.0%
Engineering Contractors-General	89	827	0	0	0	0.0%	0	0.0%	0	0.0%
Engineering Equipment & Supplies	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Engineering Reports	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Engineers - Civil	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Engineers - Electrical	493	537	0	0	0	0.0%	0	0.0%	0	0.0%
Engineers - Mechanical	47	869	2	123	1	50.0%	1	50.0%	0	0.0%
Engineers - Structural	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Engineers-Professional	1183	362	4	121	3	75.0%	0	0.0%	1	25.0%
Engines - Fuel Injection Service & Parts	31	885	3	122	3	100.0%	0	0.0%	0	0.0%
Engines-Diesel	464	552	0	0	0	0.0%	0	0.0%	0	0.0%
Engines-Fuel Conversion	85	831	4	121	4	100.0%	0	0.0%	0	0.0%
Engines-Gas	171	750	1	124	0	0.0%	1	100.0%	0	0.0%
Engines-Gasoline	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Engines-Rebuild & Exchange	964	395	8	117	5	62.5%	2	25.0%	1	12.5%
Engines-Supplies, Equipment & Parts	98	819	9	116	6	66.7%	3	33.3%	0	0.0%
Engravers-Mechanical	273	671	0	0	0	0.0%	0	0.0%	0	0.0%
Engravers-Metal	23	893	1	124	1	100.0%	0	0.0%	0	0.0%
Engravers-Plastic, Wood, Etc.	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Engravers-Stationery	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Engraving Equipment & Supplies	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Entertainers	544	514	3	122	1	33.3%	2	66.7%	0	0.0%
Entertainment Bureaus	259	683	13	112	3	23.1%	1	7.7%	9	69.2%
Envelopes-Wholesale & Manufacturers	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Environmental & Ecological Services	1890	258	3	122	1	33.3%	2	66.7%	0	0.0%
Environmental, Conservationist & Ecol Org	349	620	2	123	1	50.0%	1	50.0%	0	0.0%
Equestrian Services	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Escort Service-Personal	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Escrow Service	600	495	0	0	0	0.0%	0	0.0%	0	0.0%
Estate Planning & Management	202	722	0	0	0	0.0%	0	0.0%	0	0.0%
Estates - Appraisals, Sales & Auctions	42	874	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Etched Products-Metal, Glass, Etc.	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Event Planners	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Eviction Service	277	668	0	0	0	0.0%	0	0.0%	0	0.0%
Excavating Contractors	5892	97	13	112	9	69.2%	4	30.8%	0	0.0%
Excavating Equipment	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Executive Search Consultants	74	842	0	0	0	0.0%	0	0.0%	0	0.0%
Exercise & Physical Fitness Programs	1788	271	28	97	21	75.0%	6	21.4%	1	3.6%
Exercise Equipment	1464	317	17	108	10	58.8%	7	41.2%	0	0.0%
Export Management	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Exporters	166	755	1	124	0	0.0%	0	0.0%	1	100.0%
Express & Transfer Service	129	789	0	0	0	0.0%	0	0.0%	0	0.0%
Extended Warranty Contract Service Companies	177	744	1	124	1	100.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Fabric Shops	784	433	1	124	1	100.0%	0	0.0%	0	0.0%
Fabrics-Wholesale & Manufacturers	16	900	1	124	0	0.0%	1	100.0%	0	0.0%
Fairgrounds	12	904	1	124	1	100.0%	0	0.0%	0	0.0%
Fallout Shelters - Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Family Planning - Abortion Alternatives	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Fans-Household	6	910	1	124	1	100.0%	0	0.0%	0	0.0%
Fans-Industrial & Commercial	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Farm Equipment	735	453	5	120	4	80.0%	1	20.0%	0	0.0%
Farm Equipment-Repair & Parts	20	896	1	124	1	100.0%	0	0.0%	0	0.0%
Farm Management	58	858	0	0	0	0.0%	0	0.0%	0	0.0%
Farm Management Systems	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Farm Supplies	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Farming Service	328	633	0	0	0	0.0%	0	0.0%	0	0.0%
Farms	46	870	1	124	1	100.0%	0	0.0%	0	0.0%
Fashion Consultants	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Fashion Designers	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Fasteners-Industrial & Construction	127	791	0	0	0	0.0%	0	0.0%	0	0.0%
Fax Equipment & Systems	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Fax Transmission Service	533	520	8	117	3	37.5%	3	37.5%	2	25.0%
Feed Concentrates & Supplements	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Feed Dealers	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Fence Contractors	11874	43	45	82	25	55.6%	20	44.4%	0	0.0%
Fence Posts & Fittings	260	682	3	122	1	33.3%	2	66.7%	0	0.0%
Fencing Instruction	181	741	0	0	0	0.0%	0	0.0%	0	0.0%
Ferries	18	898	1	124	1	100.0%	0	0.0%	0	0.0%
Fertilizer Plant Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Fertilizers	66	850	0	0	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Fabricators	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Materials	33	883	0	0	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Products	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Fiber Optics	109	809	0	0	0	0.0%	0	0.0%	0	0.0%
Filing Equipment, Systems & Supplies	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Filling Machinery	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Filtering Materials & Supplies	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Filters Air & Gas Cleaning	260	682	9	116	7	77.8%	2	22.2%	0	0.0%
Filters-Air & Gas	79	837	1	124	1	100.0%	0	0.0%	0	0.0%
Financial Planning Consultants	9379	58	12	113	10	83.3%	2	16.7%	0	0.0%
Financial Services	15187	32	57	74	32	56.1%	21	36.8%	4	7.0%
Financing	1059	381	11	114	7	63.6%	3	27.3%	1	9.1%
Financing Consultants	1942	254	2	123	1	50.0%	1	50.0%	0	0.0%
Fingernail Salons	16	900	5	120	2	40.0%	3	60.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Fire & Smoke Alarm Systems	1321	342	1	124	1	100.0%	0	0.0%	0	0.0%
Fire & Water Damage Restoration	8078	72	24	101	23	95.8%	0	0.0%	1	4.2%
Fire Department Equipment & Supplies	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Fire Departments	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Fire Extinguishers	329	632	0	0	0	0.0%	0	0.0%	0	0.0%
Fire Hydrants	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Fire Protection Consultants	223	708	2	123	1	50.0%	1	50.0%	0	0.0%
Fire Protection Equipment & Supplies	1001	391	2	123	2	100.0%	0	0.0%	0	0.0%
Fireplace Equipment-Retail	1168	364	23	102	18	78.3%	5	21.7%	0	0.0%
Fireplace Equipment-Wholesale & Manufacturers	37	879	0	0	0	0.0%	0	0.0%	0	0.0%
Fireplaces	4162	131	16	109	13	81.3%	3	18.8%	0	0.0%
Fireproofing	48	868	0	0	0	0.0%	0	0.0%	0	0.0%
Firewood	456	556	8	117	2	25.0%	5	62.5%	1	12.5%
Fireworks	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
First Aid Instruction	158	763	0	0	0	0.0%	0	0.0%	0	0.0%
First Aid Supplies	82	834	1	124	1	100.0%	0	0.0%	0	0.0%
Fish & Seafood-Retail	98	819	1	124	1	100.0%	0	0.0%	0	0.0%
Fish & Seafood-Wholesale	53	863	0	0	0	0.0%	0	0.0%	0	0.0%
Fish Processors	24	892	1	124	1	100.0%	0	0.0%	0	0.0%
Fishermens Supplies	67	849	0	0	0	0.0%	0	0.0%	0	0.0%
Fishing Parties	45	871	3	122	1	33.3%	2	66.7%	0	0.0%
Fishing Tackle Dealers	64	852	2	123	0	0.0%	2	100.0%	0	0.0%
Fishing Tackle-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Fix-It Shops	176	745	0	0	0	0.0%	0	0.0%	0	0.0%
Flag Poles	71	845	0	0	0	0.0%	0	0.0%	0	0.0%
Flags & Banners	63	853	0	0	0	0.0%	0	0.0%	0	0.0%
Flanges	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Flatware-Table	428	570	3	122	3	100.0%	0	0.0%	0	0.0%
Flea Markets	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Flight School	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Floor Laying, Refinishing & Resurfacing	13075	41	81	59	50	61.7%	26	32.1%	5	6.2%
Floor Machines	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Floor Materials	6011	94	52	77	32	61.5%	16	30.8%	4	7.7%
Floor Treatment Compounds	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Floor Waxing, Polishing & Cleaning	402	582	1	124	0	0.0%	1	100.0%	0	0.0%
Floors-Industrial	537	518	1	124	1	100.0%	0	0.0%	0	0.0%
Floors-Raised	53	863	1	124	1	100.0%	0	0.0%	0	0.0%
Floral Design Instruction	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Florists Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Florists-Retail	2989	180	99	50	66	66.7%	33	33.3%	0	0.0%
Florists-Wholesale	468	549	50	78	1	2.0%	49	98.0%	0	0.0%
Flour	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Flowers-Preserved	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Foam & Sponge Rubber	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Food & Beverage Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Food & Beverage Services	536	519	1	124	1	100.0%	0	0.0%	0	0.0%
Food Brokers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Food Facilities Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Food Manufacturers, Wholesalers, Dist.	2869	186	3	122	1	33.3%	2	66.7%	0	0.0%
Food Plans	1873	262	26	99	19	73.1%	6	23.1%	1	3.8%
Food Processing Equipment & Supplies	121	797	2	123	2	100.0%	0	0.0%	0	0.0%
Food Products	622	487	4	121	3	75.0%	1	25.0%	0	0.0%
Food Products Mfg. Equipment	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Food ServiceManagement	67	849	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Foods-Carry Out	973	394	2	123	2	100.0%	0	0.0%	0	0.0%
Foot Appliances	238	698	2	123	1	50.0%	1	50.0%	0	0.0%
Football Clubs	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Foreign Exchange Brokers	1345	335	1	124	1	100.0%	0	0.0%	0	0.0%
Foresters-Consulting	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Formal Wear	155	766	5	120	4	80.0%	1	20.0%	0	0.0%
Foundation Contractors	7673	76	9	116	5	55.6%	4	44.4%	0	0.0%
Foundations - Education, Philanthropy, Research	168	753	0	0	0	0.0%	0	0.0%	0	0.0%
Foundries	518	526	0	0	0	0.0%	0	0.0%	0	0.0%
Foundry Equipment & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Fountains-Garden, Display, Etc.	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Franchising	416	576	1	124	1	100.0%	0	0.0%	0	0.0%
Fraternal Organizations	18	898	1	124	1	100.0%	0	0.0%	0	0.0%
Fraternities & Sororities	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Freight Consolidating	104	813	0	0	0	0.0%	0	0.0%	0	0.0%
Freight Forwarding	1308	344	12	113	8	66.7%	3	25.0%	1	8.3%
Freight Traffic Service	28	888	1	124	1	100.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Frozen Foods-Retail	749	447	1	124	1	100.0%	0	0.0%	0	0.0%
Fruit & Vegetable Growers & Shippers	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables-Retail	79	837	0	0	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables-Wholesale	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Fuel Economizers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Fulfillment Services	192	732	0	0	0	0.0%	0	0.0%	0	0.0%
Fund Raising Counselors & Orgs	1215	357	2	123	2	100.0%	0	0.0%	0	0.0%
Fund Raising Games, Merchandise, Supplies	82	834	0	0	0	0.0%	0	0.0%	0	0.0%
Funeral Directors	4764	114	17	108	3	17.6%	13	76.5%	1	5.9%
Funeral Directors Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Funeral Related Services	1260	349	3	122	2	66.7%	0	0.0%	1	33.3%
Fur Business-Retail	14	902	1	124	0	0.0%	0	0.0%	1	100.0%
Fur Business-Wholesale & Manufacturers	93	823	1	124	0	0.0%	1	100.0%	0	0.0%
Fur Cleaning & Dyeing-Retail	37	879	3	122	3	100.0%	0	0.0%	0	0.0%
Fur Designers	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Fur Storage	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Furnaces-Industrial	2308	219	8	117	5	62.5%	3	37.5%	0	0.0%
Furniture Cleaning	51	865	4	121	4	100.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture Designers & Custom Builders	2974	181	64	69	53	82.8%	11	17.2%	0	0.0%
Furniture Frames	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture Manufacturers	2078	245	42	84	27	64.3%	14	33.3%	1	2.4%
Furniture Manufacturers Equipment & Supplies	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture Rent & Lease	566	506	12	113	9	75.0%	3	25.0%	0	0.0%
Furniture Repair & Refinish	1651	292	10	115	4	40.0%	6	60.0%	0	0.0%
Furniture Repair & Refinish Supplies	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture-Childrens	135	784	3	122	2	66.7%	1	33.3%	0	0.0%
Furniture-Outdoor	48	868	3	122	2	66.7%	1	33.3%	0	0.0%
Furniture-Retail	30782	14	1037	1	699	67.4%	264	25.5%	74	7.1%
Furniture-Unfinished	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture-Used	114	804	0	0	0	0.0%	0	0.0%	0	0.0%
Furniture-Wholesale	278	667	7	118	3	42.9%	4	57.1%	0	0.0%
Gambling Abuse & Addiction Info & Treatment	5	911	1	124	0	0.0%	0	0.0%	1	100.0%
Games & Supplies	569	505	4	121	2	50.0%	2	50.0%	0	0.0%
Garage Builders	1325	340	7	118	6	85.7%	1	14.3%	0	0.0%
Garbage Disposal Equipment - Industrial & Commercial	85	831	3	122	1	33.3%	2	66.7%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Garbage Disposal Equipment - Supplies & Parts	262	680	3	122	3	100.0%	0	0.0%	0	0.0%
Garbage Disposals-Household	160	761	1	124	0	0.0%	1	100.0%	0	0.0%
Garden Centers	634	481	8	117	6	75.0%	2	25.0%	0	0.0%
Garments-Printing & Lettering	8	908	1	124	1	100.0%	0	0.0%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Gas Burners	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Gas Detectors	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Gas Plant Equipment	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Gaskets	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Gasoline Additives-Manufacturers & Distributors	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Gasoline-Wholesale	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Gas-Propane	719	456	17	108	16	94.1%	1	5.9%	0	0.0%
Gas-Propane-Equipment & Supplies	542	516	6	119	5	83.3%	1	16.7%	0	0.0%
Gates	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Gauges & Gages	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Gazebos	686	466	8	117	8	100.0%	0	0.0%	0	0.0%
Gears & Gear Cutting	26	890	0	0	0	0.0%	0	0.0%	0	0.0%
Genealogists	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Genealogy Services	514	530	1	124	1	100.0%	0	0.0%	0	0.0%
General Merchandise-Retail	6523	89	101	49	75	74.3%	23	22.8%	3	3.0%
General Merchandise-Wholesale	286	661	0	0	0	0.0%	0	0.0%	0	0.0%
Generators-Electric	96	820	1	124	0	0.0%	1	100.0%	0	0.0%
Geographers	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Geologists	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Geologists Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Geophysicists	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Gift Baskets & Parcels	691	464	3	122	1	33.3%	1	33.3%	1	33.3%
Gift Shops	1778	272	17	108	12	70.6%	5	29.4%	0	0.0%
Gift Wrapping Materials	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Giftware - Wholesale & Manufacturers	142	778	0	0	0	0.0%	0	0.0%	0	0.0%
Girls Apparel	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Glass - Beveled, Carved, Ornamental, Etc.	75	841	3	122	1	33.3%	1	33.3%	1	33.3%
Glass Blowers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Glass Circles & Specialty Shapes	94	822	0	0	0	0.0%	0	0.0%	0	0.0%
Glass Coating & Tinting	1131	371	2	123	2	100.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Materials	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Glass-Auto, Plate,Window, Etc.	7065	82	18	107	13	72.2%	4	22.2%	1	5.6%
Glass-Block	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Glass-Broken	321	639	0	0	0	0.0%	0	0.0%	0	0.0%
Glass-Stained & Leaded	682	468	3	122	0	0.0%	2	66.7%	1	33.3%
Glassware Decorators	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Glassware-Wholesale & Manufacturers	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Glaziers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Global Positioning Systems	13	903	1	124	1	100.0%	0	0.0%	0	0.0%
Gloves - Work & Industrial	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Gloves & Mittens - Dress	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Gold, Silver & Platinum Dealers	115	803	0	0	0	0.0%	0	0.0%	0	0.0%
Golf Carts	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Golf Course Construction	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Golf Course Equipment & Supplies	144	777	0	0	0	0.0%	0	0.0%	0	0.0%
Golf Courses-Private	686	466	1	124	1	100.0%	0	0.0%	0	0.0%
Golf Courses-Public	145	776	2	123	1	50.0%	1	50.0%	0	0.0%
Golf Equipment & Supplies-Retail	430	569	2	123	1	50.0%	0	0.0%	1	50.0%
Golf Equipment & Supplies-Wholesale & Manufacturers	6	910	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Golf Instruction	42	874	1	124	1	100.0%	0	0.0%	0	0.0%
Golf Practice Ranges	11	905	1	124	0	0.0%	0	0.0%	1	100.0%
Gourmet Shops	87	829	0	0	0	0.0%	0	0.0%	0	0.0%
Government - Auctions & Job Listing Services	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Government Grant Services	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Government Offices	582	501	0	0	0	0.0%	0	0.0%	0	0.0%
Government Offices-Foreign-Reps	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Government-City-Village & Township	453	558	0	0	0	0.0%	0	0.0%	0	0.0%
Government-State	6	910	1	124	1	100.0%	0	0.0%	0	0.0%
Government-US	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Grain Brokers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Grain Dealers	8	908	1	124	0	0.0%	1	100.0%	0	0.0%
Grain Elevators-Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Granite	2663	196	22	103	20	90.9%	2	9.1%	0	0.0%
Graphic Designers	1486	314	4	121	2	50.0%	2	50.0%	0	0.0%
Grease Traps	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Greenhouse Builders	100	817	1	124	0	0.0%	1	100.0%	0	0.0%
Greenhouses	270	673	0	0	0	0.0%	0	0.0%	0	0.0%
Greeting Cards-Retail	236	700	0	0	0	0.0%	0	0.0%	0	0.0%
Greeting Cards-Wholesale & Manufacturers	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Grocers-Retail	4211	130	26	99	18	69.2%	8	30.8%	0	0.0%
Grocers-Wholesale	984	393	1	124	1	100.0%	0	0.0%	0	0.0%
Grocery - Bulk Food Stores	692	463	5	120	3	60.0%	1	20.0%	1	20.0%
Group Homes	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Grouting Compounds	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Guard Dogs	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Guards - Door & Window	136	783	2	123	1	50.0%	1	50.0%	0	0.0%
Guards - Machine	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Guide Service	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
Guns & Gunsmiths	95	821	1	124	1	100.0%	0	0.0%	0	0.0%
Gutters & Downspouts	11360	45	65	68	38	58.5%	26	40.0%	1	1.5%
Gymnasiums	149	772	8	117	5	62.5%	3	37.5%	0	0.0%
Gymnasiums-Equipment & Supplies	85	831	2	123	1	50.0%	1	50.0%	0	0.0%
Gymnastic Equipment & Supplies	7	909	1	124	1	100.0%	0	0.0%	0	0.0%
Gymnastic Instruction	68	848	0	0	0	0.0%	0	0.0%	0	0.0%
Hair Dryers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Hair Ornaments	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Hair Removal - Laser & Electrolysis	1831	267	17	108	7	41.2%	10	58.8%	0	0.0%
Hair Replacement	1180	363	11	114	8	72.7%	3	27.3%	0	0.0%
Halls & Auditoriums	8	908	2	123	2	100.0%	0	0.0%	0	0.0%
Hand Painting & Decorating	67	849	4	121	1	25.0%	0	0.0%	3	75.0%
Handbags	105	812	1	124	1	100.0%	0	0.0%	0	0.0%
Handball Courts	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Handyman Services	1673	288	6	119	3	50.0%	3	50.0%	0	0.0%
Hardware Consultants	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Hardware-Builders	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Hardware-Retail	4335	127	25	100	17	68.0%	8	32.0%	0	0.0%
Hardware-Wholesale & Manufacturers	81	835	0	0	0	0.0%	0	0.0%	0	0.0%
Hardwood Floor Contractors	763	438	13	112	3	23.1%	10	76.9%	0	0.0%
Hats-Retail	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Hay	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Hazardous & Medical Waste Services	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Health & Diet Food Products - Wholesale & Manufacturing	543	515	5	120	5	100.0%	0	0.0%	0	0.0%
Health & Diet Products - Retail	7381	78	55	75	21	38.2%	31	56.4%	3	5.5%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Health & Fitness Program Consultants	442	562	15	110	14	93.3%	1	6.7%	0	0.0%
Health & Medical (General)	5118	107	19	106	13	68.4%	5	26.3%	1	5.3%
Health Clubs	13353	39	513	8	317	61.8%	184	35.9%	12	2.3%
Health Maintenance Organizations	420	575	11	114	6	54.5%	4	36.4%	1	9.1%
Health Resorts	301	652	5	120	3	60.0%	1	20.0%	1	20.0%
Hearing Aids & Assistive Devices	3445	157	6	119	2	33.3%	1	16.7%	3	50.0%
Heat Pumps	99	818	0	0	0	0.0%	0	0.0%	0	0.0%
Heat Recovery Equipment & Systems	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Heat Sealing	4	912	1	124	0	0.0%	1	100.0%	0	0.0%
Heat Supply Companies	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Heat Treating-Metal	129	789	0	0	0	0.0%	0	0.0%	0	0.0%
Heating & Air Conditioning	32506	13	120	41	92	76.7%	25	20.8%	3	2.5%
Heating Contractors	21898	25	119	42	85	71.4%	32	26.9%	2	1.7%
Heating Equipment	3475	156	7	118	5	71.4%	1	14.3%	1	14.3%
Heating Equipment & Systems Cleaning & Repair	5306	106	33	92	21	63.6%	12	36.4%	0	0.0%
Herbs	72	844	0	0	0	0.0%	0	0.0%	0	0.0%
Historical Places	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Retail	786	432	8	117	1	12.5%	5	62.5%	2	25.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	27	889	2	123	2	100.0%	0	0.0%	0	0.0%
Hockey Clubs	101	816	0	0	0	0.0%	0	0.0%	0	0.0%
Hog Farms	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Hoists	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Holding Companies	494	536	1	124	0	0.0%	1	100.0%	0	0.0%
Holistic Practitioners	728	454	4	121	2	50.0%	2	50.0%	0	0.0%
Home Automation	389	592	0	0	0	0.0%	0	0.0%	0	0.0%
Home Builders	24623	20	194	28	157	80.9%	33	17.0%	4	2.1%
Home Centers	345	622	4	121	4	100.0%	0	0.0%	0	0.0%
Home Demonstrations	64	852	0	0	0	0.0%	0	0.0%	0	0.0%
Home Design & Planning	1379	329	6	119	1	16.7%	5	83.3%	0	0.0%
Home Health Services	3867	143	20	105	18	90.0%	2	10.0%	0	0.0%
Home Improvements	35873	11	177	30	108	61.0%	58	32.8%	11	6.2%
Home Inspection Service	10836	50	28	97	18	64.3%	10	35.7%	0	0.0%
Home Theater	321	639	1	124	1	100.0%	0	0.0%	0	0.0%
Homeopaths	115	803	0	0	0	0.0%	0	0.0%	0	0.0%
Horse Breeders	11	905	1	124	1	100.0%	0	0.0%	0	0.0%
Horse Dealers	9	907	2	123	1	50.0%	1	50.0%	0	0.0%
Horse Shoeing	213	712	0	0	0	0.0%	0	0.0%	0	0.0%
Horse Training	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Horticultural Consultants	138	780	0	0	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing-Rubber & Plastic	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Hose Couplings & Fittings	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Hosiery-Retail	12	904	1	124	1	100.0%	0	0.0%	0	0.0%
Hosiery-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Hospices	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Hospital & Medical Equipment & Supplies	768	437	7	118	7	100.0%	0	0.0%	0	0.0%
Hospitalization, Medical & Surgical Plans	23	893	1	124	1	100.0%	0	0.0%	0	0.0%
Hospitals	84	832	0	0	0	0.0%	0	0.0%	0	0.0%
Hostels	4	912	2	123	0	0.0%	2	100.0%	0	0.0%
Hotel Product Sales	6	910	2	123	2	100.0%	0	0.0%	0	0.0%
Hotels	6004	95	149	37	93	62.4%	53	35.6%	3	2.0%
Hotels-Reservations	546	513	6	119	1	16.7%	5	83.3%	0	0.0%
House & Building Movers	453	558	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
House Cleaning	8891	64	37	89	29	78.4%	7	18.9%	1	2.7%
House Cleaning Equipment & Supplies	60	856	0	0	0	0.0%	0	0.0%	0	0.0%
House Furnishings & Services	4	912	1	124	0	0.0%	1	100.0%	0	0.0%
Housewares-Retail	170	751	5	120	4	80.0%	1	20.0%	0	0.0%
Housewares-Wholesale & Manufacturers	14	902	1	124	1	100.0%	0	0.0%	0	0.0%
Housing Authorities	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Human Factors-Research & Development	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Human Resources	463	553	0	0	0	0.0%	0	0.0%	0	0.0%
Human Services Organizations	138	780	0	0	0	0.0%	0	0.0%	0	0.0%
Humane Societies	29	887	1	124	1	100.0%	0	0.0%	0	0.0%
Humidifying Apparatus	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Hunting & Fishing Services	18	898	2	123	0	0.0%	0	0.0%	2	100.0%
Hydraulic Equipment & Supplies	239	697	1	124	0	0.0%	1	100.0%	0	0.0%
Hydraulic Equipment Repair	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Hydroponics-Equipment & Supplies	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Hypnotherapists - Hypnotists	467	550	5	120	0	0.0%	2	40.0%	3	60.0%
Ice	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	24	892	2	123	1	50.0%	1	50.0%	0	0.0%
Ice Cream & Frozen Desserts-Dealers	66	850	1	124	0	0.0%	1	100.0%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Ice Cream Mixes	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Identification Card Service	578	503	13	112	13	100.0%	0	0.0%	0	0.0%
Identification Equipment & Supplies	179	743	0	0	0	0.0%	0	0.0%	0	0.0%
Identity Theft Protection & Prevention Services	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Immigration & Naturalization Consultants	2206	230	38	88	11	28.9%	23	60.5%	4	10.5%
Import Representatives	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Importers	742	449	6	119	2	33.3%	3	50.0%	1	16.7%
Imprinting	1	915	1	124	0	0.0%	1	100.0%	0	0.0%
Incentive Programs	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Industrial Consultants	80	836	0	0	0	0.0%	0	0.0%	0	0.0%
Industrial Developments	70	846	0	0	0	0.0%	0	0.0%	0	0.0%
Industrial Equipment & Supplies	353	617	2	123	2	100.0%	0	0.0%	0	0.0%
Industrial Hygiene Consultants	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Industrial Manufacturers	1432	321	13	112	10	76.9%	3	23.1%	0	0.0%
Industrial Products Wholesalers & Distributors	463	553	2	123	1	50.0%	0	0.0%	1	50.0%
Infomercials	48	868	2	123	2	100.0%	0	0.0%	0	0.0%
Information Bureaus	934	400	8	117	4	50.0%	4	50.0%	0	0.0%
Information Processing & Retrieval Equipment & Systems	36	880	1	124	1	100.0%	0	0.0%	0	0.0%
Infrared Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Inks-Manufacturers Materials	117	801	1	124	1	100.0%	0	0.0%	0	0.0%
Inks-Print & Lithograph	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Insect Control Devices	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Inspection Devices-Industrial	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Insulation Contractors	5665	101	9	116	5	55.6%	4	44.4%	0	0.0%
Insulation Contractors Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Insulation Materials	293	657	1	124	1	100.0%	0	0.0%	0	0.0%
Insurance - Viatical	514	530	1	124	1	100.0%	0	0.0%	0	0.0%
Insurance Claim Processing Services	338	627	1	124	1	100.0%	0	0.0%	0	0.0%
Insurance Companies	13894	36	67	66	62	92.5%	5	7.5%	0	0.0%
Insurance Consultants	956	396	2	123	2	100.0%	0	0.0%	0	0.0%
Insurance Inspection & Audits	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance Rating Bureaus	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance Services	7251	79	23	102	16	69.6%	5	21.7%	2	8.7%
Insurance-Accident & Health	127	791	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Insurance-Auto	639	480	13	112	12	92.3%	0	0.0%	1	7.7%
Insurance-Dental	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance-Disability	45	871	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance-Funeral	331	631	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance-Health	195	730	5	120	5	100.0%	0	0.0%	0	0.0%
Insurance-Homeowners	23	893	1	124	1	100.0%	0	0.0%	0	0.0%
Insurance-Life	2559	200	4	121	2	50.0%	2	50.0%	0	0.0%
Insurance-Marine	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance-Property	64	852	1	124	1	100.0%	0	0.0%	0	0.0%
Insurance-Senior Products	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Insurance-Workers Compensation	3	913	1	124	0	0.0%	1	100.0%	0	0.0%
Insured Property Replacement Service	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Intercoms Systems & Service(s)	133	786	0	0	0	0.0%	0	0.0%	0	0.0%
Interior Decorators & Designers	4729	115	18	107	11	61.1%	6	33.3%	1	5.6%
Interior Decorators & Designers Supplies	277	668	1	124	1	100.0%	0	0.0%	0	0.0%
Interior Decorators & Designers-Workroom	18	898	2	123	1	50.0%	1	50.0%	0	0.0%
International Trade Consultants	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Internet - Based Telephone Service	82	834	4	121	4	100.0%	0	0.0%	0	0.0%
Internet - Web Hosting	1491	312	40	86	24	60.0%	15	37.5%	1	2.5%
Internet Gaming	531	521	3	122	3	100.0%	0	0.0%	0	0.0%
Internet Marketing Services	6498	91	66	67	32	48.5%	30	45.5%	4	6.1%
Internet Selling Services	62	854	3	122	0	0.0%	3	100.0%	0	0.0%
Internet Services	34193	12	584	6	393	67.3%	183	31.3%	8	1.4%
Internet Shopping	22741	24	559	7	358	64.0%	189	33.8%	12	2.1%
Inventors	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Inventory Service	301	652	1	124	1	100.0%	0	0.0%	0	0.0%
Investigators	2420	211	15	110	7	46.7%	8	53.3%	0	0.0%
Investment Advisory Service	3672	149	6	119	4	66.7%	2	33.3%	0	0.0%
Investment Securities	928	402	3	122	3	100.0%	0	0.0%	0	0.0%
Investment Seminars	293	657	1	124	0	0.0%	1	100.0%	0	0.0%
Invitations & Announcements	52	864	1	124	1	100.0%	0	0.0%	0	0.0%
Iron Work	155	766	3	122	1	33.3%	2	66.7%	0	0.0%
Ironing Boards	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Irrigation Consultants	205	719	1	124	0	0.0%	1	100.0%	0	0.0%
Irrigation Systems & Equipment	1115	373	3	122	1	33.3%	2	66.7%	0	0.0%
Jacks-Repair	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Janitor Service	6429	92	21	104	12	57.1%	9	42.9%	0	0.0%
Janitors Equipment & Supplies	378	601	0	0	0	0.0%	0	0.0%	0	0.0%
Japanese Food Products	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Jeans	42	874	3	122	3	100.0%	0	0.0%	0	0.0%
Jewelers-Retail	13595	37	96	51	65	67.7%	30	31.3%	1	1.0%
Jewelers'-Supplies	238	698	1	124	1	100.0%	0	0.0%	0	0.0%
Jewelers-Wholesale	393	588	2	123	2	100.0%	0	0.0%	0	0.0%
Jewelry Buyers	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Jewelry Designers	158	763	3	122	2	66.7%	1	33.3%	0	0.0%
Jewelry Engravers	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Jewelry Findings	8	908	1	124	1	100.0%	0	0.0%	0	0.0%
Jewelry Manufacturers	381	599	5	120	4	80.0%	0	0.0%	1	20.0%
Jewelry Repair	56	860	2	123	2	100.0%	0	0.0%	0	0.0%
Jewels-Imitation	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Job Listing & Advisory Services	1769	275	13	112	1	7.7%	0	0.0%	12	92.3%
Job Listing & Advisory Services - Advanced Fee	385	596	1	124	1	100.0%	0	0.0%	0	0.0%
Juice Extractors	92	824	0	0	0	0.0%	0	0.0%	0	0.0%
Juices	47	869	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Karaoke Machines & Tapes	27	889	0	0	0	0.0%	0	0.0%	0	0.0%
Kennels & Pet Boarding	2196	232	27	98	19	70.4%	8	29.6%	0	0.0%
Kennels Equipment & Supplies	21	895	1	124	0	0.0%	1	100.0%	0	0.0%
Kitchen & Bath - Design & Remodeling	15033	33	55	75	29	52.7%	22	40.0%	4	7.3%
Kitchen Accessories	683	467	12	113	5	41.7%	7	58.3%	0	0.0%
Kitchen Cabinets & Equipment-Household	7996	74	50	78	41	82.0%	6	12.0%	3	6.0%
Knit Goods-Retail	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Knit Goods-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Knives-Machine	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Labeling	102	815	0	0	0	0.0%	0	0.0%	0	0.0%
Labeling Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Labels-Paper	441	563	1	124	0	0.0%	1	100.0%	0	0.0%
Labels-Plastic, Metal, Foil, Etc	248	689	0	0	0	0.0%	0	0.0%	0	0.0%
Labor Organizations	195	730	0	0	0	0.0%	0	0.0%	0	0.0%
Labor Relations Consultants	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Laboratories-Medical	714	458	5	120	4	80.0%	1	20.0%	0	0.0%
Laboratories-Research & Development	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Laboratories-Testing	70	846	0	0	0	0.0%	0	0.0%	0	0.0%
Laboratories-Veterinary	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Laboratory Equipment & Supplies	26	890	0	0	0	0.0%	0	0.0%	0	0.0%
Ladders	37	879	0	0	0	0.0%	0	0.0%	0	0.0%
Laminated Structural Products	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Laminations-Plastic, Paper, Etc	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Lamps & Lamp Shades-Retail	23	893	3	122	3	100.0%	0	0.0%	0	0.0%
Land Clearing & Leveling	65	851	2	123	0	0.0%	2	100.0%	0	0.0%
Land Companies	517	527	1	124	1	100.0%	0	0.0%	0	0.0%
Landscape Architects	1766	276	1	124	0	0.0%	1	100.0%	0	0.0%
Landscape Contractors	29465	16	223	23	108	48.4%	108	48.4%	7	3.1%
Landscape Designers	878	410	1	124	1	100.0%	0	0.0%	0	0.0%
Landscape Lighting	19	897	1	124	1	100.0%	0	0.0%	0	0.0%
Landscaping Equipment & Supplies	480	544	6	119	2	33.3%	4	66.7%	0	0.0%
Language Schools	1579	301	6	119	4	66.7%	2	33.3%	0	0.0%
Language Training Aids	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Lapidaries	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Lapidary Equipment & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Laser Vision Correction	80	836	0	0	0	0.0%	0	0.0%	0	0.0%
Lasers	456	556	2	123	1	50.0%	1	50.0%	0	0.0%
Laundries	4	912	3	122	1	33.3%	2	66.7%	0	0.0%
Laundries-Self Service	78	838	3	122	0	0.0%	1	33.3%	2	66.7%
Laundry Consultants	23	893	2	123	0	0.0%	2	100.0%	0	0.0%
Laundry Equipment	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Laundry Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Law & Financial Printers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies	1524	307	4	121	4	100.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies - Rental	424	572	0	0	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Pond Dealers & Supplies	504	533	0	0	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Sprinkler Systems	1726	281	6	119	3	50.0%	3	50.0%	0	0.0%
Lawn Maintenance	11985	42	211	25	119	56.4%	86	40.8%	6	2.8%
Lawn Mowers	183	739	2	123	1	50.0%	1	50.0%	0	0.0%
Lawn Mowers-Sharpen & Repair	710	461	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyer Referral Service	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyer Service Bureaus	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers	3120	173	18	107	5	27.8%	13	72.2%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Lawyers	3854	144	1	124	0	0.0%	1	100.0%	0	0.0%
Lawyers - Patent	29	887	1	124	1	100.0%	0	0.0%	0	0.0%
Lawyers - Trademark	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers Service Bureaus	74	842	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers-Bankruptcy & Taxes	548	512	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers-Criminal	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers-Immigration & Naturalization	142	778	1	124	1	100.0%	0	0.0%	0	0.0%
Lawyers-Litigation	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Lawyers-Personal Injury & Property Damage	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Layouts-Office, Factory, Etc	60	856	0	0	0	0.0%	0	0.0%	0	0.0%
Lead Products	30	886	1	124	0	0.0%	1	100.0%	0	0.0%
Leak Detecting Instruments	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Leasing Service	786	432	3	122	2	66.7%	1	33.3%	0	0.0%
Leather	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Leather Cleaning	68	848	1	124	1	100.0%	0	0.0%	0	0.0%
Leather Clothing-Retail	225	707	10	115	8	80.0%	1	10.0%	1	10.0%
Leather Clothing-Wholesale & Manufacturers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Leather Goods Manufacturers Supplies	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Leather Goods-Dealers	265	677	5	120	3	60.0%	2	40.0%	0	0.0%
Leather Goods-Repair	66	850	2	123	1	50.0%	1	50.0%	0	0.0%
Leather Goods-Wholesale & Manufacturers	13	903	1	124	0	0.0%	1	100.0%	0	0.0%
Lecture & Seminar Bureaus	392	589	2	123	2	100.0%	0	0.0%	0	0.0%
Legal Clinics	80	836	0	0	0	0.0%	0	0.0%	0	0.0%
Legal Forms	1577	302	10	115	10	100.0%	0	0.0%	0	0.0%
Legal Services Plans	1023	387	8	117	5	62.5%	3	37.5%	0	0.0%
Lenses	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Letters-Sign	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Libraries-Circulating & Rental	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Libraries-Public	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
License Services	162	759	1	124	1	100.0%	0	0.0%	0	0.0%
Lifts	127	791	0	0	0	0.0%	0	0.0%	0	0.0%
Lighting Consultants	45	871	0	0	0	0.0%	0	0.0%	0	0.0%
Lighting Equipment-Emergency	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Repair & Maintenance	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures-Retail	803	426	9	116	1	11.1%	8	88.9%	0	0.0%
Lighting Fixtures-Supplies & Parts	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures-Wholesale & Manufacturers	39	877	1	124	0	0.0%	0	0.0%	1	100.0%
Lighting Systems & Equipment	908	404	0	0	0	0.0%	0	0.0%	0	0.0%
Lightning Protection Equipment	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Lights Bulbs & Tubes	172	749	13	112	8	61.5%	5	38.5%	0	0.0%
Limestone	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Limousine Service	8840	65	67	66	30	44.8%	36	53.7%	1	1.5%
Linen Supply Service	55	861	1	124	1	100.0%	0	0.0%	0	0.0%
Linens-Retail	160	761	8	117	6	75.0%	2	25.0%	0	0.0%
Linens-Wholesale & Manufacturers	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Lingerie	229	705	10	115	7	70.0%	3	30.0%	0	0.0%
Linings-Clothing	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Linings-Plastic, Membrane, Etc	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Linoleum Dealers	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Liquidators	370	606	5	120	3	60.0%	2	40.0%	0	0.0%
Liquor Stores	174	747	2	123	2	100.0%	0	0.0%	0	0.0%
Liquors-Wholesale	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Literary Agents	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Livestock Auction Markets	41	875	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Livestock Breeders	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Livestock Equipment & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Loans	9281	59	76	62	16	21.1%	42	55.3%	18	23.7%
Loans-Small Business	505	532	6	119	6	100.0%	0	0.0%	0	0.0%
Lobbyists	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Lockers	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Locks & Locksmiths	4263	129	7	118	2	28.6%	5	71.4%	0	0.0%
Locksmiths Equipment & Supplies	28	888	1	124	0	0.0%	1	100.0%	0	0.0%
Locks-Wholesale & Manufacturers	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Log Cabins, Homes & Buildings	1596	299	5	120	4	80.0%	1	20.0%	0	0.0%
Logging Companies	91	825	0	0	0	0.0%	0	0.0%	0	0.0%
Logging Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Lotteries-Foreign	21201	26	113	46	2	1.8%	27	23.9%	84	74.3%
Lotteries-Local	2628	197	5	120	0	0.0%	4	80.0%	1	20.0%
Lotteries-State	345	622	2	123	1	50.0%	0	0.0%	1	50.0%
Lubricants	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Lubricating Service - Automotive	2554	201	30	95	22	73.3%	8	26.7%	0	0.0%
Luggage Manufacturers Equipment & Supplies	26	890	0	0	0	0.0%	0	0.0%	0	0.0%
Luggage-Retail	103	814	2	123	2	100.0%	0	0.0%	0	0.0%
Lumber Inspectors	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Lumber Mill Representatives	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Lumber-Drying	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Lumber-Retail	712	459	9	116	8	88.9%	1	11.1%	0	0.0%
Lumber-Wholesale	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Machine Shops	843	416	3	122	3	100.0%	0	0.0%	0	0.0%
Machine Tools	167	754	4	121	4	100.0%	0	0.0%	0	0.0%
Machine Tools-Repair & Rebuild	9	907	2	123	2	100.0%	0	0.0%	0	0.0%
Machinery Movers & Erectors	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Machinery Rebuild & Repair	8	908	2	123	1	50.0%	1	50.0%	0	0.0%
Machinery-New	333	629	1	124	0	0.0%	1	100.0%	0	0.0%
Machinery-Specially Designed	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Magazine Sales	809	424	14	111	9	64.3%	5	35.7%	0	0.0%
Magazine Sales by Mail	84	832	7	118	6	85.7%	1	14.3%	0	0.0%
Magazine Sales by Telephone	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
Magazines - Dealers	32	884	2	123	0	0.0%	2	100.0%	0	0.0%
Magazines - Distributors	890	409	18	107	17	94.4%	1	5.6%	0	0.0%
Magazines - Subscription Agents	611	492	19	106	8	42.1%	11	57.9%	0	0.0%
Magazines Sold Door-to-Door	280	666	0	0	0	0.0%	0	0.0%	0	0.0%
Magicians	260	682	0	0	0	0.0%	0	0.0%	0	0.0%
Maids' & Butlers' Service	1887	260	15	110	9	60.0%	5	33.3%	1	6.7%
Mail Box Rental & Receiving	115	803	6	119	4	66.7%	2	33.3%	0	0.0%
Mail Boxes-Manufacturers & Distributors	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Mail Order & Catalog Shopping	3371	159	89	54	66	74.2%	20	22.5%	3	3.4%
Mailing Lists	158	763	0	0	0	0.0%	0	0.0%	0	0.0%
Mailing Machines & Equipment	59	857	2	123	1	50.0%	1	50.0%	0	0.0%
Mailing Services	1193	360	18	107	14	77.8%	3	16.7%	1	5.6%
Management Consultants	683	467	1	124	1	100.0%	0	0.0%	0	0.0%
Management Training	621	488	4	121	1	25.0%	3	75.0%	0	0.0%
Manicuring	9	907	1	124	1	100.0%	0	0.0%	0	0.0%
Manufactured Home Dealers	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Manufacturers & Producers	4091	135	42	84	29	69.0%	12	28.6%	1	2.4%
Manufacturers Agents & Representatives	647	477	40	86	39	97.5%	1	2.5%	0	0.0%
Mapping Services	5	911	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Maps-Dealers	37	879	0	0	0	0.0%	0	0.0%	0	0.0%
Maps-Publishers & Distributors	372	604	0	0	0	0.0%	0	0.0%	0	0.0%
Marble & Terrazzo Cleaning & Service	128	790	0	0	0	0.0%	0	0.0%	0	0.0%
Marble-Cultured	306	647	2	123	2	100.0%	0	0.0%	0	0.0%
Marble-Natural	633	482	2	123	0	0.0%	2	100.0%	0	0.0%
Marinas	890	409	3	122	3	100.0%	0	0.0%	0	0.0%
Marine Contractors	43	873	0	0	0	0.0%	0	0.0%	0	0.0%
Marine Electronic Equipment & Supplies	96	820	0	0	0	0.0%	0	0.0%	0	0.0%
Marine Equipment & Supplies	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Marine Sales & Service	999	392	10	115	10	100.0%	0	0.0%	0	0.0%
Marine Surveyors	79	837	0	0	0	0.0%	0	0.0%	0	0.0%
Market Research & Analysis	1621	298	4	121	4	100.0%	0	0.0%	0	0.0%
Market Survey Companies	2928	183	3	122	0	0.0%	3	100.0%	0	0.0%
Marketing Consultants	2038	246	13	112	7	53.8%	5	38.5%	1	7.7%
Marketing Programs & Services	1945	253	32	93	29	90.6%	3	9.4%	0	0.0%
Marriage, Family, Child, Individual Counselors	222	709	0	0	0	0.0%	0	0.0%	0	0.0%
Martial Arts	2293	222	12	113	6	50.0%	6	50.0%	0	0.0%
Martial Arts Supplies & Equipment	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Mason Contractors	5436	105	17	108	7	41.2%	10	58.8%	0	0.0%
Mason Contractors Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Masonry Panels-Prefabricated	91	825	3	122	1	33.3%	2	66.7%	0	0.0%
Massage Equipment & Supplies	129	789	5	120	4	80.0%	1	20.0%	0	0.0%
Massage Therapeutic	118	800	0	0	0	0.0%	0	0.0%	0	0.0%
Massage Therapists	898	407	4	121	1	25.0%	2	50.0%	1	25.0%
Material Handling Equipment	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Maternity Clothes	20	896	2	123	0	0.0%	2	100.0%	0	0.0%
Mats & Matting	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Mattress Makers Supplies	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Mattresses	1290	346	50	78	25	50.0%	23	46.0%	2	4.0%
Mattresses-Renovating	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Mausoleums	188	735	0	0	0	0.0%	0	0.0%	0	0.0%
Meat Packers	73	843	0	0	0	0.0%	0	0.0%	0	0.0%
Meat Packers Equipment & Supplies	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Meat-Retail	688	465	4	121	4	100.0%	0	0.0%	0	0.0%
Meat-Wholesale	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Mechanical Contractors	939	398	5	120	4	80.0%	1	20.0%	0	0.0%
Mediation Services	351	619	2	123	1	50.0%	1	50.0%	0	0.0%
Medical Alarms	326	635	0	0	0	0.0%	0	0.0%	0	0.0%
Medical Business Administration	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Medical Record Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Medical Service Organizations	36	880	2	123	1	50.0%	1	50.0%	0	0.0%
Medical Testing Companies	355	616	2	123	0	0.0%	2	100.0%	0	0.0%
Medicines-Patent & Proprietary	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Meditation Instruction	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Men's Clothing & Furnishings - Retail	654	475	10	115	4	40.0%	6	60.0%	0	0.0%
Men's Clothing & Furnishings - Wholesale & Manufacturers	146	775	5	120	1	20.0%	4	80.0%	0	0.0%
Mental Health Services	77	839	0	0	0	0.0%	0	0.0%	0	0.0%
Mental Retardtn/Dev Disabled Services	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Merchandise Brokers	30	886	1	124	0	0.0%	1	100.0%	0	0.0%
Messenger Service	154	767	14	111	7	50.0%	7	50.0%	0	0.0%
Metal Detecting Equipment	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Metal Finishers	263	679	1	124	1	100.0%	0	0.0%	0	0.0%
Metal Powder Fabricators	196	729	0	0	0	0.0%	0	0.0%	0	0.0%
Metal Salvage Yards	10	906	2	123	1	50.0%	1	50.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Metal Sawing & Cut-Off Service	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Metal Specialties	128	790	2	123	0	0.0%	2	100.0%	0	0.0%
Metal Spinning	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Metal Stamping	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Metals-Clad	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Metals-Precious-Sheet, Wire, Tubing	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Metaphysicians	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Meters	72	844	0	0	0	0.0%	0	0.0%	0	0.0%
Microfilm Service, Equipment & Supplies	89	827	1	124	1	100.0%	0	0.0%	0	0.0%
Microwave Communications	236	700	0	0	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens-Dealers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Millinery-Retail	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Millinery-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Millwork	592	497	1	124	1	100.0%	0	0.0%	0	0.0%
Millwrights	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Mineral Exploration	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Minerals	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Mining Companies	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Mining Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Mining Development	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Mining Equipment & Supplies	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Mirrors	138	780	2	123	1	50.0%	1	50.0%	0	0.0%
Mobile Homes Distributors & Manufacturers	630	484	3	122	1	33.3%	2	66.7%	0	0.0%
Mobile Homes Manufacturers Equipment & Supplies	12	904	1	124	1	100.0%	0	0.0%	0	0.0%
Mobile Homes-Dealers	253	686	9	116	4	44.4%	3	33.3%	2	22.2%
Mobile Homes-Equipment & Parts	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Mobile Homes-Parks	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Mobile Homes-Rent & Lease	35	881	2	123	1	50.0%	1	50.0%	0	0.0%
Mobile Homes-Repair & Service	63	853	0	0	0	0.0%	0	0.0%	0	0.0%
Mobile Homes-Transporting	29	887	3	122	3	100.0%	0	0.0%	0	0.0%
Mobile Offices & Commercial Units	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Mobile Telephone Equipment & Supplies	14	902	4	121	2	50.0%	1	25.0%	1	25.0%
Mobile Telephone Service	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Model Makers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Modeling & Talent Agencies	10510	51	47	80	25	53.2%	21	44.7%	1	2.1%
Modeling Schools	2272	223	7	118	3	42.9%	4	57.1%	0	0.0%
Modular Homes	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Mold & Mildew Removal & Remediation	57	859	1	124	1	100.0%	0	0.0%	0	0.0%
Moldings	416	576	2	123	2	100.0%	0	0.0%	0	0.0%
Molds	78	838	0	0	0	0.0%	0	0.0%	0	0.0%
Money Orders & Transfers	151	770	4	121	3	75.0%	1	25.0%	0	0.0%
Monograms	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Monuments	786	432	6	119	5	83.3%	1	16.7%	0	0.0%
Mopeds	3	913	1	124	0	0.0%	1	100.0%	0	0.0%
Mortgage Brokers	13173	40	10	115	7	70.0%	3	30.0%	0	0.0%
Motel & Hotel Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Management	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Motels	2384	213	74	63	50	67.6%	23	31.1%	1	1.4%
Motels - Reservation Service	25	891	1	124	0	0.0%	1	100.0%	0	0.0%
Motion Picture Equipment & Supplies	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Distributors & Exchange	44	872	1	124	0	0.0%	0	0.0%	1	100.0%
Motion Picture Film Editing	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Motion Picture Laboratories	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Motion Picture Producers & Studios	18	898	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Motion Picture Special Effects	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Motivational & Self Improvement Training	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Motor coach Companies	368	608	16	109	15	93.8%	1	6.3%	0	0.0%
Motor Homes	153	768	10	115	5	50.0%	5	50.0%	0	0.0%
Motor Homes-Rent & Lease	82	834	1	124	0	0.0%	1	100.0%	0	0.0%
Motorcycles-Dealers	3052	178	32	93	21	65.6%	9	28.1%	2	6.3%
Motorcycles-Renting & Leasing	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Motorcycles-Repairing & Service	403	581	9	116	4	44.4%	5	55.6%	0	0.0%
Motorcycles-Supplies & Parts	548	512	9	116	7	77.8%	2	22.2%	0	0.0%
Mountain Climbing Equipment	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Mountain Climbing Instruction	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Movers	109851	2	588	5	348	59.2%	227	38.6%	13	2.2%
Moving Equipment Rental	456	556	4	121	2	50.0%	2	50.0%	0	0.0%
Moving Services-Labor & Materials	1850	265	25	100	12	48.0%	13	52.0%	0	0.0%
Moving Supplies	83	833	0	0	0	0.0%	0	0.0%	0	0.0%
Mud Jacking Contractors	366	609	2	123	2	100.0%	0	0.0%	0	0.0%
Mufflers & Exhaust Systems	1367	331	16	109	14	87.5%	2	12.5%	0	0.0%
Mulches	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Multi-level Selling Co.	6834	83	4	121	1	25.0%	2	50.0%	1	25.0%
Murals	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Museums	131	787	3	122	3	100.0%	0	0.0%	0	0.0%
Mushrooms	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Music & Messaging Services	80	836	4	121	1	25.0%	3	75.0%	0	0.0%
Music Instruction-Instrumental	739	451	5	120	4	80.0%	1	20.0%	0	0.0%
Music Instruction-Vocal	11	905	1	124	1	100.0%	0	0.0%	0	0.0%
Music Publishers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Musical Instruments-Dealers	2304	220	10	115	6	60.0%	3	30.0%	1	10.0%
Musical Instruments-Repair	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Musical Instruments-Supplies & Accessories	467	550	2	123	1	50.0%	1	50.0%	0	0.0%
Musical Instruments-Wholesale & Manufacturers	15	901	2	123	1	50.0%	1	50.0%	0	0.0%
Musicians	190	734	0	0	0	0.0%	0	0.0%	0	0.0%
Music-Sheet	472	547	0	0	0	0.0%	0	0.0%	0	0.0%
Mutual Funds	92	824	0	0	0	0.0%	0	0.0%	0	0.0%
Nail Salons	300	653	9	116	6	66.7%	3	33.3%	0	0.0%
Nailing Machinery	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Nails & Tacks	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Nanny Service	1518	309	9	116	6	66.7%	3	33.3%	0	0.0%
Natural Gas Companies	5800	100	356	13	303	85.1%	53	14.9%	0	0.0%
Naturopaths	192	732	2	123	2	100.0%	0	0.0%	0	0.0%
Navigation Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Mfg.	161	760	0	0	0	0.0%	0	0.0%	0	0.0%
News Dealers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
News Publications-Trade, Association, Etc	32	884	1	124	0	0.0%	0	0.0%	1	100.0%
News Service	69	847	0	0	0	0.0%	0	0.0%	0	0.0%
Newspaper Distributors	32	884	1	124	1	100.0%	0	0.0%	0	0.0%
Newspapers	2493	204	37	89	36	97.3%	1	2.7%	0	0.0%
Night Clubs	325	636	5	120	2	40.0%	3	60.0%	0	0.0%
Noise Control Consultants	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Non Profit Org. - General Membership	243	694	1	124	1	100.0%	0	0.0%	0	0.0%
Not Elsewhere Classified	68803	3	149	37	64	43.0%	57	38.3%	28	18.8%
Notaries Public	237	699	0	0	0	0.0%	0	0.0%	0	0.0%
Novelties-Retail	934	401	3	122	2	66.7%	1	33.3%	0	0.0%
Novelties-Wholesale & Manufacturers	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Nurseries-Plants, Trees, Etc	3103	175	11	114	7	63.6%	4	36.4%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Nursery Stock Dealers	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Nurses	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Nurses Registries	173	748	1	124	0	0.0%	1	100.0%	0	0.0%
Nurses Schools	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Nursing Home Information & Referral	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Nursing Homes	344	623	0	0	0	0.0%	0	0.0%	0	0.0%
Nutritionists	106	811	0	0	0	0.0%	0	0.0%	0	0.0%
Nuts-Edible	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Observatories	77	839	0	0	0	0.0%	0	0.0%	0	0.0%
Occupational Health-Nursing Services	206	718	1	124	0	0.0%	1	100.0%	0	0.0%
Occupational Therapists	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Office & Desk Space Rental Service	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Office Buildings	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment	2501	203	14	111	13	92.9%	1	7.1%	0	0.0%
Office Furniture & Equipment - Rental & Leasing	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	18	898	1	124	1	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Mfg.	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment-Installation	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment-Used	32	884	0	0	0	0.0%	0	0.0%	0	0.0%
Office Records Stored	165	756	0	0	0	0.0%	0	0.0%	0	0.0%
Office Records-Destruction	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Office Supplies	2204	231	53	76	37	69.8%	15	28.3%	1	1.9%
Office Supplies by Telemarketing	523	524	33	92	9	27.3%	24	72.7%	0	0.0%
Oil & Gas Exploration & Development	79	837	1	124	0	0.0%	1	100.0%	0	0.0%
Oil Additives-Manufacturers & Distributors	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Field Consultants	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Field Equipment	187	736	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Field Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Field Hauling	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Field Service	664	472	1	124	1	100.0%	0	0.0%	0	0.0%
Oil Field Supplies	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Land Leases	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Oil Operators	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Producers	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Refiners	6	910	1	124	1	100.0%	0	0.0%	0	0.0%
Oil Well Drilling	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Oil Well Services	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Oil-Crude-Purchasing	14	902	1	124	0	0.0%	0	0.0%	1	100.0%
Oils-Fuel	3159	168	26	99	20	76.9%	6	23.1%	0	0.0%
Oils-Fuel-Treatment Compounds	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Oils-Lubricating	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Oils-Petroleum	57	859	0	0	0	0.0%	0	0.0%	0	0.0%
Oils-ReRefined	100	817	0	0	0	0.0%	0	0.0%	0	0.0%
Oils-Waste	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Online Drug & Prescription Services	2486	205	55	75	1	1.8%	0	0.0%	54	98.2%
Optical Equipment & Supplies	16	900	1	124	1	100.0%	0	0.0%	0	0.0%
Optical Goods - Retail	515	529	24	101	14	58.3%	9	37.5%	1	4.2%
Optical Goods - Service & Repair	1145	368	18	107	14	77.8%	3	16.7%	1	5.6%
Optical Goods - Wholesale & Manufacturers	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Optical Imaging Equipment & Systems	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Opticians	1680	286	16	109	8	50.0%	8	50.0%	0	0.0%
Optometrists	146	775	5	120	5	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Optometrists-O.D.	750	446	19	106	15	78.9%	4	21.1%	0	0.0%
Orchestras & Bands	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Organizing Services - Household & Business	329	632	1	124	1	100.0%	0	0.0%	0	0.0%
Organs	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Organs-Tune & Repair	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Oriental Goods-Retail	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Ornamental Metal Work	144	777	0	0	0	0.0%	0	0.0%	0	0.0%
Orthopedic Appliances	431	568	7	118	5	71.4%	2	28.6%	0	0.0%
Outboard Motors	105	812	0	0	0	0.0%	0	0.0%	0	0.0%
Outboard Motors-Repair	201	724	0	0	0	0.0%	0	0.0%	0	0.0%
Outplacement Consultants	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Ovens-Bakers	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Overhead Garage Doors	5869	98	16	109	7	43.8%	9	56.3%	0	0.0%
Oxygen	55	861	0	0	0	0.0%	0	0.0%	0	0.0%
Oxygen Therapy Equipment	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Package Design & Development	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Packaging Materials	626	485	1	124	1	100.0%	0	0.0%	0	0.0%
Packaging Service	231	704	0	0	0	0.0%	0	0.0%	0	0.0%
Packing - Mechanical	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Packing & Crating Service	60	856	1	124	0	0.0%	1	100.0%	0	0.0%
Paging Equipment & Service	253	686	1	124	1	100.0%	0	0.0%	0	0.0%
Paint Removing	79	837	0	0	0	0.0%	0	0.0%	0	0.0%
Painters Equipment & Supplies	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Painting Contractors	25546	18	89	54	52	58.4%	34	38.2%	3	3.4%
Paint-Retail	1104	376	4	121	4	100.0%	0	0.0%	0	0.0%
Paint-Wholesale & Manufacturers	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Pallets & Skids	54	862	0	0	0	0.0%	0	0.0%	0	0.0%
Paneling	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Paper & Document Shredding	296	655	2	123	1	50.0%	1	50.0%	0	0.0%
Paper Brokers & Mill Reps	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Paper Converters	259	683	0	0	0	0.0%	0	0.0%	0	0.0%
Paper Distributors	109	809	1	124	0	0.0%	1	100.0%	0	0.0%
Paper Manufacturers	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Paper Products	380	600	14	111	14	100.0%	0	0.0%	0	0.0%
Paper Shredding Machines	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	71	845	0	0	0	0.0%	0	0.0%	0	0.0%
Paralegals	3146	171	47	80	18	38.3%	27	57.4%	2	4.3%
Parapsychologists	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Parcel Post Assembly Service	3	913	1	124	0	0.0%	1	100.0%	0	0.0%
Parking Area Maintenance & Marking	193	731	1	124	1	100.0%	0	0.0%	0	0.0%
Parking Attendant Service	27	889	4	121	3	75.0%	1	25.0%	0	0.0%
Parking Facilities	1760	277	85	57	61	71.8%	23	27.1%	1	1.2%
Parking Meters	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	57	859	0	0	0	0.0%	0	0.0%	0	0.0%
Parks	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Partitions	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Party Planning	401	584	1	124	0	0.0%	1	100.0%	0	0.0%
Party Plans - In-Home	2080	243	4	121	1	25.0%	3	75.0%	0	0.0%
Party Supplies	546	513	1	124	0	0.0%	1	100.0%	0	0.0%
Party Supplies-Renting	516	528	3	122	2	66.7%	1	33.3%	0	0.0%
Passport & Visa Services	14	902	1	124	1	100.0%	0	0.0%	0	0.0%
Patent Agents	120	798	2	123	0	0.0%	2	100.0%	0	0.0%
Patent Attorneys	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Patent Searchers	390	591	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Patio & Deck Builders	2110	240	13	112	8	61.5%	5	38.5%	0	0.0%
Patio Equipment & Supplies	53	863	1	124	1	100.0%	0	0.0%	0	0.0%
Patio, Porch & Deck Enclosures	5931	96	26	99	16	61.5%	10	38.5%	0	0.0%
Pavement & Floor Marking Services	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Paving Contractors	36054	10	291	19	125	43.0%	143	49.1%	23	7.9%
Paving Equipment	2	914	1	124	0	0.0%	1	100.0%	0	0.0%
Paving Materials	74	842	2	123	0	0.0%	1	50.0%	1	50.0%
Paving, Painting, Home Improvement - Itinerant Workers	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Pawnbrokers	588	499	9	116	4	44.4%	5	55.6%	0	0.0%
Payroll Service	160	761	2	123	1	50.0%	1	50.0%	0	0.0%
Pension & Profit Sharing Plans	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Perfume-Wholesale & Manufacturers	50	866	0	0	0	0.0%	0	0.0%	0	0.0%
Personal Security Guard Service	43	873	0	0	0	0.0%	0	0.0%	0	0.0%
Personal ServiceBureaus	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Personal Services	641	479	22	103	6	27.3%	16	72.7%	0	0.0%
Personnel Consultants	485	542	11	114	10	90.9%	1	9.1%	0	0.0%
Pest Control Services	10186	54	46	81	23	50.0%	23	50.0%	0	0.0%
Pest Control Supplies & Equipment	356	615	0	0	0	0.0%	0	0.0%	0	0.0%
Pet Cemeteries, Crematories & Supplies	56	860	3	122	0	0.0%	3	100.0%	0	0.0%
Pet Exercising Service	716	457	3	122	3	100.0%	0	0.0%	0	0.0%
Pet Foods-Wholesale & Manufacturers	381	599	4	121	2	50.0%	2	50.0%	0	0.0%
Pet Grooming	1622	297	14	111	11	78.6%	3	21.4%	0	0.0%
Pet Health Plans	408	578	5	120	4	80.0%	1	20.0%	0	0.0%
Pet Shops	1713	282	28	97	18	64.3%	8	28.6%	2	7.1%
Pet Sitting Services	671	471	4	121	3	75.0%	1	25.0%	0	0.0%
Pet Supplies & Foods-Retail	1885	261	11	114	8	72.7%	3	27.3%	0	0.0%
Pet Supplies & Foods-Wholesale	155	766	2	123	1	50.0%	1	50.0%	0	0.0%
Pet Training	1277	347	12	113	3	25.0%	9	75.0%	0	0.0%
Pet Transporting	186	737	1	124	1	100.0%	0	0.0%	0	0.0%
Petroleum	100	817	2	123	2	100.0%	0	0.0%	0	0.0%
Petroleum Products	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Machinery	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Products-Wholesale & Manufacturing	105	812	1	124	0	0.0%	1	100.0%	0	0.0%
Pharmacies	5534	103	46	81	29	63.0%	2	4.3%	15	32.6%
Photo Copying	242	695	2	123	1	50.0%	1	50.0%	0	0.0%
Photo Finishing-Retail	759	442	6	119	4	66.7%	2	33.3%	0	0.0%
Photo Finishing-Wholesale	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Photo Retouching	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Photographers-Aerial	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Photographers-Commercial	2238	228	35	91	17	48.6%	16	45.7%	2	5.7%
Photographers-Portrait	2298	221	65	68	33	50.8%	30	46.2%	2	3.1%
Photographic Color Prints & Trans.	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Photographic Darkroom Rental	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies - Wholesale. & Mfg.	91	825	2	123	2	100.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies-Retail	1754	278	14	111	6	42.9%	7	50.0%	1	7.1%
Photographic Equipment-Repair	59	857	2	123	0	0.0%	2	100.0%	0	0.0%
Photographs-Stock	102	815	0	0	0	0.0%	0	0.0%	0	0.0%
Photography Sales	453	558	0	0	0	0.0%	0	0.0%	0	0.0%
Photography Sales Direct Door-to-Door	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Photography Schools	61	855	2	123	2	100.0%	0	0.0%	0	0.0%
Physical Therapists	605	494	0	0	0	0.0%	0	0.0%	0	0.0%
Physical Therapy Equipment	138	780	1	124	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	1010	390	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Physicians & Surgeons - Weight Reduction	44	872	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons Information Bureaus	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Dermatology	543	515	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Ear	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Internal Medicine	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Medical-M.D.	355	616	1	124	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons-OB/GYN	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Ophthalmology	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Orthopedic Surgery	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Osteopathic-D.O.	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons-Radiology	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Physicians-Specialists	454	557	1	124	0	0.0%	1	100.0%	0	0.0%
Piano & Organ Moving	305	649	0	0	0	0.0%	0	0.0%	0	0.0%
Pianos	359	612	4	121	1	25.0%	3	75.0%	0	0.0%
Pianos-Tuning & Repair	176	745	0	0	0	0.0%	0	0.0%	0	0.0%
Picture Frames-Dealers	202	722	5	120	2	40.0%	3	60.0%	0	0.0%
Picture Frames-Restore & Repair	10	906	2	123	1	50.0%	1	50.0%	0	0.0%
Picture Frames-Wholesale & Manufacturers	104	813	2	123	2	100.0%	0	0.0%	0	0.0%
Picture Hanging Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Pictures	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Pile Driving	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Piling	203	721	3	122	2	66.7%	1	33.3%	0	0.0%
Pillows	7	909	1	124	1	100.0%	0	0.0%	0	0.0%
Pilot Car Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Pins-Common, Safety, Etc	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe	51	865	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Contractors	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	126	792	1	124	1	100.0%	0	0.0%	0	0.0%
Pipe Bending & Fabricating	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Inspection	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Joint Compounds	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Line Companies	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Line Contractors	239	697	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Line Equipment	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	600	495	45	82	40	88.9%	5	11.1%	0	0.0%
Pipe Lining & Coating	2	914	1	124	0	0.0%	1	100.0%	0	0.0%
Pipes & Smokers Articles	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Pizza	565	507	30	95	11	36.7%	17	56.7%	2	6.7%
Plants - Interior Design & Maintenance	25	891	1	124	1	100.0%	0	0.0%	0	0.0%
Plants-Retail	14	902	1	124	1	100.0%	0	0.0%	0	0.0%
Plaster Craft Products & Supplies	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Plastering Contractors	157	764	1	124	0	0.0%	1	100.0%	0	0.0%
Plastics - Fabricating, Finishing & Decor	27	889	1	124	0	0.0%	1	100.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	8	908	1	124	1	100.0%	0	0.0%	0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers	229	705	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Foam	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Machinery & Equipment	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Molders	79	837	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Reinforced	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Research & Consulting	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Plastics-Scrap	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Plating	378	601	0	0	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Playground Equipment	87	829	1	124	1	100.0%	0	0.0%	0	0.0%
Playgrounds	6	910	2	123	0	0.0%	1	50.0%	1	50.0%
Plumbing Contractors	43129	8	238	21	174	73.1%	60	25.2%	4	1.7%
Plumbing Drains & Sewer Cleaning	2087	241	20	105	15	75.0%	4	20.0%	1	5.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	138	780	1	124	1	100.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies-Retail	1460	318	14	111	13	92.9%	1	7.1%	0	0.0%
Plywood & Veneers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Pneumatic Equipment Components	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Pneumatic Tube Equipment & Systems	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Podiatrists	99	818	0	0	0	0.0%	0	0.0%	0	0.0%
Police & Fire Organizations	167	754	0	0	0	0.0%	0	0.0%	0	0.0%
Police Departments	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Police Equipment	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Polyurethane Products	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Ponzi Schemes	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Popcorn & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Porcelain Enamel Repair & Refinish	1234	355	7	118	7	100.0%	0	0.0%	0	0.0%
Port Authorities	318	642	0	0	0	0.0%	0	0.0%	0	0.0%
Post Offices	32	884	1	124	1	100.0%	0	0.0%	0	0.0%
Posters	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Pottery	7	909	1	124	1	100.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Poultry Farms	213	712	0	0	0	0.0%	0	0.0%	0	0.0%
Poultry-Retail	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Poultry-Wholesale	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Powder Processing-Industrial	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Power Plant Consultants	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment-Repairing	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Power Transmission Equipment	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Presses-Power-Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Pressure Washing	408	578	0	0	0	0.0%	0	0.0%	0	0.0%
Printed & Etched Circuits	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Printers	2196	233	14	111	7	50.0%	6	42.9%	1	7.1%
Printers-Business Forms	141	779	0	0	0	0.0%	0	0.0%	0	0.0%
Printers-Glass, Metal, Plastic, Etc.	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Printing Brokers	327	634	2	123	0	0.0%	2	100.0%	0	0.0%
Printing Equipment	151	770	0	0	0	0.0%	0	0.0%	0	0.0%
Printing Supplies	220	710	1	124	1	100.0%	0	0.0%	0	0.0%
Prize Promotions	1228	356	42	84	3	7.1%	21	50.0%	18	42.9%
Process Servers	69	847	0	0	0	0.0%	0	0.0%	0	0.0%
Product Development & Marketing	388	593	30	95	3	10.0%	27	90.0%	0	0.0%
Product Sales - General	474	546	18	107	13	72.2%	5	27.8%	0	0.0%
Professional Organizations	246	691	1	124	0	0.0%	1	100.0%	0	0.0%
Professional Services (General)	1398	324	11	114	9	81.8%	2	18.2%	0	0.0%
Propellers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Property Maintenance	2471	207	18	107	12	66.7%	6	33.3%	0	0.0%
Property Management	10909	49	82	58	75	91.5%	7	8.5%	0	0.0%
Prosthetic Devices	27	889	0	0	0	0.0%	0	0.0%	0	0.0%
Psychiatrists & Psychiatric Services	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Psychics	267	675	17	108	7	41.2%	9	52.9%	1	5.9%
Psychologists	192	732	0	0	0	0.0%	0	0.0%	0	0.0%
Public Relations Counselors	81	835	0	0	0	0.0%	0	0.0%	0	0.0%
Public Speaking Instruction	4	912	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Public Utility Consultants	187	736	9	116	9	100.0%	0	0.0%	0	0.0%
Publicity Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Publishers Representatives	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Publishers-Book	3163	167	24	101	21	87.5%	3	12.5%	0	0.0%
Publishers-Directory & Guide	3491	155	71	65	50	70.4%	20	28.2%	1	1.4%
Publishers-Periodical	1738	280	19	106	11	57.9%	7	36.8%	1	5.3%
Publishing Consultants	24	892	3	122	2	66.7%	1	33.3%	0	0.0%
Pulp & Pulp Products	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Pumping Contractors	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Pumps-Dealers	371	605	1	124	1	100.0%	0	0.0%	0	0.0%
Pumps-Service & Repair	205	719	1	124	1	100.0%	0	0.0%	0	0.0%
Pumps-Supplies & Parts	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Pumps-Wholesale & Manufacturers	27	889	0	0	0	0.0%	0	0.0%	0	0.0%
Pyramid Companies	59	857	0	0	0	0.0%	0	0.0%	0	0.0%
Quilting	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Quilting Materials & Supplies	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Quilts	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Race Tracks	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Racks	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Racquetball Courts-Private	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Racquetball Courts-Public	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Radiators-Automotive	761	440	4	121	4	100.0%	0	0.0%	0	0.0%
Radio Communication Equipment & Systems	540	517	10	115	9	90.0%	1	10.0%	0	0.0%
Radio Station Equipment	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Radio Stations & Broadcast Companies	1364	332	0	0	0	0.0%	0	0.0%	0	0.0%
Radios-Citizen Band	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communication-Equipment & Systems	82	834	0	0	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communications - Common Carrier	25	891	1	124	1	100.0%	0	0.0%	0	0.0%
Railings	1380	328	4	121	1	25.0%	3	75.0%	0	0.0%
Railroad Contractors	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Railroad Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Railroads	155	766	0	0	0	0.0%	0	0.0%	0	0.0%
Railroads - Freight	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Railroads-Ticket Agencies	25	891	7	118	0	0.0%	7	100.0%	0	0.0%
Ranches	6	910	3	122	2	66.7%	1	33.3%	0	0.0%
Range Hoods & Canopies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Ranges & Ovens-Dealers	1	915	1	124	0	0.0%	1	100.0%	0	0.0%
Real Estate	11335	46	49	79	36	73.5%	12	24.5%	1	2.0%
Real Estate - Rentals by Individuals	1072	380	3	122	2	66.7%	1	33.3%	0	0.0%
Real Estate Appraisers	1865	264	5	120	5	100.0%	0	0.0%	0	0.0%
Real Estate Consultants	467	550	5	120	3	60.0%	2	40.0%	0	0.0%
Real Estate Developers	4589	120	11	114	6	54.5%	5	45.5%	0	0.0%
Real Estate Investors	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Real Estate Loans	102	815	0	0	0	0.0%	0	0.0%	0	0.0%
Real Estate Maintenance Protection Plan	121	797	0	0	0	0.0%	0	0.0%	0	0.0%
Real Estate Rental Service	1191	361	9	116	4	44.4%	4	44.4%	1	11.1%
Real Estate Schools	326	635	1	124	1	100.0%	0	0.0%	0	0.0%
Real Estate Services	1446	320	6	119	1	16.7%	5	83.3%	0	0.0%
Recording Service-Sound & Video	159	762	2	123	1	50.0%	0	0.0%	1	50.0%
Recording Studio Equipment	205	719	0	0	0	0.0%	0	0.0%	0	0.0%
Recreation Centers	530	522	8	117	4	50.0%	4	50.0%	0	0.0%
Recreation Program Consultants	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Recreational Vehicles - Dealers	5569	102	82	58	60	73.2%	18	22.0%	4	4.9%
Recreational Vehicles - Equip., Parts, Supplies	212	713	3	122	3	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Recreational Vehicles-Rent & Lease	249	688	6	119	5	83.3%	1	16.7%	0	0.0%
Recreational Vehicles-Repair & Service	489	539	10	115	8	80.0%	2	20.0%	0	0.0%
Recreational Vehicles-Storage	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Recruiting-Armed Forces	208	717	1	124	0	0.0%	1	100.0%	0	0.0%
Recycling Centers	597	496	31	94	25	80.6%	5	16.1%	1	3.2%
Reflexologists	54	862	0	0	0	0.0%	0	0.0%	0	0.0%
Refractories	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Refrigeration Equipment - Commercial - Sales & Service	563	508	13	112	6	46.2%	7	53.8%	0	0.0%
Refrigeration Equipment-Supplies & Parts	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Service & Repair	73	843	2	123	2	100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers-Dealers	38	878	0	0	0	0.0%	0	0.0%	0	0.0%
Rehabilitation Services	262	680	2	123	2	100.0%	0	0.0%	0	0.0%
Religious Goods	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Religious Organizations	51	865	0	0	0	0.0%	0	0.0%	0	0.0%
Reloader Schemes	80	836	2	123	0	0.0%	0	0.0%	2	100.0%
Relocation Service	4070	137	71	65	16	22.5%	55	77.5%	0	0.0%
Rendering Companies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Rental Service Stores & Yards	1802	270	8	117	3	37.5%	5	62.5%	0	0.0%
Rental Vacancy Listing Service	292	658	21	104	4	19.0%	17	81.0%	0	0.0%
Repossession Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Reptiles	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Resorts	2184	234	20	105	8	40.0%	12	60.0%	0	0.0%
Rest Homes	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Restaurant Equipment & Supplies	468	549	3	122	2	66.7%	1	33.3%	0	0.0%
Restaurant Equipment-Repair & Service	108	810	0	0	0	0.0%	0	0.0%	0	0.0%
Restaurant Management	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Restaurants	8223	70	95	52	53	55.8%	38	40.0%	4	4.2%
Resume Service	870	411	3	122	1	33.3%	2	66.7%	0	0.0%
Retirement & Life Care Communities & Homes	343	624	4	121	3	75.0%	1	25.0%	0	0.0%
Retirement Planning Service	169	752	0	0	0	0.0%	0	0.0%	0	0.0%
Retreat Facilities	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Ribbons	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Riding Academies	39	877	1	124	1	100.0%	0	0.0%	0	0.0%
Riding Apparel & Equipment	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Road Building Contractors	83	833	2	123	1	50.0%	1	50.0%	0	0.0%
Road Building Equipment	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Road Oiling & Dust Control	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Road Service-Automotive	515	529	2	123	1	50.0%	1	50.0%	0	0.0%
Robots	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Rock Shops	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Roof Decks	1202	359	0	0	0	0.0%	0	0.0%	0	0.0%
Roof Structures	46	870	1	124	0	0.0%	1	100.0%	0	0.0%
Roofing Contractors	129768	1	607	3	259	42.7%	330	54.4%	18	3.0%
Roofing Equipment & Supplies	135	784	2	123	1	50.0%	0	0.0%	1	50.0%
Roofing Materials	775	435	12	113	9	75.0%	3	25.0%	0	0.0%
Roofing Service Consultants	1150	367	3	122	3	100.0%	0	0.0%	0	0.0%
Rooming Houses	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Roommate Referral Service	54	862	0	0	0	0.0%	0	0.0%	0	0.0%
Rope	45	871	0	0	0	0.0%	0	0.0%	0	0.0%
Rubber Clothing & Footwear	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Rubber Products	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps	47	869	0	0	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps-Manufacturers Equipment & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Rubbish & Garbage Removal	1638	295	18	107	4	22.2%	14	77.8%	0	0.0%
Rubbish & Garbage Removal Contractors Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating-Auto	53	863	1	124	0	0.0%	0	0.0%	1	100.0%
Saddlery & Harness	341	625	2	123	0	0.0%	2	100.0%	0	0.0%
Safes & Vaults	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Safety & Rescue Equipment Sales & Services.	223	708	8	117	3	37.5%	5	62.5%	0	0.0%
Safety Consultants	504	533	1	124	1	100.0%	0	0.0%	0	0.0%
Safety Equipment & Clothing	161	760	0	0	0	0.0%	0	0.0%	0	0.0%
Sailmakers	389	592	1	124	0	0.0%	1	100.0%	0	0.0%
Sales & Order Books	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Sales Organizations	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sales Presentations	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Sales Promotion Service	300	653	10	115	7	70.0%	3	30.0%	0	0.0%
Sales Training	23	893	0	0	0	0.0%	0	0.0%	0	0.0%
Salt	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Salvage-Marine	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Sand & Gravel	773	436	2	123	2	100.0%	0	0.0%	0	0.0%
Sandblasting	102	815	0	0	0	0.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Sandwiches	12	904	1	124	0	0.0%	1	100.0%	0	0.0%
Sanitation Consultants	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Satellite Communication-Common Carrier	112	806	10	115	8	80.0%	2	20.0%	0	0.0%
Satellite Equipment & Supplies	3058	177	212	24	180	84.9%	32	15.1%	0	0.0%
Sauna Equipment & Supplies	788	431	4	121	4	100.0%	0	0.0%	0	0.0%
Sausages	17	899	1	124	0	0.0%	1	100.0%	0	0.0%
Savings & Loan Association - Reps	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Associations	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Sawmills	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Saws	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Scaffolding & Aerial Lifts	33	883	0	0	0	0.0%	0	0.0%	0	0.0%
Scales	70	846	0	0	0	0.0%	0	0.0%	0	0.0%
Scalp Care	113	805	3	122	3	100.0%	0	0.0%	0	0.0%
Scholarships & Financial Aid	2247	226	19	106	19	100.0%	0	0.0%	0	0.0%
Scholastic Prep Courses, Books & Materials	481	543	1	124	1	100.0%	0	0.0%	0	0.0%
School Information	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
School Supplies	78	838	0	0	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Colleges & Universities.	9167	62	22	103	16	72.7%	4	18.2%	2	9.1%
Schools - Academic - Pre & Kindergarten	320	640	2	123	2	100.0%	0	0.0%	0	0.0%
Schools - Academic - Second & Elementary	125	793	3	122	2	66.7%	0	0.0%	1	33.3%
Schools - Academic - Special Education	504	533	7	118	4	57.1%	3	42.9%	0	0.0%
Schools-Business & Vocational	11041	47	30	95	23	76.7%	6	20.0%	1	3.3%
Schools-General Interest	1834	266	13	112	4	30.8%	4	30.8%	5	38.5%
Scientific Apparatus & Instruments	117	801	0	0	0	0.0%	0	0.0%	0	0.0%
Scoreboards	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Scrap Metals	238	698	1	124	1	100.0%	0	0.0%	0	0.0%
Screen Enclosures	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Screen Printing	654	475	1	124	0	0.0%	0	0.0%	1	100.0%
Screen Printing-Equipment & Supplies	35	881	0	0	0	0.0%	0	0.0%	0	0.0%
Screen Repair	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Screens-Door & Window	1156	366	3	122	3	100.0%	0	0.0%	0	0.0%
Sculptors	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Seals-Notary & Corporation	129	789	1	124	1	100.0%	0	0.0%	0	0.0%
Seals-Oil, Grease, Etc	1	915	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Searchers of Records	150	771	4	121	4	100.0%	0	0.0%	0	0.0%
Second Hand Stores	174	747	0	0	0	0.0%	0	0.0%	0	0.0%
Secretarial Services	117	801	0	0	0	0.0%	0	0.0%	0	0.0%
Security Control Equipment & System Monitors	13571	38	96	51	76	79.2%	19	19.8%	1	1.0%
Security Guard & Patrol Service	2782	191	7	118	3	42.9%	4	57.1%	0	0.0%
Security Systems Consultants	622	487	1	124	1	100.0%	0	0.0%	0	0.0%
Seeds & Bulbs-Retail	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Self Defense	536	519	2	123	2	100.0%	0	0.0%	0	0.0%
SemiConductor Devices	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Senior Citizen`s Service Organization	1432	321	0	0	0	0.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Contractors & Dealers	2815	189	4	121	1	25.0%	3	75.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Septic Tanks & SystemsCleaning	255	685	1	124	0	0.0%	1	100.0%	0	0.0%
Service Stations-Gasoline & Oil	2079	244	30	95	19	63.3%	11	36.7%	0	0.0%
Services (General)	555	510	13	112	8	61.5%	5	38.5%	0	0.0%
ServiceStation Equipment	24	892	1	124	0	0.0%	0	0.0%	1	100.0%
Sewage Disposal Systems	7	909	1	124	0	0.0%	1	100.0%	0	0.0%
Sewer Contractors	323	637	3	122	2	66.7%	1	33.3%	0	0.0%
Sewing Contractors	50	866	1	124	1	100.0%	0	0.0%	0	0.0%
Sewing Instruction	48	868	0	0	0	0.0%	0	0.0%	0	0.0%
Sewing Machines-Dealers	674	469	2	123	0	0.0%	2	100.0%	0	0.0%
Sewing Machines-Industrial & Commercial	1	915	1	124	1	100.0%	0	0.0%	0	0.0%
Sewing Machines-Service & Repair	58	858	4	121	4	100.0%	0	0.0%	0	0.0%
Sewing Machines-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sharpening Service	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Shavers-Electric Repair	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Shears & Scissors	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Sheepskin Specialties	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	465	551	0	0	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Work	382	598	5	120	3	60.0%	2	40.0%	0	0.0%
Shelving	25	891	0	0	0	0.0%	0	0.0%	0	0.0%
Shingles	84	832	0	0	0	0.0%	0	0.0%	0	0.0%
Ship Brokers	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Ship Builders & Repair	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Ship Chandlers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Shipping Masters	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Shipping Room Supplies	104	813	0	0	0	0.0%	0	0.0%	0	0.0%
Shirts-Custom Made	9	907	1	124	0	0.0%	1	100.0%	0	0.0%
Shirts-Wholesale & Manufacturers	35	881	1	124	1	100.0%	0	0.0%	0	0.0%
Shock Absorbers	26	890	1	124	0	0.0%	1	100.0%	0	0.0%
Shoe Findings & Supplies	40	876	0	0	0	0.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Shoe Repair	304	650	8	117	2	25.0%	6	75.0%	0	0.0%
Shoes-Custom Made	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Shoes-Orthopedic	416	576	4	121	3	75.0%	1	25.0%	0	0.0%
Shoes-Retail	2473	206	29	96	16	55.2%	11	37.9%	2	6.9%
Shoes-Wholesale & Manufacturers	9	907	1	124	1	100.0%	0	0.0%	0	0.0%
Shoppers News Publications	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Shopping Centers & Malls	1097	378	0	0	0	0.0%	0	0.0%	0	0.0%
Shopping Service - Protective, Comparative	585	500	1	124	0	0.0%	0	0.0%	1	100.0%
Shopping Service-Personal	692	463	9	116	2	22.2%	3	33.3%	4	44.4%
Shower Doors & Enclosures	200	725	4	121	2	50.0%	2	50.0%	0	0.0%
Shutters	420	575	2	123	2	100.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Siding Contractors	6621	88	28	97	22	78.6%	6	21.4%	0	0.0%
Siding Materials	900	406	2	123	1	50.0%	1	50.0%	0	0.0%
Sightseeing Tours	505	532	0	0	0	0.0%	0	0.0%	0	0.0%
Signs	3019	179	19	106	8	42.1%	10	52.6%	1	5.3%
Signs-Equipment & Supplies	120	798	2	123	2	100.0%	0	0.0%	0	0.0%
Signs-Maintenance & Repair	79	837	3	122	1	33.3%	2	66.7%	0	0.0%
Silks-Wholesale & Manufacturers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Silversmiths & Goldsmiths	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Silverware	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Silverware Clean, Repair & Replate	73	843	0	0	0	0.0%	0	0.0%	0	0.0%
Singing Telegrams	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Sitting Services	610	493	0	0	0	0.0%	0	0.0%	0	0.0%
Skate Sharpening	10	906	1	124	1	100.0%	0	0.0%	0	0.0%
Skateboards & Equipment	42	874	1	124	1	100.0%	0	0.0%	0	0.0%
Skating Equipment & Supplies	47	869	1	124	1	100.0%	0	0.0%	0	0.0%
Skating Instruction	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Skating Rinks	49	867	0	0	0	0.0%	0	0.0%	0	0.0%
Ski Centers & Resorts	137	781	9	116	9	100.0%	0	0.0%	0	0.0%
Ski Equipment-Repair	8	908	1	124	1	100.0%	0	0.0%	0	0.0%
Ski Equipment-Retail	100	817	0	0	0	0.0%	0	0.0%	0	0.0%
Ski Instruction	103	814	0	0	0	0.0%	0	0.0%	0	0.0%
Ski Tours	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Skin Care	1378	330	10	115	3	30.0%	2	20.0%	5	50.0%
Skylights	1702	284	7	118	4	57.1%	2	28.6%	1	14.3%
Slate	301	652	1	124	1	100.0%	0	0.0%	0	0.0%
Slip Covers	22	894	1	124	1	100.0%	0	0.0%	0	0.0%
Smelters & Refiners Equipment & Supplies	6	910	1	124	1	100.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	31	885	0	0	0	0.0%	0	0.0%	0	0.0%
Smokers Information & Treatment	81	835	0	0	0	0.0%	0	0.0%	0	0.0%
Snow Removal Equipment	93	823	0	0	0	0.0%	0	0.0%	0	0.0%
Snow Removal Service	3583	151	22	103	3	13.6%	16	72.7%	3	13.6%
Snowmobiles	248	689	5	120	2	40.0%	2	40.0%	1	20.0%
Soaps & Detergents	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Soccer Clubs	30	886	2	123	1	50.0%	1	50.0%	0	0.0%
Social Security Service(s)	1	915	1	124	0	0.0%	1	100.0%	0	0.0%
Social Service Organizations	239	697	0	0	0	0.0%	0	0.0%	0	0.0%
Sod & Sodding Service	452	559	0	0	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Shops	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	0	0	1	124	0	0.0%	1	100.0%	0	0.0%
Soil Solidification	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Sys. Mfg. & Dist.	266	676	0	0	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	515	529	7	118	5	71.4%	2	28.6%	0	0.0%
Solar Energy Equipment & Systems Service & Repair	100	817	3	122	3	100.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	81	835	4	121	2	50.0%	2	50.0%	0	0.0%
Solar Energy Research & Development	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Soliciting Organizations	1448	319	37	89	19	51.4%	17	45.9%	1	2.7%
Solvents	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sound Systems & Equipment	1498	310	38	88	31	81.6%	7	18.4%	0	0.0%
Souvenirs-Retail	471	548	1	124	1	100.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Dealers	4993	109	50	78	36	72.0%	13	26.0%	1	2.0%
Spas & Hot Tubs - Rental - Wholesale, Mfg..	437	565	7	118	6	85.7%	1	14.3%	0	0.0%
Spas & Hot Tubs-Service & Repair	1671	289	8	117	6	75.0%	2	25.0%	0	0.0%
Spas & Hot Tubs-Supplies & Parts	251	687	5	120	4	80.0%	1	20.0%	0	0.0%
Speakers-Rebuild & Repair	8	908	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Speech & Language Pathologists	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Speedometers	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Spices	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Spill Control Service	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Spinologists	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Spiritualists	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Spools	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Sporting Goods-Repair	23	893	4	121	4	100.0%	0	0.0%	0	0.0%
Sporting Goods-Retail	3212	163	32	93	22	68.8%	10	31.3%	0	0.0%
Sporting Goods-Wholesale & Manufacturers	83	833	1	124	1	100.0%	0	0.0%	0	0.0%
Sports Promoters & Managers	46	870	5	120	4	80.0%	1	20.0%	0	0.0%
Sportswear-Retail	617	490	4	121	2	50.0%	2	50.0%	0	0.0%
Sportswear-Wholesale & Manufacturers	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Spraying Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Springs-Automotive-Sales & Service	525	523	0	0	0	0.0%	0	0.0%	0	0.0%
Sprinklers-Automatic-Fire	102	815	0	0	0	0.0%	0	0.0%	0	0.0%
Square Dance Apparel	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Stables	282	665	0	0	0	0.0%	0	0.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	103	814	1	124	1	100.0%	0	0.0%	0	0.0%
Stair Builders	820	422	6	119	3	50.0%	2	33.3%	1	16.7%
Stamps-Collectors	44	872	0	0	0	0.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Stationers-Retail	38	878	2	123	1	50.0%	1	50.0%	0	0.0%
Stationery-Wholesale & Manufacturers	26	890	3	122	1	33.3%	2	66.7%	0	0.0%
Statistical Service	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Steam Bath Equipment & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning Equipment	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning-Industrial	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Steam Specialties	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Steam Traps	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Steamship Agencies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Steamship Companies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Detailers-Structural	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Distributors & Warehouses	60	856	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Erectors	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Fabricators	263	679	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Mills	39	877	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Processing	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Steering Systems & Equipment	188	735	0	0	0	0.0%	0	0.0%	0	0.0%
Stenographers-Public	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sterilizing Service	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Stock & Bond Brokers	118	800	0	0	0	0.0%	0	0.0%	0	0.0%
Stock & Bond Transfer Agents	81	835	0	0	0	0.0%	0	0.0%	0	0.0%
Stock Certificates	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Stone Cutters	65	851	0	0	0	0.0%	0	0.0%	0	0.0%
Stone Setting	4895	111	20	105	16	80.0%	4	20.0%	0	0.0%
Stone-Cast	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Stone-Natural	435	567	5	120	2	40.0%	3	60.0%	0	0.0%
Storage Units - Household & Commercial	4078	136	18	107	11	61.1%	7	38.9%	0	0.0%
Storage-Liquid & Bulk	112	806	2	123	0	0.0%	2	100.0%	0	0.0%
Store Fixtures	382	598	0	0	0	0.0%	0	0.0%	0	0.0%
Store Fronts	54	862	0	0	0	0.0%	0	0.0%	0	0.0%
Storm Windows & Doors	269	674	4	121	2	50.0%	2	50.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Storm Windows & Doors-Repair	84	832	2	123	0	0.0%	2	100.0%	0	0.0%
Stoves-Wood, Coal, Etc.	260	682	6	119	4	66.7%	2	33.3%	0	0.0%
Strapping & Strapping Equipment	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Street Cleaning	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Structural Integration	755	443	2	123	0	0.0%	2	100.0%	0	0.0%
Stucco & Exterior Coating Contractors	3158	169	7	118	1	14.3%	4	57.1%	2	28.6%
Stucco Manufacturers & Distributors	62	854	0	0	0	0.0%	0	0.0%	0	0.0%
Student Exchange Programs	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Student Housing	119	799	1	124	1	100.0%	0	0.0%	0	0.0%
Studio Rental	26	890	0	0	0	0.0%	0	0.0%	0	0.0%
Sugar Refiners	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Suits - Custom Made	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Sundries Stores	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sunglasses	36	880	3	122	3	100.0%	0	0.0%	0	0.0%
Sunroom & Solarium Design & Construction	105	812	2	123	0	0.0%	2	100.0%	0	0.0%
Support Groups	502	534	0	0	0	0.0%	0	0.0%	0	0.0%
Surfboards	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Surgical Appliances & Supplies	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Surgical Centers	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Surplus & Salvage Merchandise	44	872	2	123	0	0.0%	2	100.0%	0	0.0%
Surveying Instruments	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Surveyors-Aerial	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Surveyors-Land	751	445	3	122	3	100.0%	0	0.0%	0	0.0%
Survival Products & Supplies	264	678	2	123	2	100.0%	0	0.0%	0	0.0%
Swap Shops	88	828	2	123	2	100.0%	0	0.0%	0	0.0%
Sweepers-Power	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Sweeping Service-Power	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Sweepstakes	3173	165	47	80	1	2.1%	35	74.5%	11	23.4%
Swimming Instruction	15	901	1	124	1	100.0%	0	0.0%	0	0.0%
Swimming Pool Contractors, Dealers, Design	6514	90	50	78	35	70.0%	15	30.0%	0	0.0%
Swimming Pool Enclosures	37	879	1	124	0	0.0%	1	100.0%	0	0.0%
Swimming Pool Equipment & Supplies	574	504	5	120	4	80.0%	1	20.0%	0	0.0%
Swimming Pool Manufacturers & Distributors	78	838	5	120	5	100.0%	0	0.0%	0	0.0%
Swimming Pool Service & Repair	2967	182	12	113	6	50.0%	6	50.0%	0	0.0%
Swimming Pools-Private	42	874	0	0	0	0.0%	0	0.0%	0	0.0%
Swimming Pools-Public	27	889	0	0	0	0.0%	0	0.0%	0	0.0%
Swimwear & Accessories	848	414	1	124	1	100.0%	0	0.0%	0	0.0%
Tags	3	913	1	124	1	100.0%	0	0.0%	0	0.0%
Tailoring Instruction	165	756	0	0	0	0.0%	0	0.0%	0	0.0%
Tailors	127	791	12	113	10	83.3%	2	16.7%	0	0.0%
Tank Cleaning	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Tank Heads	351	619	0	0	0	0.0%	0	0.0%	0	0.0%
Tank Testing & Inspection	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Tanks-Fiber Glass, Plastic Etc.	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Tanks-Metal	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Tanks-Repair	66	850	0	0	0	0.0%	0	0.0%	0	0.0%
Tanks-Used	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Tanning Salons	1530	304	21	104	9	42.9%	9	42.9%	3	14.3%
Tanning Salons Equipment & Supplies	6	910	1	124	0	0.0%	1	100.0%	0	0.0%
Tapestries	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Tarps	85	831	0	0	0	0.0%	0	0.0%	0	0.0%
Tattooing	1977	251	7	118	4	57.1%	3	42.9%	0	0.0%
Tattoos-Removed	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Taverns	346	621	1	124	0	0.0%	1	100.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tax Reporting Service	27	889	0	0	0	0.0%	0	0.0%	0	0.0%
Tax Return Preparation	3906	141	30	95	26	86.7%	3	10.0%	1	3.3%
Taxes-Consultants & Representatives	2256	225	8	117	6	75.0%	2	25.0%	0	0.0%
Taxicabs	1100	377	25	100	11	44.0%	14	56.0%	0	0.0%
Taxidermists	81	835	3	122	2	66.7%	1	33.3%	0	0.0%
Teachers Agencies	124	794	0	0	0	0.0%	0	0.0%	0	0.0%
Telecommunications Equipment - Disability	431	568	6	119	3	50.0%	3	50.0%	0	0.0%
Teleconference Service	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Telegraph Service	581	502	0	0	0	0.0%	0	0.0%	0	0.0%
Telemarketing Service(s)	2354	215	49	79	42	85.7%	7	14.3%	0	0.0%
Telephone & Television Cable Contractors	828	418	23	102	19	82.6%	3	13.0%	1	4.3%
Telephone 900 Number Resellers	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Telephone Answering Equipment & Systems	54	862	1	124	0	0.0%	0	0.0%	1	100.0%
Telephone Communications	4118	134	449	9	338	75.3%	107	23.8%	4	0.9%
Telephone Companies	3804	145	236	22	225	95.3%	10	4.2%	1	0.4%
Telephone Equipment & Systems Dealers	1867	263	30	95	23	76.7%	6	20.0%	1	3.3%
Telephone Equipment & Systems Service & Repair	1342	336	3	122	1	33.3%	2	66.7%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	45	871	0	0	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Wholesale. & Mfg.	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Telephone Pre-paid Card Sales & Dist.	1485	315	23	102	17	73.9%	3	13.0%	3	13.0%
Telephone Service-Long Distance	2435	208	86	56	57	66.3%	28	32.6%	1	1.2%
Telephone Solicitation Companies	11	905	1	124	1	100.0%	0	0.0%	0	0.0%
Telescopes	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Television - Cable, CATV & Satellite	3352	161	262	20	192	73.3%	70	26.7%	0	0.0%
Television & Radio Broadcast Schools	18	898	0	0	0	0.0%	0	0.0%	0	0.0%
Television & Radio Parts-Retail	41	875	1	124	1	100.0%	0	0.0%	0	0.0%
Television & Radio Parts-Wholesale & Manufacturers	15	901	0	0	0	0.0%	0	0.0%	0	0.0%
Television & Radio-Dealers	2365	214	46	81	19	41.3%	27	58.7%	0	0.0%
Television & Radio-Rent & Lease	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Television & Radio-Service & Repair	800	428	24	101	18	75.0%	6	25.0%	0	0.0%
Television Home Shopping	170	751	3	122	3	100.0%	0	0.0%	0	0.0%
Television Program Distributors	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Television Program Producers	2	914	1	124	0	0.0%	1	100.0%	0	0.0%
Television Station Equipment	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Television Station Reps	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Television Stations & Broadcast Companies	1291	345	1	124	1	100.0%	0	0.0%	0	0.0%
Television Sys & Equipment - Closed Circuit	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Tennis Court Construction	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Tennis Courts-Private	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Tennis Courts-Public	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Tents	77	839	0	0	0	0.0%	0	0.0%	0	0.0%
Tents-Rental	94	822	0	0	0	0.0%	0	0.0%	0	0.0%
Textile Brokers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Textile Fibers	227	706	0	0	0	0.0%	0	0.0%	0	0.0%
Theater Stage Play Houses	74	842	2	123	2	100.0%	0	0.0%	0	0.0%
Theaters	105	812	1	124	0	0.0%	1	100.0%	0	0.0%
Theatrical Agencies	750	446	3	122	1	33.3%	2	66.7%	0	0.0%
Theatrical Equipment & Supplies	70	846	0	0	0	0.0%	0	0.0%	0	0.0%
Thrift Shops	48	868	0	0	0	0.0%	0	0.0%	0	0.0%
Ticket Sales-Events	462	554	14	111	9	64.3%	5	35.7%	0	0.0%
Tickets & Coupons-Printers & Suppliers	49	867	0	0	0	0.0%	0	0.0%	0	0.0%
Tile-Ceramic-Contractors & Dealers	3368	160	11	114	6	54.5%	5	45.5%	0	0.0%
Tile-Ceramic-Manufacturers & Distributors	241	696	2	123	1	50.0%	1	50.0%	0	0.0%
Tile-Non-Ceramic-Contractors & Dealers	247	690	4	121	2	50.0%	2	50.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Timber & Timberland Companies	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Time Recorders	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Timeshare Companies	2693	194	29	96	14	48.3%	15	51.7%	0	0.0%
Tire Dealers	9446	57	61	71	46	75.4%	14	23.0%	1	1.6%
Tire Distributors & Manufacturers	20	896	1	124	1	100.0%	0	0.0%	0	0.0%
Tire Retread & Repair	163	758	4	121	3	75.0%	1	25.0%	0	0.0%
Tire Retread & Repair-Equipment & Supplies	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Title Companies & Agents	45	871	0	0	0	0.0%	0	0.0%	0	0.0%
Toilets-Composting	35	881	3	122	2	66.7%	1	33.3%	0	0.0%
Toilets-Portable	4	912	1	124	1	100.0%	0	0.0%	0	0.0%
Tool & Die Makers	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Tool & Utility Sheds	435	567	2	123	2	100.0%	0	0.0%	0	0.0%
Tool Salvage Companies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Tools - Power Actuated	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Tools-Cutting	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Tools-Electric	70	846	1	124	1	100.0%	0	0.0%	0	0.0%
Tools-Hand	125	793	0	0	0	0.0%	0	0.0%	0	0.0%
Tools-Rent	505	532	2	123	1	50.0%	1	50.0%	0	0.0%
Topsoil	375	603	0	0	0	0.0%	0	0.0%	0	0.0%
Tourist Information	376	602	0	0	0	0.0%	0	0.0%	0	0.0%
Tourists Attractions	619	489	1	124	1	100.0%	0	0.0%	0	0.0%
Tourists Homes	247	690	1	124	1	100.0%	0	0.0%	0	0.0%
Tours-Operators & Promoters	3724	147	8	117	7	87.5%	1	12.5%	0	0.0%
Tours-Wholesale	209	716	1	124	0	0.0%	1	100.0%	0	0.0%
Towers	44	872	4	121	4	100.0%	0	0.0%	0	0.0%
Towing-Automotive	2215	229	36	90	20	55.6%	16	44.4%	0	0.0%
Toy Manufacturers Supplies	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Toys-Retail	1150	367	30	95	25	83.3%	5	16.7%	0	0.0%
Toys-Wholesale & Manufacturers	141	779	5	120	5	100.0%	0	0.0%	0	0.0%
Tractor Dealers	59	857	1	124	1	100.0%	0	0.0%	0	0.0%
Tractor Equipment & Parts	24	892	0	0	0	0.0%	0	0.0%	0	0.0%
Tractor Rent & Lease	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Tractor Repair & Service	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Trade Shows, Expositions & Fairs	117	801	2	123	1	50.0%	1	50.0%	0	0.0%
Trading Stamps	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Traffic & Parking Consultants	119	799	0	0	0	0.0%	0	0.0%	0	0.0%
Traffic Signs, Signals & Equipment	36	880	0	0	0	0.0%	0	0.0%	0	0.0%
Trailer Hitches	90	826	1	124	1	100.0%	0	0.0%	0	0.0%
Trailer Storage	58	858	0	0	0	0.0%	0	0.0%	0	0.0%
Trailers-Automotive Utility	55	861	1	124	1	100.0%	0	0.0%	0	0.0%
Trailers-Camping & Travel	39	877	3	122	3	100.0%	0	0.0%	0	0.0%
Trailers-Equipment & Parts	78	838	0	0	0	0.0%	0	0.0%	0	0.0%
Trailers-Horse	16	900	1	124	1	100.0%	0	0.0%	0	0.0%
Trailers-Rent & Lease	231	704	3	122	2	66.7%	1	33.3%	0	0.0%
Trailers-Repair & Service	145	776	8	117	2	25.0%	5	62.5%	1	12.5%
Trailers-Transporting	6	910	0	0	0	0.0%	0	0.0%	0	0.0%
Trailers-Truck	99	818	3	122	2	66.7%	1	33.3%	0	0.0%
Training Programs	2420	211	11	114	5	45.5%	5	45.5%	1	9.1%
Training-Video Instruction Tapes	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Trampolines	150	771	0	0	0	0.0%	0	0.0%	0	0.0%
Transit Lines	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Translators & Interpreters	277	668	2	123	1	50.0%	1	50.0%	0	0.0%
Transmissions-Automobile	10954	48	49	79	41	83.7%	7	14.3%	1	2.0%
Transportation Consultants	58	858	0	0	0	0.0%	0	0.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Transportation Services	1078	379	11	114	8	72.7%	3	27.3%	0	0.0%
Trapping Equipment & Supplies	52	864	0	0	0	0.0%	0	0.0%	0	0.0%
Travel & Moving Services	617	490	6	119	2	33.3%	4	66.7%	0	0.0%
Travel Agencies & Bureaus	17343	30	209	26	140	67.0%	67	32.1%	2	1.0%
Travel Agent Mills	721	455	5	120	5	100.0%	0	0.0%	0	0.0%
Travel Clubs	3535	153	50	78	36	72.0%	10	20.0%	4	8.0%
Travel Escorts	61	855	0	0	0	0.0%	0	0.0%	0	0.0%
Tree Service	8286	69	39	87	21	53.8%	18	46.2%	0	0.0%
Trophies	551	511	3	122	1	33.3%	2	66.7%	0	0.0%
Tropical Fish	17	899	0	0	0	0.0%	0	0.0%	0	0.0%
Truck Bodies	21	895	0	0	0	0.0%	0	0.0%	0	0.0%
Truck Caps & Shells	193	731	1	124	0	0.0%	1	100.0%	0	0.0%
Truck Dealers	1019	388	3	122	2	66.7%	1	33.3%	0	0.0%
Truck Equipment & Parts	371	605	2	123	2	100.0%	0	0.0%	0	0.0%
Truck Manufacturers & Distributors	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Truck Painting & Lettering	20	896	1	124	1	100.0%	0	0.0%	0	0.0%
Truck Permits	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Truck Rent & Lease	213	712	4	121	3	75.0%	1	25.0%	0	0.0%
Truck Repair & Service	1324	341	7	118	6	85.7%	1	14.3%	0	0.0%
Truck Stops	26	890	2	123	2	100.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning	60	856	0	0	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	184	738	0	0	0	0.0%	0	0.0%	0	0.0%
Trucking	385	596	1	124	1	100.0%	0	0.0%	0	0.0%
Trucking Transportation Brokers	798	429	2	123	1	50.0%	1	50.0%	0	0.0%
Trucking-Heavy Hauling	78	838	2	123	2	100.0%	0	0.0%	0	0.0%
Trucking-Light Hauling	41	875	3	122	2	66.7%	1	33.3%	0	0.0%
Trucking-Liquid Or Dry Bulk	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Trucking-Motor Freight	261	681	2	123	2	100.0%	0	0.0%	0	0.0%
Trucks-Industrial	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Trusses-Construction	19	897	0	0	0	0.0%	0	0.0%	0	0.0%
Trust Companies	1119	372	9	116	8	88.9%	1	11.1%	0	0.0%
T-Shirts	436	566	2	123	0	0.0%	1	50.0%	1	50.0%
Tubing-Metal	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Turbines	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
Turbochargers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Tutoring	895	408	5	120	4	80.0%	1	20.0%	0	0.0%
Typesetting	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Typewriters-Supplies & Attachments	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Umbrellas	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Unclaimed & Government Funds Retrieval Services	311	644	0	0	0	0.0%	0	0.0%	0	0.0%
Uniform Supply Service	110	808	2	123	0	0.0%	2	100.0%	0	0.0%
Uniforms	740	450	5	120	2	40.0%	1	20.0%	2	40.0%
Uniforms-Accessories	0	0	1	124	1	100.0%	0	0.0%	0	0.0%
Upholsterers	2703	193	37	89	23	62.2%	12	32.4%	2	5.4%
Upholsterers Supplies	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics-Retail	84	832	0	0	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics-Wholesale & Manufacturers	148	773	0	0	0	0.0%	0	0.0%	0	0.0%
Utilities Underground-Locating	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Utility Contractors	658	473	29	96	27	93.1%	1	3.4%	1	3.4%
Vacation Certificates & Vouchers	2347	216	80	60	8	10.0%	72	90.0%	0	0.0%
Vacation Rentals	673	470	4	121	3	75.0%	1	25.0%	0	0.0%
Vacation Time Share	3309	162	64	69	40	62.5%	24	37.5%	0	0.0%
Vacuum Cleaners-Household-Dealers	4437	126	33	92	21	63.6%	12	36.4%	0	0.0%
Vacuum Cleaners-Service & Repair	1356	334	8	117	5	62.5%	1	12.5%	2	25.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Vacuum Cleaners-Supplies & Parts	27	889	1	124	0	0.0%	1	100.0%	0	0.0%
Vacuum Cleaners-Wholesale & Manufacturers	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaning Systems	319	641	2	123	1	50.0%	1	50.0%	0	0.0%
Vacuum Cleaning-Industrial	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Vacuum Equipment & Systems	122	796	5	120	4	80.0%	1	20.0%	0	0.0%
Valves	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Van Conversions & Accessories	69	847	1	124	1	100.0%	0	0.0%	0	0.0%
Vanity Publishers	124	794	0	0	0	0.0%	0	0.0%	0	0.0%
Vaporizers	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Variety Store Merchandise-Wholesale	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Variety Stores	38	878	4	121	1	25.0%	3	75.0%	0	0.0%
Vehicle Sales - Manufacturing Cos.	156	765	3	122	2	66.7%	1	33.3%	0	0.0%
Vending Machines	1311	343	7	118	2	28.6%	5	71.4%	0	0.0%
Vending Machines-Supplies & Parts	49	867	0	0	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds-Dealers	1416	322	11	114	7	63.6%	4	36.4%	0	0.0%
Venetian Blinds-Repair & Cleaning	398	585	1	124	1	100.0%	0	0.0%	0	0.0%
Venetian Blinds-Supplies & Parts	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds-Wholesale & Manufacturers	110	808	1	124	0	0.0%	1	100.0%	0	0.0%
Ventilating Contractors	43	873	0	0	0	0.0%	0	0.0%	0	0.0%
Ventilating Equipment	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Ventilating Systems-Cleaning	233	703	0	0	0	0.0%	0	0.0%	0	0.0%
Vertical Blinds	69	847	1	124	0	0.0%	1	100.0%	0	0.0%
Veterans & Military Organizations	197	728	0	0	0	0.0%	0	0.0%	0	0.0%
Veterinarians	1385	326	12	113	11	91.7%	1	8.3%	0	0.0%
Veterinarians Equipment & Supplies	20	896	0	0	0	0.0%	0	0.0%	0	0.0%
Vibration Control	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Video Equipment-Sales & Rentals	26	890	2	123	2	100.0%	0	0.0%	0	0.0%
Video Equipment-Service & Repair	460	555	5	120	2	40.0%	3	60.0%	0	0.0%
Video Equipment-Supplies & Parts	16	900	0	0	0	0.0%	0	0.0%	0	0.0%
Video Games-Dealers	407	579	13	112	5	38.5%	8	61.5%	0	0.0%
Video Games-Rent & Lease	57	859	0	0	0	0.0%	0	0.0%	0	0.0%
Video Games-Service & Repair	32	884	0	0	0	0.0%	0	0.0%	0	0.0%
Video Games-Supplies & Parts	104	813	3	122	1	33.3%	2	66.7%	0	0.0%
Video Games-Wholesale & Manufacturers	11	905	0	0	0	0.0%	0	0.0%	0	0.0%
Video Production Services	2026	248	10	115	5	50.0%	4	40.0%	1	10.0%
Video Tape Duplication Service	202	722	2	123	2	100.0%	0	0.0%	0	0.0%
Video Tapes & Discs Sales & Rentals	1340	337	153	36	140	91.5%	10	6.5%	3	2.0%
Video Tapes & Discs-Dealers	74	842	0	0	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs-Wholesale & Manufacturers	22	894	0	0	0	0.0%	0	0.0%	0	0.0%
Videoconferencing Services	25	891	1	124	1	100.0%	0	0.0%	0	0.0%
Vinyl Repair	77	839	3	122	2	66.7%	1	33.3%	0	0.0%
Vitamins & Food Supplements	359	613	2	123	2	100.0%	0	0.0%	0	0.0%
Voting Equipment	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Wall Cleaning	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Wallboard & Plasterboard	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	5	911	1	124	1	100.0%	0	0.0%	0	0.0%
Wallpapers & Wallcoverings-Retail	184	738	0	0	0	0.0%	0	0.0%	0	0.0%
Warehouses-Cold Storage	85	831	0	0	0	0.0%	0	0.0%	0	0.0%
Warehouses-Merchandise	177	744	2	123	1	50.0%	1	50.0%	0	0.0%
Warehousing Services	264	678	0	0	0	0.0%	0	0.0%	0	0.0%
Washers	0	0	18	107	13	72.2%	5	27.8%	0	0.0%
Washing Machines & Dryers - Coin Metered	4	912	2	123	2	100.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Dealers	19	897	1	124	1	100.0%	0	0.0%	0	0.0%
Waste Containers	68	848	5	120	4	80.0%	1	20.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Waste Reduction, Disposal, Recycle Equipment	257	684	6	119	5	83.3%	1	16.7%	0	0.0%
Waste Reduction, Recycle Service - Industrial	169	752	0	0	0	0.0%	0	0.0%	0	0.0%
Watches-Dealers	92	824	2	123	1	50.0%	1	50.0%	0	0.0%
Watches-Service & Repair	337	628	10	115	4	40.0%	6	60.0%	0	0.0%
Watches-Wholesale & Manufacturers	24	892	2	123	2	100.0%	0	0.0%	0	0.0%
Water Analysis	108	810	1	124	0	0.0%	1	100.0%	0	0.0%
Water Companies-Bottled, Bulk, Etc.	1769	275	16	109	11	68.8%	5	31.3%	0	0.0%
Water Companies-Utility	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Water Conservation	28	888	0	0	0	0.0%	0	0.0%	0	0.0%
Water Coolers	12	904	1	124	1	100.0%	0	0.0%	0	0.0%
Water Coolers-Equipment & Supplies	117	801	1	124	1	100.0%	0	0.0%	0	0.0%
Water Filtration & Purification Equipment	3119	174	15	110	6	40.0%	9	60.0%	0	0.0%
Water Heaters-Dealers	295	656	4	121	2	50.0%	2	50.0%	0	0.0%
Water Heaters-Parts & Supplies	33	883	1	124	0	0.0%	1	100.0%	0	0.0%
Water Heaters-Repairing	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Water Main Contractors	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Water Skiing Equipment & Supplies	9	907	1	124	0	0.0%	1	100.0%	0	0.0%
Water Soft & Conditioning Equipment Service & Supplies	3919	140	13	112	10	76.9%	3	23.1%	0	0.0%
Water Supply Systems	61	855	0	0	0	0.0%	0	0.0%	0	0.0%
Water Taxi Service	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Water Treatment Equipment,Service & Supplies	639	480	9	116	5	55.6%	4	44.4%	0	0.0%
Water Well Drilling & Service	792	430	10	115	6	60.0%	4	40.0%	0	0.0%
Water Well Drilling Equipment & Supplies	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Water Works Contractors	29	887	0	0	0	0.0%	0	0.0%	0	0.0%
Water Works Equipment & Supplies	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Waterbeds-Dealers	59	857	0	0	0	0.0%	0	0.0%	0	0.0%
Waterbeds-Service & Repair	2	914	1	124	1	100.0%	0	0.0%	0	0.0%
Waterbeds-Supplies & Parts	3	913	2	123	2	100.0%	0	0.0%	0	0.0%
Waterbeds-Wholesale & Manufacturers	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Water-Bottled & Bulk	190	734	3	122	0	0.0%	3	100.0%	0	0.0%
Waterproofing Contractors	4877	112	22	103	11	50.0%	11	50.0%	0	0.0%
Waterproofing Materials	642	478	1	124	1	100.0%	0	0.0%	0	0.0%
Weather Forecast Service	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Weather Stripping	5	911	0	0	0	0.0%	0	0.0%	0	0.0%
Web Design	10418	52	71	65	47	66.2%	21	29.6%	3	4.2%
Webbing	20	896	4	121	0	0.0%	3	75.0%	1	25.0%
Wedding Chapels & Ceremonies	460	555	0	0	0	0.0%	0	0.0%	0	0.0%
Wedding Consultants	520	525	6	119	4	66.7%	2	33.3%	0	0.0%
Wedding Supplies & Services	1590	300	42	84	26	61.9%	15	35.7%	1	2.4%
Weed Control Equipment & Supplies	4	912	0	0	0	0.0%	0	0.0%	0	0.0%
Weed Control Service	91	825	9	116	9	100.0%	0	0.0%	0	0.0%
Weight Control Services	4586	121	65	68	51	78.5%	13	20.0%	1	1.5%
Welcome ServiceFor Newcomers	773	436	0	0	0	0.0%	0	0.0%	0	0.0%
Welding	1743	279	2	123	1	50.0%	1	50.0%	0	0.0%
Welding Equipment & Supplies	14	902	0	0	0	0.0%	0	0.0%	0	0.0%
Welding Equipment-Rent	148	773	0	0	0	0.0%	0	0.0%	0	0.0%
Welding Equipment-Repair	18	898	2	123	1	50.0%	1	50.0%	0	0.0%
Western Apparel	38	878	0	0	0	0.0%	0	0.0%	0	0.0%
Wheel Align, Frame & Axle Service Equip. & Supplies	7	909	0	0	0	0.0%	0	0.0%	0	0.0%
Wheel Alignment, Fr & Axle Service - Auto	267	675	4	121	1	25.0%	3	75.0%	0	0.0%
Wheel Chair Lifts & Ramps	86	830	0	0	0	0.0%	0	0.0%	0	0.0%
Wheel Chairs	369	607	3	122	2	66.7%	1	33.3%	0	0.0%
Wheelchair & Disability Transportation	147	774	0	0	0	0.0%	0	0.0%	0	0.0%
Wheels	57	859	2	123	1	50.0%	1	50.0%	0	0.0%

Canada BBBs
Sorted By Industry
2007

Industry Description	Inquiries	Report Rank	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Wholesalers & Distributors	3434	158	20	105	16	80.0%	4	20.0%	0	0.0%
Wicker Products	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Wigs & Hairpieces	123	795	4	121	3	75.0%	1	25.0%	0	0.0%
Wind Energy Systems	29	887	1	124	0	0.0%	1	100.0%	0	0.0%
Window Cleaning	4462	125	12	113	11	91.7%	1	8.3%	0	0.0%
Window Cleaning Equipment & Supplies	41	875	0	0	0	0.0%	0	0.0%	0	0.0%
Window Shades	306	648	4	121	0	0.0%	4	100.0%	0	0.0%
Window Shades-Cleaning & Repair	46	870	0	0	0	0.0%	0	0.0%	0	0.0%
Window Shades-Equipment & Supplies	18	898	2	123	2	100.0%	0	0.0%	0	0.0%
Windows	24630	19	147	38	117	79.6%	25	17.0%	5	3.4%
Windows - Installation & Service	29963	15	74	63	50	67.6%	23	31.1%	1	1.4%
Windows-Repairing	2433	209	17	108	9	52.9%	6	35.3%	2	11.8%
Wine Brokers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Wine Storage Equipment	57	859	3	122	3	100.0%	0	0.0%	0	0.0%
Winemaking Equipment & Supplies	320	640	1	124	0	0.0%	1	100.0%	0	0.0%
Wineries	16	900	1	124	1	100.0%	0	0.0%	0	0.0%
Wines-Retail	43	873	0	0	0	0.0%	0	0.0%	0	0.0%
Wire & Cable-Electric	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Wire & Cable-Non-Electric	30	886	0	0	0	0.0%	0	0.0%	0	0.0%
Wire Products	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Womens Apparel-Retail	2818	188	46	81	29	63.0%	16	34.8%	1	2.2%
Womens Apparel-Wholesale & Manufacturers.	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Wood Carving	9	907	0	0	0	0.0%	0	0.0%	0	0.0%
Wood Finishing	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Wood Preservatives	1	915	0	0	0	0.0%	0	0.0%	0	0.0%
Wood Preserving	10	906	0	0	0	0.0%	0	0.0%	0	0.0%
Wood Technologists	34	882	1	124	0	0.0%	1	100.0%	0	0.0%
Wood Turning	63	853	1	124	1	100.0%	0	0.0%	0	0.0%
Woodworking	1827	268	6	119	4	66.7%	2	33.3%	0	0.0%
Woodworking Equipment & Supplies	151	770	1	124	0	0.0%	1	100.0%	0	0.0%
Wool	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Woolen Goods-Wholesale & Manufacturers	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Word Processing Service	13	903	0	0	0	0.0%	0	0.0%	0	0.0%
Work Clothes-Retail	34	882	0	0	0	0.0%	0	0.0%	0	0.0%
Work Clothes-Wholesale & Manufacturers	8	908	0	0	0	0.0%	0	0.0%	0	0.0%
Work-At-Home Cos.	62442	4	324	16	153	47.2%	112	34.6%	59	18.2%
Writers-Business	76	840	0	0	0	0.0%	0	0.0%	0	0.0%
X-Ray Apparatus & Supplies	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
X-Ray Labs-Medical & Dental	12	904	0	0	0	0.0%	0	0.0%	0	0.0%
Yacht Brokers	19	897	1	124	1	100.0%	0	0.0%	0	0.0%
Yarn-Retail	0	0	1	124	0	0.0%	1	100.0%	0	0.0%
Yoga Instruction	320	640	7	118	2	28.6%	5	71.4%	0	0.0%
Yogurt	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
Youth Organizations & Centers	49	867	3	122	2	66.7%	1	33.3%	0	0.0%
Zoological Gardens	2	914	0	0	0	0.0%	0	0.0%	0	0.0%
Zoos	3	913	0	0	0	0.0%	0	0.0%	0	0.0%
	2805321		25977		16415		8356		1206	