

**Canadian Better Business Bureaus
2003 Activity Report
Sorted Alphabetically by Type of Business**

Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints	Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Acupuncturists	3016	0	740	0	NA	0	NA	0	NA
Adoption Services	3840	0	783	0	NA	0	NA	0	NA
Advance Fee Loan Brokers	1222	26	160	4	0.0%	2	7.7%	20	92.3%
Advertising Specialty Companies	8032	18	224	12	66.7%	4	22.2%	2	11.1%
Advertising/Marketing Agencies	8030	38	129	26	52.6%	4	10.5%	8	36.8%
Agri-Business	6860	2	622	2	0.0%	0	0.0%	0	100.0%
Aids Research & Clinics	3104	0	751	0	NA	0	NA	0	NA
Air Charter Services	0860	4	410	4	50.0%	0	0.0%	0	50.0%
Air Purification Systems & Equipment	4736	10	296	8	60.0%	0	0.0%	2	40.0%
Aircraft Dealers/Suppliers	0800	0	664	0	NA	0	NA	0	NA
Aircraft Rental Services	0861	0	667	0	NA	0	NA	0	NA
Aircraft Services-Other	0899	0	669	0	NA	0	NA	0	NA
Aircraft Servicing & Maintenance	0818	0	665	0	NA	0	NA	0	NA
Aircraft Storage/Hangers	0868	0	668	0	NA	0	NA	0	NA
Airlines	6400	12	277	8	33.3%	0	0.0%	4	66.7%
Airlines-Ticket Agencies	6401	10	304	4	40.0%	0	0.0%	6	60.0%
Airports	0858	0	666	0	NA	0	NA	0	NA
All-Terrain Vehicles-Sales And Service	0430	4	406	4	100.0%	0	0.0%	0	0.0%
Ambulance Services	3103	2	512	2	100.0%	0	0.0%	0	0.0%
Ammunition Reloading Equip & Supls	5537	0	908	0	NA	0	NA	0	NA
Amusement Parks	6568	0	1046	0	NA	0	NA	0	NA
Anesthesiologists	3001	0	736	0	NA	0	NA	0	NA
Animal Hospitals	6817	10	307	10	100.0%	0	0.0%	0	0.0%
Animal Rendering Plants	6855	0	1075	0	NA	0	NA	0	NA
Animal Shelters	6819	6	396	2	33.3%	2	33.3%	2	33.3%
Answering Services	8041	32	147	32	100.0%	0	0.0%	0	0.0%
Antique Reproductions	5301	2	554	2	100.0%	0	0.0%	0	0.0%
Antique Shops	5300	16	232	8	37.5%	4	25.0%	4	37.5%
Apartments/Communities	1500	0	697	0	NA	0	NA	0	NA
Apparel-Boots - Retail And Repair	5063	0	845	0	NA	0	NA	0	NA
Apparel-Bridal Shops	5071	38	125	22	15.8%	6	15.8%	10	68.4%
Apparel-Children & Infants-Retail	5030	6	371	6	100.0%	0	0.0%	0	0.0%

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Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Apparel-Furriers - Retail/Repair/Storage	5090	4	438	4	50.0%	0	0.0%	0	50.0%
Apparel-General & Accessory Shops	5000	20	205	12	40.0%	2	10.0%	6	50.0%
Apparel-Leather Clothing-Retail	5051	8	323	8	50.0%	0	0.0%	0	50.0%
Apparel-Lingerie Shops	5080	8	324	4	25.0%	4	50.0%	0	25.0%
Apparel-Men's Retail	5020	4	436	2	50.0%	2	50.0%	0	0.0%
Apparel-Millinery Shops	5085	0	846	0	NA	0	NA	0	NA
Apparel-Neckwear & Necktie Shops	5086	0	847	0	NA	0	NA	0	NA
Apparel-Shoe Stores	5060	84	62	12	9.5%	8	9.5%	64	81.0%
Apparel-Shoes-Custom Made	5061	0	844	0	NA	0	NA	0	NA
Apparel-Shoes-Orthopedic	5062	6	372	6	100.0%	0	0.0%	0	0.0%
Apparel-Sportswear-Retail	5040	12	267	0	0.0%	2	16.7%	10	83.3%
Apparel-Swimwear & Accessories	5041	0	843	0	NA	0	NA	0	NA
Apparel-T-Shirt Shops	5042	2	541	0	0.0%	0	0.0%	2	100.0%
Apparel-Tuxedo / Gown Sales & Rentals	5070	4	437	4	50.0%	0	0.0%	0	50.0%
Apparel-Uniforms - Sales/Rentals/Accessories	5072	2	543	0	0.0%	0	0.0%	2	100.0%
Apparel-Western Wear	5050	2	542	2	100.0%	0	0.0%	0	0.0%
Apparel-Women's Retail	5010	48	103	18	29.2%	10	20.8%	20	50.0%
Appliances Major-Rent & Lease	5141	2	546	2	0.0%	0	0.0%	0	100.0%
Appliances-Household-Major-Serv & Repair	6100	78	68	48	56.4%	4	5.1%	26	38.5%
Appliances-Retail	5140	98	53	72	59.2%	6	6.1%	20	34.7%
Appliances-Small-Repairs/Dealers	5142	6	374	2	33.3%	0	0.0%	4	66.7%
Aquariums-Public	6560	0	1041	0	NA	0	NA	0	NA
Archery Equip & Supls	5535	0	907	0	NA	0	NA	0	NA
Archery Instruction	6501	0	1020	0	NA	0	NA	0	NA
Archery Ranges	6500	0	1019	0	NA	0	NA	0	NA
Architects	6300	6	387	4	66.7%	2	33.3%	0	0.0%
Art Galleries, Dealers & Consultants	5311	14	245	10	57.1%	0	0.0%	4	42.9%
Art Identification & Registration	6527	0	1040	0	NA	0	NA	0	NA
Art Restoration & Conservation	6526	0	1039	0	NA	0	NA	0	NA
Art Supply Shops/Framing	5310	4	446	4	50.0%	0	0.0%	0	50.0%
Artists & Sculptors	6323	4	464	2	50.0%	0	0.0%	2	50.0%
Asbestos Consulting/Testing/Removal	4700	0	838	0	NA	0	NA	0	NA

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Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Assisted Living Centers	1513	0	704	0	NA	0	NA	0	NA
Associations	6380	238	16	156	63.0%	78	32.8%	4	4.2%
Astrologers	6320	4	463	4	100.0%	0	0.0%	0	0.0%
Attorney & Legal Services Plans	6309	2	594	0	0.0%	2	100.0%	0	0.0%
Attorney Referral Serv	6307	0	992	0	NA	0	NA	0	NA
Attorneys	6305	38	127	38	100.0%	0	0.0%	0	0.0%
Attorneys-Patent	6303	0	990	0	NA	0	NA	0	NA
Auctioneers	6313	26	172	14	53.8%	8	30.8%	4	15.4%
Audiologists	3021	0	742	0	NA	0	NA	0	NA
Auto Alarms & Security Systems	0200	4	401	4	50.0%	0	0.0%	0	50.0%
Auto Clubs	0310	2	483	2	0.0%	0	0.0%	0	100.0%
Auto Detailing	0210	12	253	4	16.7%	0	0.0%	8	83.3%
Auto Driveaway/Transport Companies	0350	0	641	0	NA	0	NA	0	NA
Auto Equip/Service-Performance, Race & Sports Car	0230	2	480	2	100.0%	0	0.0%	0	0.0%
Auto Extended Service Contract Companies	0320	20	199	14	60.0%	0	0.0%	6	40.0%
Auto Parts/Supplies	0220	126	39	104	71.4%	2	1.6%	20	27.0%
Auto Repair Facilities-Other	0199	62	80	42	22.6%	2	3.2%	18	74.2%
Auto Repair-Air Conditioning	0140	2	478	0	0.0%	0	0.0%	2	100.0%
Auto Repair-Body / Paint	0120	92	56	76	65.2%	2	2.2%	14	32.6%
Auto Repair-Brakes/Shocks/Mufflers	0130	50	100	36	52.0%	6	12.0%	8	36.0%
Auto Repair-Electric Serv	0110	18	211	14	22.2%	0	0.0%	4	77.8%
Auto Repair-Engines-Rebuild & Exchange	0146	12	252	10	50.0%	0	0.0%	2	50.0%
Auto Repair-Mech. (Except Transmission)	0100	316	10	206	47.5%	14	4.4%	96	48.1%
Auto Repair-Radiator	0141	4	399	2	0.0%	0	0.0%	2	100.0%
Auto Repair-Tire & Retread	0156	4	400	2	50.0%	2	50.0%	0	0.0%
Auto Repair-Transmission	0170	120	43	72	36.7%	6	5.0%	42	58.3%
Auto Repair-Wheel Alignment, Frame & Axle	0131	0	637	0	NA	0	NA	0	NA
Auto Repair-Windshield / Glass Shops	0180	20	198	16	70.0%	2	10.0%	2	20.0%
Auto Service-Auto Sound Systems-Sales/Service	0250	10	284	8	20.0%	0	0.0%	2	80.0%
Auto Service-Car Wash & Polish	0360	8	308	8	100.0%	0	0.0%	0	0.0%
Auto Service-Diagnostic Serv	0265	4	402	4	100.0%	0	0.0%	0	0.0%
Auto Service-Gas & Service Stations	0260	38	123	32	52.6%	0	0.0%	6	47.4%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Auto Service-Inspection Stations	0340	4	404	4	50.0%	0	0.0%	0	50.0%
Auto Service-Maintenance-Other	0299	32	141	28	37.5%	0	0.0%	4	62.5%
Auto Service-Oil And Lubrication Centers, Quick Service	0261	32	140	18	37.5%	4	12.5%	10	50.0%
Auto Service-Rustproofing Shops	0270	2	481	2	100.0%	0	0.0%	0	0.0%
Auto Service-Seat Covers, Tops & Upholstery/Floor Covering	0280	2	482	2	100.0%	0	0.0%	0	0.0%
Auto Services-Other	0399	58	87	32	10.3%	0	0.0%	26	89.7%
Auto Service-Specialty Parts-Hand & Foot Controls, Etc.	0222	2	479	0	0.0%	0	0.0%	2	100.0%
Auto Service-Steam Cleaning	0241	0	639	0	NA	0	NA	0	NA
Auto Service-Sunroofs	0281	0	640	0	NA	0	NA	0	NA
Auto Service-Tire / Battery / Accessories Shops	0221	62	81	48	58.1%	2	3.2%	12	38.7%
Auto Service-Towing	0351	58	86	38	58.6%	6	10.3%	14	31.0%
Auto Service-Upholstery Cleaning	0240	0	638	0	NA	0	NA	0	NA
Auto Service-Window Tinting	0283	6	348	4	66.7%	2	33.3%	0	0.0%
Auto Service-Wrecking / Salvage	0352	22	186	16	45.5%	0	0.0%	6	54.5%
Automobile & Truck Brokers/Listing Services	0300	28	153	26	64.3%	0	0.0%	2	35.7%
Automobile & Truck Rental / Leasing Companies	0020	126	38	80	50.8%	12	9.5%	34	39.7%
Automobile Dealers-Antique & Classic	0035	0	634	0	NA	0	NA	0	NA
Automobile Dealers-Custom-Designed & Replica	0050	4	398	4	0.0%	0	0.0%	0	100.0%
Automobile Dealers-Dune Buggies - Rental/Sales/Service	0055	0	635	0	NA	0	NA	0	NA
Automobile Dealers-Electric Cars-Sales/Service	0060	0	636	0	NA	0	NA	0	NA
Automobile Dealers-Franchised (New & Used Sales)	0001	654	2	510	78.0%	50	7.6%	94	14.4%
Automobile Dealers-Used Cars Only	0030	236	17	148	45.8%	20	8.5%	68	45.8%
Automobile Mfrs & Distr.	0010	24	175	16	41.7%	4	16.7%	4	41.7%
Baby Accessories & Serv(S)	3500	6	363	2	33.3%	4	66.7%	0	0.0%
Baby Accessories-Carriages & Strollers	5395	10	299	8	60.0%	2	20.0%	0	20.0%
Bail Bonds Companies	1750	0	711	0	NA	0	NA	0	NA
Bakeries	2310	10	288	8	60.0%	0	0.0%	2	40.0%
Ballooning	6566	6	392	2	0.0%	0	0.0%	4	100.0%
Banks	1000	48	102	44	87.5%	0	0.0%	4	12.5%
Bartering Services	6395	0	1012	0	NA	0	NA	0	NA
Baseball Cards & Sports Memorabilia	5574	0	922	0	NA	0	NA	0	NA
Baskets-Retail	5317	0	883	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Bathroom Accessories	4350	8	322	2	25.0%	0	0.0%	6	75.0%
Bathtubs & Sinks-Repair & Refinish	4605	44	112	26	50.0%	2	4.5%	16	45.5%
Beauty Pageants	6329	0	1002	0	NA	0	NA	0	NA
Beauty Supplies & Equipment	5386	2	560	2	100.0%	0	0.0%	0	0.0%
Bed & Breakfast Lodging	6425	6	389	4	66.7%	0	0.0%	2	33.3%
Beds-Rental/Retail	5126	10	297	6	20.0%	0	0.0%	4	80.0%
Beverage Bottlers/Distributors	2915	0	733	0	NA	0	NA	0	NA
Bicycles-Dealers/Rentals/Repair	0440	20	200	8	40.0%	4	20.0%	8	40.0%
Billiard/Pool Halls	6515	0	1031	0	NA	0	NA	0	NA
Billiard/Pool Supplies & Services	5523	0	904	0	NA	0	NA	0	NA
Billing & Invoicing	8049	0	1098	0	NA	0	NA	0	NA
Bird & Wildlife Supply Shops	5810	0	937	0	NA	0	NA	0	NA
Blacksmith Services	6183	0	972	0	NA	0	NA	0	NA
Boat Cleaning	0780	0	662	0	NA	0	NA	0	NA
Boat Covers, Tops & Upholster	0721	0	654	0	NA	0	NA	0	NA
Boat Dealers	0700	22	187	18	81.8%	2	9.1%	2	9.1%
Boat Dealers/Brokers - Yacht	0790	0	663	0	NA	0	NA	0	NA
Boat Equip & Supls	0769	4	408	0	0.0%	2	50.0%	2	50.0%
Boat Launching	0741	0	656	0	NA	0	NA	0	NA
Boat Manufacturers	0710	4	407	4	100.0%	0	0.0%	0	0.0%
Boat Rental-Charter	0730	10	285	6	60.0%	2	20.0%	2	20.0%
Boat Repair And Services	0720	16	225	10	62.5%	0	0.0%	6	37.5%
Boat Storage	0743	0	658	0	NA	0	NA	0	NA
Boat Transporting	0744	2	488	2	100.0%	0	0.0%	0	0.0%
Boat-Outboard Motors-Sales/Service	0771	8	313	8	75.0%	0	0.0%	0	25.0%
Boat-Sailmakers	0722	0	655	0	NA	0	NA	0	NA
Book Bindery Services	6639	0	1061	0	NA	0	NA	0	NA
Book Stores & Distributors	5565	16	235	12	50.0%	4	25.0%	0	25.0%
Bookkeeping / Accounting Services	1905	18	213	10	33.3%	0	0.0%	8	66.7%
Books-Used & Rare	5666	0	929	0	NA	0	NA	0	NA
Boutiques	5430	4	450	0	0.0%	2	50.0%	2	50.0%
Bowling Alleys	6584	2	613	2	0.0%	0	0.0%	0	100.0%

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Braille Supls	5394	0	897	0	NA	0	NA	0	NA
Breweries & Micro-Breweries	2475	0	726	0	NA	0	NA	0	NA
Bridal Gown Preservation	6001	0	942	0	NA	0	NA	0	NA
Bridal Registries	3600	0	773	0	NA	0	NA	0	NA
Bronzing	6041	0	951	0	NA	0	NA	0	NA
Building Inspection Services	1562	0	705	0	NA	0	NA	0	NA
Building Materials And Supplies	4300	20	204	20	80.0%	0	0.0%	0	20.0%
Building Materials-Used	4301	0	808	0	NA	0	NA	0	NA
Buildings-Pre - Cut, Prefabricated & Modular	4334	2	533	2	100.0%	0	0.0%	0	0.0%
Bulk Meat Companies	2000	6	360	0	0.0%	2	33.3%	4	66.7%
Burglar Alarms & Monitoring	4360	100	50	78	66.0%	2	2.0%	20	32.0%
Buses-Charter & Rental	0900	4	411	0	0.0%	0	0.0%	4	100.0%
Business Opp-Other	1450	6	356	4	33.3%	0	0.0%	2	66.7%
Business Related Services-Other	8999	46	110	26	56.5%	16	34.8%	4	8.7%
Buying Clubs / Group Purchasing Org.	5202	16	231	14	50.0%	2	12.5%	0	37.5%
Cabinet Makers	4261	26	166	20	69.2%	0	0.0%	6	30.8%
Calligraphers	6317	0	996	0	NA	0	NA	0	NA
Campers-Dealers/Rental/Service	0450	0	643	0	NA	0	NA	0	NA
Campers-Supls & Parts	0460	0	644	0	NA	0	NA	0	NA
Campgrounds & Recreational Vehicle Parks	6588	12	279	4	16.7%	0	0.0%	8	83.3%
Camping Equip - Sales And Rental	5540	6	378	2	33.3%	0	0.0%	4	66.7%
Candles-Retail	5315	0	882	0	NA	0	NA	0	NA
Candy & Confectionery-Retail	2330	2	499	2	100.0%	0	0.0%	0	0.0%
Career & Outplacement Counseling	6344	10	303	10	80.0%	0	0.0%	0	20.0%
Carpenters	4260	8	320	0	0.0%	2	25.0%	6	75.0%
Carpet & Rug Dyers	6115	0	957	0	NA	0	NA	0	NA
Carpet & Rug Repair	6114	0	956	0	NA	0	NA	0	NA
Carpet / Upholstery Cleaning	6110	138	33	116	73.9%	4	2.9%	18	23.2%
Carpet, Floor, Rug Cleaning Equip	6112	12	274	2	16.7%	2	16.7%	8	66.7%
Catalog Showroom Merchandisers	5415	0	900	0	NA	0	NA	0	NA
Cattle Ranches	6841	0	1072	0	NA	0	NA	0	NA
Ceiling Cleaning	6140	0	961	0	NA	0	NA	0	NA

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Cemeteries	3655	0	774	0	NA	0	NA	0	NA
Ceramic Equip., Kilns & Supplies	6523	0	1038	0	NA	0	NA	0	NA
Chain Letters	1410	0	691	0	NA	0	NA	0	NA
Chambers Of Commerce	6381	12	276	10	83.3%	2	16.7%	0	0.0%
Charity - Local	6910	26	174	18	69.2%	2	7.7%	6	23.1%
Charity - National	6911	102	48	102	100.0%	0	0.0%	0	0.0%
Charity-Advertising For Publications	6921	2	624	0	0.0%	0	0.0%	2	100.0%
Chauffeur Services	3910	0	785	0	NA	0	NA	0	NA
Check Cashing Serv	1760	10	286	8	80.0%	0	0.0%	2	20.0%
Child Care Centers / Services	3505	12	261	10	66.7%	2	16.7%	0	16.7%
Children's Furniture	5125	4	440	2	50.0%	2	50.0%	0	0.0%
Chimney Builders & Repair	4141	2	523	0	0.0%	0	0.0%	2	100.0%
Chimney Sweeps/Cleaning & Svc	4680	22	190	18	81.8%	0	0.0%	4	18.2%
China & Crystal-Repair	6165	0	969	0	NA	0	NA	0	NA
China & Glassware-Retail	5192	2	550	0	0.0%	0	0.0%	2	100.0%
Chiropractic Doctors And Clinics	3015	0	739	0	NA	0	NA	0	NA
Churches And Synagogues	6386	0	1009	0	NA	0	NA	0	NA
Cigar, Cigarette & Tobacco Shops	5365	0	892	0	NA	0	NA	0	NA
Cleaning / Janitorial Services	6175	28	158	18	64.3%	2	7.1%	8	28.6%
Cleaning Supplies-By Mail	5251	0	872	0	NA	0	NA	0	NA
Cleaning Supplies-By Telephone	5250	2	552	0	0.0%	0	0.0%	2	100.0%
Cleaning Supplies-Direct/Door-Door	5252	4	445	2	50.0%	2	50.0%	0	0.0%
Cleaning Supplies-Internet	5253	0	873	0	NA	0	NA	0	NA
Clinics-Dentists / Dental	3010	4	418	2	50.0%	0	0.0%	2	50.0%
Clocks-Dealers/Service/Repair	5189	4	444	0	0.0%	2	50.0%	2	50.0%
Closet Accessories	4355	0	820	0	NA	0	NA	0	NA
Coin Dealers, Supls, Etc	5571	0	920	0	NA	0	NA	0	NA
Collectibles	5573	2	571	2	100.0%	0	0.0%	0	0.0%
Comic Books	5575	0	923	0	NA	0	NA	0	NA
Commodities Brokers And Dealers	1870	0	713	0	NA	0	NA	0	NA
Computer & Business Furniture	5116	0	848	0	NA	0	NA	0	NA
Computer & Electronics Services, Other	6699	18	223	14	55.6%	0	0.0%	4	44.4%

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		Complaints	Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Computerized Listing Services (Excl. Autos, Apts., Houses)	6612	14	250	6	28.6%	0	0.0%	8	71.4%
Computers-Cable & Installation	6610	0	1055	0	NA	0	NA	0	NA
Computers-Dealers	5620	280	12	134	37.9%	12	4.3%	134	57.9%
Computers-Internet Services	6601	234	18	148	50.4%	24	10.3%	62	39.3%
Computers-Rent & Lease	5622	2	578	2	100.0%	0	0.0%	0	0.0%
Computers-Serv & Repair	6600	42	118	34	81.0%	0	0.0%	8	19.0%
Computers-Software & Services	5625	116	45	74	56.9%	4	3.4%	38	39.7%
Computers-Supls/Parts/Service	5626	20	208	16	70.0%	0	0.0%	4	30.0%
Computers-System Designers & Consultants	6611	22	196	8	36.4%	0	0.0%	14	63.6%
Computers-Used	5621	2	577	0	0.0%	0	0.0%	2	100.0%
Concert Halls	6587	0	1052	0	NA	0	NA	0	NA
Condominiums	1501	2	490	2	100.0%	0	0.0%	0	0.0%
Consignment & Resale Shops	5440	38	126	28	68.4%	8	21.1%	2	10.5%
Construction Equipment, Sales, Svc. & Leasing	4650	0	837	0	NA	0	NA	0	NA
Consultants-Business	8000	84	63	84	100.0%	0	0.0%	0	0.0%
Consultants-International Trade	8001	0	1088	0	NA	0	NA	0	NA
Consultants-Oilfield	8003	0	1089	0	NA	0	NA	0	NA
Consultants-Public Relations	8002	2	627	0	0.0%	0	0.0%	2	100.0%
Consumer Finance And Loan Companies	1100	54	95	52	92.6%	0	0.0%	2	7.4%
Contractors-Acoustical	4221	0	802	0	NA	0	NA	0	NA
Contractors-Air Conditioning/Systems/Repair	4210	82	65	80	97.6%	2	2.4%	0	0.0%
Contractors-Awnings & Canopies	4036	20	203	12	50.0%	0	0.0%	8	50.0%
Contractors-Business Construction / Office Remodeling	4005	0	788	0	NA	0	NA	0	NA
Contractors-Cabinet Refinishers	4263	10	292	10	100.0%	0	0.0%	0	0.0%
Contractors-Carpet Layers	4246	0	805	0	NA	0	NA	0	NA
Contractors-Carports	4035	0	789	0	NA	0	NA	0	NA
Contractors-Ceiling	4230	0	803	0	NA	0	NA	0	NA
Contractors-Commercial Builders	4000	12	262	10	16.7%	0	0.0%	2	83.3%
Contractors-Concrete	4142	62	82	32	19.4%	2	3.2%	28	77.4%
Contractors-Demolition	4146	2	525	2	100.0%	0	0.0%	0	0.0%
Contractors-Door & Gate & Services	4174	4	429	0	0.0%	0	0.0%	4	100.0%
Contractors-Drainage	4162	24	181	20	83.3%	0	0.0%	4	16.7%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Contractors-Drywall / Plastering	4150	82	64	82	97.6%	0	0.0%	0	2.4%
Contractors-Electrical	4200	436	5	430	96.3%	0	0.0%	6	3.7%
Contractors-Excavation	4745	16	230	10	62.5%	2	12.5%	4	25.0%
Contractors-Fence	4173	174	23	148	80.5%	4	2.3%	22	17.2%
Contractors-Fireplaces	4316	10	294	6	60.0%	2	20.0%	2	20.0%
Contractors-Flooring, Refinishing & Resurfacing	4245	36	131	30	66.7%	0	0.0%	6	33.3%
Contractors-Garage Builders	4030	4	427	4	0.0%	0	0.0%	0	100.0%
Contractors-General	4100	360	9	246	57.8%	12	3.3%	102	38.9%
Contractors-Golf Course Construction	4119	0	793	0	NA	0	NA	0	NA
Contractors-Greenhouse Builders	4050	6	366	4	66.7%	0	0.0%	2	33.3%
Contractors-Heating	4250	100	49	76	62.0%	6	6.0%	18	32.0%
Contractors-Heating & A/C	4249	46	107	32	17.4%	0	0.0%	14	82.6%
Contractors-Historical Restoration	4090	0	790	0	NA	0	NA	0	NA
Contractors-Home Builders	4010	150	30	130	68.0%	2	1.3%	18	30.7%
Contractors-Home Construction / Remodeling-Other	4099	136	34	96	52.9%	10	7.4%	30	39.7%
Contractors-Insulation	4220	0	801	0	NA	0	NA	0	NA
Contractors-Kitchen / Bathroom Remodeling	4270	46	108	30	60.9%	0	0.0%	16	39.1%
Contractors-Landscape	4490	100	51	84	40.0%	2	2.0%	14	58.0%
Contractors-Lightning Protection	4385	0	823	0	NA	0	NA	0	NA
Contractors-Log Cabins, Homes & Buildings	4015	4	426	2	50.0%	0	0.0%	2	50.0%
Contractors-Masonry / Cement / Surface Refinishing	4140	28	155	24	78.6%	2	7.1%	2	14.3%
Contractors-Mobile Homes	4020	2	522	2	100.0%	0	0.0%	0	0.0%
Contractors-Painting	4256	90	58	56	55.6%	6	6.7%	28	37.8%
Contractors-Paving	4190	392	7	328	74.5%	2	0.5%	62	25.0%
Contractors-Pipe & Valve Fitters	4165	2	526	2	100.0%	0	0.0%	0	0.0%
Contractors-Playground Equipment Sales & Installation	4125	0	796	0	NA	0	NA	0	NA
Contractors-Plumbing	4215	206	21	158	57.3%	6	2.9%	42	39.8%
Contractors-Porcelain / Fiberglass Refinishing	4272	30	149	28	66.7%	0	0.0%	2	33.3%
Contractors-Porch, Patio & Deck	4170	512	3	498	95.7%	2	0.4%	12	3.9%
Contractors-Roofing And Guttering	4135	288	11	192	55.6%	12	4.2%	84	40.3%
Contractors-Sandblasting/Power Washing	4144	2	524	2	100.0%	0	0.0%	0	0.0%
Contractors-Siding	4130	56	91	40	60.7%	2	3.6%	14	35.7%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Contractors-Solar Heating & Cooling	4212	44	111	30	68.2%	6	13.6%	8	18.2%
Contractors-Stucco & Exterior Coating	4131	12	263	10	83.3%	0	0.0%	2	16.7%
Contractors-Swimming Pool Enclosures	4111	0	792	0	NA	0	NA	0	NA
Contractors-Swimming Pool/Service & Supplies	4110	26	165	20	15.4%	2	7.7%	4	76.9%
Contractors-Tennis Court Construction	4120	0	794	0	NA	0	NA	0	NA
Contractors-Tennis Court Enclosures	4121	0	795	0	NA	0	NA	0	NA
Contractors-Tile/Ceramic & Tile Dealers	4225	2	528	2	100.0%	0	0.0%	0	0.0%
Contractors-Tile/Non-Ceramic & Dealers	4251	0	806	0	NA	0	NA	0	NA
Contractors-Wallpapering	4257	0	807	0	NA	0	NA	0	NA
Contractors-Water & Sewer	4169	2	527	2	100.0%	0	0.0%	0	0.0%
Contractors-Waterproofing	4223	16	229	14	75.0%	0	0.0%	2	25.0%
Convention Centers, Meeting Planners & Trade Show Promoters	8500	2	631	2	100.0%	0	0.0%	0	0.0%
Cookware/Cutlery-By Mail	5261	2	553	0	0.0%	0	0.0%	2	100.0%
Cookware/Cutlery-By Telephone	5260	0	874	0	NA	0	NA	0	NA
Cookware/Cutlery-Direct/Door-Door	5262	0	875	0	NA	0	NA	0	NA
Cookware/Cutlery-Internet	5263	0	876	0	NA	0	NA	0	NA
Cosmetic Sales-By Mail	5241	0	869	0	NA	0	NA	0	NA
Cosmetic Sales-By Telephone	5240	0	868	0	NA	0	NA	0	NA
Cosmetic Sales-Internet	5243	0	871	0	NA	0	NA	0	NA
Cosmetics & Perfumes	5385	26	171	4	7.7%	16	61.5%	6	30.8%
Cosmetics-Direct Door-Door	5242	0	870	0	NA	0	NA	0	NA
Costumes-Masquerade & Theatrical/Makeup	5342	0	887	0	NA	0	NA	0	NA
Counter Tops	4357	2	536	2	100.0%	0	0.0%	0	0.0%
Coupon Book Promotions	9000	4	477	2	50.0%	0	0.0%	2	50.0%
Craft Galleries & Dealers	5581	2	572	0	0.0%	2	100.0%	0	0.0%
Credit Card-Offers & Plans	1250	78	66	62	79.5%	4	5.1%	12	15.4%
Credit Card-Protection Serv	1260	0	680	0	NA	0	NA	0	NA
Credit Card-Secured Credit Companies	1230	0	679	0	NA	0	NA	0	NA
Credit- Reporting Agencies	1210	8	315	6	75.0%	0	0.0%	2	25.0%
Credit Services-Other	1299	0	682	0	NA	0	NA	0	NA
Credit Unions	1110	8	314	8	100.0%	0	0.0%	0	0.0%
Credit-Collection Agencies	1215	130	36	108	81.5%	6	4.6%	16	13.8%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Credit-Counseling & Management Services	1270	50	101	40	80.0%	4	8.0%	6	12.0%
Credit-Debt Consolidation Services	1220	0	677	0	NA	0	NA	0	NA
Credit-Jgmt Collections, Skip Tracing, Child Support & Eviction	1216	4	412	0	0.0%	2	50.0%	2	50.0%
Credit-Repair Services	1280	0	681	0	NA	0	NA	0	NA
Cremation Services	3656	0	775	0	NA	0	NA	0	NA
Cruise Lines	6408	2	603	0	0.0%	0	0.0%	2	100.0%
Dairy Farms	6842	2	621	2	100.0%	0	0.0%	0	0.0%
Dance Apparel & Supplies	5345	0	888	0	NA	0	NA	0	NA
Dating And Social Introduction Services	3805	60	84	30	30.0%	2	3.3%	28	66.7%
Day Care-Adult	3550	0	770	0	NA	0	NA	0	NA
Dehydrated & Freeze-Dried Food	2960	0	735	0	NA	0	NA	0	NA
Delivery / Messenger Services	6638	58	89	48	65.5%	0	0.0%	10	34.5%
Dental Supplies & Equipment	3205	2	514	2	0.0%	0	0.0%	0	100.0%
Department Stores	5410	104	47	86	73.1%	6	5.8%	12	21.2%
Desktop Publishing	8010	0	1092	0	NA	0	NA	0	NA
Diaper Serv	3501	4	423	4	100.0%	0	0.0%	0	0.0%
Diet Product Sales	3407	12	260	10	83.3%	0	0.0%	2	16.7%
Dining Club Plans	2540	0	731	0	NA	0	NA	0	NA
Dinner Theaters	6589	0	1053	0	NA	0	NA	0	NA
Direct Marketing-Other Than Catalogues	5299	132	35	120	89.4%	4	3.0%	8	7.6%
Disability Services	3106	0	752	0	NA	0	NA	0	NA
Discount Department Stores	5411	12	271	8	66.7%	0	0.0%	4	33.3%
Display Designers	8048	0	1097	0	NA	0	NA	0	NA
Distributors-Agri & Feed Products	7600	2	626	0	0.0%	0	0.0%	2	100.0%
Doll Clothing & Accessories/Repair	5372	0	893	0	NA	0	NA	0	NA
Doll Houses & Accessories	5373	0	894	0	NA	0	NA	0	NA
Doll Shops	5371	2	558	0	0.0%	0	0.0%	2	100.0%
Doors-Installation & Service	4137	40	120	28	45.0%	0	0.0%	12	55.0%
Doors-Overhead & Garage	4325	18	216	16	77.8%	0	0.0%	2	22.2%
Doors-Repair	4617	6	369	0	0.0%	0	0.0%	6	100.0%
Doughnut/Coffee Shops	2340	0	722	0	NA	0	NA	0	NA
Drapery & Curtain Cleaners	6131	2	583	2	100.0%	0	0.0%	0	0.0%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Dressmakers	6038	6	380	0	0.0%	0	0.0%	6	100.0%
Driving Schools/Skill Testing	0370	32	142	24	43.8%	0	0.0%	8	56.3%
Drug Stores / Pharmacies	5366	22	193	18	72.7%	0	0.0%	4	27.3%
Dry Cleaning / Laundry Companies	6000	156	29	70	35.9%	8	5.1%	78	59.0%
Duct Cleaning & Air Filtration Equip/Svcs	4616	78	67	34	41.0%	14	17.9%	30	41.0%
Duty Free Shops	5405	2	561	2	0.0%	0	0.0%	0	100.0%
Educational Consultants	6330	4	465	0	0.0%	2	50.0%	2	50.0%
Electric Cos	6190	40	121	38	80.0%	0	0.0%	2	20.0%
Electric Motors-Dealers & Repairing	6184	4	458	4	50.0%	0	0.0%	0	50.0%
Electrical Supplies	4309	4	432	2	50.0%	2	50.0%	0	0.0%
Electrolysis Services	3750	56	90	8	10.7%	42	75.0%	6	14.3%
Electronic Mail Serv	6602	0	1054	0	NA	0	NA	0	NA
Electronic-Service & Repair	5601	58	88	40	37.9%	2	3.4%	16	58.6%
Electronics-Sound Systems & Equip	5605	24	183	18	41.7%	0	0.0%	6	58.3%
Electronics-Supplies/Whls & Retail	5600	238	15	188	76.5%	8	3.4%	42	20.2%
Electronics-Video Equip-Sales & Rentals	5610	8	332	6	75.0%	0	0.0%	2	25.0%
Electronics-Video Games-Dealers	5611	2	576	0	0.0%	0	0.0%	2	100.0%
Electronics-Video Games-Rent & Lease	5612	0	926	0	NA	0	NA	0	NA
Elevators-Sales & Serv	4241	2	529	2	100.0%	0	0.0%	0	0.0%
Employee Leasing	6341	0	1003	0	NA	0	NA	0	NA
Employment Services / Temporary Agencies	6340	60	85	58	96.7%	0	0.0%	2	3.3%
Employment-Labor Pools	6342	18	221	4	22.2%	12	66.7%	2	11.1%
Encyclopedia / Book Sales-Direct Door-Door	5232	0	866	0	NA	0	NA	0	NA
Encyclopedia/Book Sales-By Mail	5231	0	865	0	NA	0	NA	0	NA
Encyclopedia/Book Sales-By Telephone	5230	0	864	0	NA	0	NA	0	NA
Encyclopedia/Book Sales-Internet	5233	0	867	0	NA	0	NA	0	NA
Energy Conservation Products & Services	4314	0	814	0	NA	0	NA	0	NA
Energy Management & Conservation Consultants	4730	2	540	2	100.0%	0	0.0%	0	0.0%
Engineers	6301	0	989	0	NA	0	NA	0	NA
Entertainment Services (E.G., Dj's, Magicians)	6590	54	99	24	37.0%	6	11.1%	24	51.9%
Environmental Consulting & Analysis Prod. & Svcs	4735	12	266	12	83.3%	0	0.0%	0	16.7%
Equestrian Riding Apparel & Equip	5820	0	939	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Equestrian Services	6831	2	620	2	100.0%	0	0.0%	0	0.0%
Escort Services-Personal	3970	0	787	0	NA	0	NA	0	NA
Estate Planning And Management	1610	2	492	2	100.0%	0	0.0%	0	0.0%
Executive Search Consultants	6343	6	388	0	0.0%	2	33.3%	4	66.7%
Exercise Classes	3410	0	769	0	NA	0	NA	0	NA
Exercise Equip	3415	14	242	4	28.6%	2	14.3%	8	57.1%
Exercise-Yoga Instruction	3416	4	421	4	50.0%	0	0.0%	0	50.0%
Fabric & Notions	5346	4	447	4	100.0%	0	0.0%	0	0.0%
Family Planning	3331	0	761	0	NA	0	NA	0	NA
Farms-General	6870	0	1076	0	NA	0	NA	0	NA
Fashion Consultants And Designers	6030	0	949	0	NA	0	NA	0	NA
Fashion Show Producers	6328	0	1001	0	NA	0	NA	0	NA
Financial Planning/Management Consultants	1662	26	162	12	30.8%	4	15.4%	10	53.8%
Financial-Other	1999	46	106	42	78.3%	0	0.0%	4	21.7%
Fire & Water Damage Restoration	1619	2	493	0	0.0%	0	0.0%	2	100.0%
Fire Alarm Systems & Equipment	4365	2	538	2	100.0%	0	0.0%	0	0.0%
Fireplace Equip.-Retail	5196	26	169	22	53.8%	2	7.7%	2	38.5%
Firewood Dealers	5725	0	935	0	NA	0	NA	0	NA
Fireworks	5357	0	889	0	NA	0	NA	0	NA
Fish & Aquariums	5815	0	938	0	NA	0	NA	0	NA
Fish & Seafood-Retail	2030	0	718	0	NA	0	NA	0	NA
Fishing-Tackle & Supplies	5538	4	452	2	50.0%	0	0.0%	2	50.0%
Fix-It Shops	6180	2	585	2	100.0%	0	0.0%	0	0.0%
Flea Markets	5450	2	562	0	0.0%	0	0.0%	2	100.0%
Floor Covering-Carpet & Rug	5160	74	73	58	70.3%	2	2.7%	14	27.0%
Floor Covering-Carpet & Rug Dealers-Used	5150	0	850	0	NA	0	NA	0	NA
Floor Covering-Linoleum Dealers	5162	10	298	6	40.0%	0	0.0%	4	60.0%
Floor Materials	4342	22	189	6	27.3%	4	18.2%	12	54.5%
Floor Waxing, Polishing & Cleaning	6113	0	955	0	NA	0	NA	0	NA
Florists	5330	66	76	28	36.4%	0	0.0%	38	63.6%
Food & Beverage-Other	2999	2	504	2	100.0%	0	0.0%	0	0.0%
Food Manufacturers, Wholesalers / Distributors	2990	26	163	4	15.4%	0	0.0%	22	84.6%

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Food Plans	2750	2	502	2	100.0%	0	0.0%	0	0.0%
Food Serv Management	2535	0	730	0	NA	0	NA	0	NA
Foreign Exchange Brokers	1720	2	494	0	0.0%	0	0.0%	2	100.0%
Foundations-Educational	6900	2	623	0	0.0%	2	100.0%	0	0.0%
Foundations-Philanthropic	6901	0	1077	0	NA	0	NA	0	NA
Foundations-Research	6902	0	1078	0	NA	0	NA	0	NA
Foundries And Metal Processing Plants	7100	0	1081	0	NA	0	NA	0	NA
Franchise / Business Promotions, Other	1499	0	696	0	NA	0	NA	0	NA
Franchise Selling Companies	1451	6	357	6	100.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	2041	0	719	0	NA	0	NA	0	NA
Frozen Food-Retail	2042	2	497	0	0.0%	0	0.0%	2	100.0%
Fruits & Vegetables-"Pick Your Own" Farms	2160	0	721	0	NA	0	NA	0	NA
Fruits & Vegetables-Retail	2150	0	720	0	NA	0	NA	0	NA
Fuel Oil Companies	6194	36	133	36	94.4%	0	0.0%	0	5.6%
Fund Raising Counselors & Organizations, For-Profit	6920	56	94	18	32.1%	0	0.0%	38	67.9%
Funeral Directors	3650	18	214	18	100.0%	0	0.0%	0	0.0%
Funeral Related Services	3652	8	319	8	100.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing-Retail	6015	0	946	0	NA	0	NA	0	NA
Fur Finishers & Liners	6016	0	947	0	NA	0	NA	0	NA
Furniture Cleaning	6146	0	962	0	NA	0	NA	0	NA
Furniture Manufacturers	5132	32	143	22	56.3%	2	6.3%	8	37.5%
Furniture Repair, Stripping & Refinish	6147	24	184	18	58.3%	0	0.0%	6	41.7%
Furniture-Rental	5101	6	373	2	0.0%	0	0.0%	4	100.0%
Furniture-Unfinished	5105	2	544	2	100.0%	0	0.0%	0	0.0%
Furniture-Used	5110	4	439	2	0.0%	2	50.0%	0	50.0%
Gaming Supplies	8047	2	630	0	0.0%	2	100.0%	0	0.0%
Garden & Lawn Centers & Nurseries	5770	22	195	18	45.5%	0	0.0%	4	54.5%
Garden & Lawn Equip & Supls-Sales/Rental/Service	5706	12	273	4	33.3%	0	0.0%	8	66.7%
Garden & Lawn Outdoor Lighting	5715	0	933	0	NA	0	NA	0	NA
Garden & Lawn Patio & Outdoor Furniture	5730	2	580	2	0.0%	0	0.0%	0	100.0%
Garden & Lawn Patio Equip & Supls	5731	0	936	0	NA	0	NA	0	NA
Garden & Lawn Pond Dealers/Supplies	5714	0	932	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Garden & Lawn Seed/Bulb/Plant Companies	5702	8	333	4	25.0%	0	0.0%	4	75.0%
Garden & Lawn Sprinkler Systems	5713	4	456	2	50.0%	2	50.0%	0	0.0%
Garden & Lawn Statuary & Fountains	5720	0	934	0	NA	0	NA	0	NA
Garden & Lawn Topsoil & Sod Dealers	5712	2	579	2	100.0%	0	0.0%	0	0.0%
Garment Screenprinting & Lettering	6050	0	954	0	NA	0	NA	0	NA
Gas Co	6192	76	69	68	57.9%	4	5.3%	4	36.8%
Gas-Propane	6193	6	383	6	100.0%	0	0.0%	0	0.0%
Gemstones-Precious & Semi Precious	1875	0	714	0	NA	0	NA	0	NA
Genealogists	6318	0	997	0	NA	0	NA	0	NA
Genealogy Services	3980	2	521	0	0.0%	2	100.0%	0	0.0%
Geologists	6312	0	995	0	NA	0	NA	0	NA
Glass-Plate, Window, Etc	4329	26	167	22	69.2%	0	0.0%	4	30.8%
Golf - Equipment&Supplies	5547	0	912	0	NA	0	NA	0	NA
Golf Courses-Private/Public	6503	6	390	4	66.7%	0	0.0%	2	33.3%
Golf Instruction	6504	0	1022	0	NA	0	NA	0	NA
Graphic Designers	8011	6	397	2	0.0%	2	33.3%	2	66.7%
Grocery-Bulk Food Stores	2620	2	501	2	100.0%	0	0.0%	0	0.0%
Grocery-Convenience / Dairy Stores	2230	14	241	10	57.1%	2	14.3%	2	28.6%
Grocery-Gourmet Shops	2660	0	732	0	NA	0	NA	0	NA
Grocery-Independent Retail	2651	16	228	8	37.5%	4	25.0%	4	37.5%
Grocery-Retail Chains	2650	20	202	10	50.0%	4	20.0%	6	30.0%
Group Homes	3560	0	771	0	NA	0	NA	0	NA
Guns & Gunsmiths-Sales, Repair, Equip.	5536	2	566	2	0.0%	0	0.0%	0	100.0%
Gutters & Downspouts	4321	28	156	26	92.9%	0	0.0%	2	7.1%
Gymnasiums	6506	6	391	0	0.0%	0	0.0%	6	100.0%
Gymnastic Equip & Supls	5555	0	916	0	NA	0	NA	0	NA
Gymnastic Instruction	6505	0	1023	0	NA	0	NA	0	NA
Hair Product-Improvement Companies	3710	14	243	6	28.6%	0	0.0%	8	71.4%
Hair Stylists - Beauty & Barber Shops	3700	124	41	70	41.9%	6	4.8%	48	53.2%
Handyman, General	4101	38	124	28	63.2%	0	0.0%	10	36.8%
Hardware (Lock, Safe And Key Shops)	5320	22	192	22	90.9%	0	0.0%	0	9.1%
Hats-Clean & Renovate	6020	0	948	0	NA	0	NA	0	NA

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Hazardous Waste Removal	4751	0	842	0	NA	0	NA	0	NA
Health And Medical Services, Other	3099	24	179	22	58.3%	0	0.0%	2	41.7%
Health Clubs	3405	266	14	186	57.9%	18	6.8%	62	35.3%
Health Food / Nutritional Supplement Stores	2820	24	177	22	75.0%	2	8.3%	0	16.7%
Health Maintenance Organizations	3105	2	513	2	0.0%	0	0.0%	0	100.0%
Health Resorts	3400	2	516	2	100.0%	0	0.0%	0	0.0%
Hearing Aid Companies	3150	24	180	14	58.3%	8	33.3%	2	8.3%
Heating Equip & Systems-Cleaning & Repairing	4601	36	132	32	44.4%	2	5.6%	2	50.0%
Hobby / Craft Shops	5570	4	453	4	100.0%	0	0.0%	0	0.0%
Hobby-Craft Instruction	6522	0	1037	0	NA	0	NA	0	NA
Hog Farms	6852	0	1074	0	NA	0	NA	0	NA
Home Centers	5420	14	246	6	42.9%	0	0.0%	8	57.1%
Home Design & Planning	4710	6	370	4	33.3%	0	0.0%	2	66.7%
Home Furnishing Stores (Exc. Mattress, Window, Floor Cov.)	5100	432	6	346	70.4%	30	6.9%	56	22.7%
Home Furnishings-Draperies Installation Serv	6130	8	335	4	25.0%	0	0.0%	4	75.0%
Home Furnishings-Furniture Designers & Custom Builders	6145	124	42	78	38.7%	4	3.2%	42	58.1%
Home Inspection Services	1561	46	105	42	60.9%	0	0.0%	4	39.1%
Home Theater Design/Installation	6655	0	1063	0	NA	0	NA	0	NA
Homeopaths	3040	0	744	0	NA	0	NA	0	NA
Horse Stables/Boarding	6830	0	1070	0	NA	0	NA	0	NA
Hospices	3102	0	750	0	NA	0	NA	0	NA
Hospital & Medical Equip & Supls	3200	10	290	8	60.0%	2	20.0%	0	20.0%
Hospitals/Clinics	3100	2	511	0	0.0%	2	100.0%	0	0.0%
Hotel Itinerant Product Sales	5285	0	881	0	NA	0	NA	0	NA
Hotels	6421	96	54	76	64.6%	10	10.4%	10	25.0%
House & Building Movers	4640	0	835	0	NA	0	NA	0	NA
Housewares-Barbecue Equip & Supls	5187	4	443	2	50.0%	0	0.0%	2	50.0%
Housewares-Kitchen Accessories	5186	2	549	2	100.0%	0	0.0%	0	0.0%
Housewares-Retail	5185	0	852	0	NA	0	NA	0	NA
Humane Societies	6370	0	1007	0	NA	0	NA	0	NA
Humidifying Apparatus	4312	0	812	0	NA	0	NA	0	NA
Hunting Clubs	6518	2	606	2	0.0%	0	0.0%	0	100.0%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Ice Cream & Frozen Desserts-Dealers	2270	2	498	2	100.0%	0	0.0%	0	0.0%
Ice Delivery/Dry Ice	2980	2	503	2	100.0%	0	0.0%	0	0.0%
Ice Skating Rinks	6509	0	1026	0	NA	0	NA	0	NA
Immigration & Naturalization Consultants	3800	36	130	28	16.7%	2	5.6%	6	77.8%
Importers / Exporters	1453	8	316	6	50.0%	2	25.0%	0	25.0%
Independent Catering Services	2531	0	729	0	NA	0	NA	0	NA
Infomercials	5203	0	860	0	NA	0	NA	0	NA
Insurance Filing Services	1360	0	688	0	NA	0	NA	0	NA
Insurance-Dental Plans	1350	0	687	0	NA	0	NA	0	NA
Insurance-Hospitalization, Medical & Surgical Plans	1370	2	489	2	100.0%	0	0.0%	0	0.0%
Insurance-Other	1399	64	79	54	62.5%	2	3.1%	8	34.4%
Insurance-Sold By Agents	1310	120	44	112	88.3%	4	3.3%	4	8.3%
Insurance-Sold By Mail Offers	1311	0	684	0	NA	0	NA	0	NA
Insurance-Sold by Media/Internet Offers	1312	0	685	0	NA	0	NA	0	NA
Insurance-Sold by Telemarketing Offers	1313	0	686	0	NA	0	NA	0	NA
Insurance-Viatical/Living Trust & Life Insurance Redemption C	1380	0	689	0	NA	0	NA	0	NA
Interior Decorators & Designers	6170	12	275	6	50.0%	0	0.0%	6	50.0%
Internet Marketing Services	6606	74	74	52	59.5%	0	0.0%	22	40.5%
Internet Shopping Services	5200	32	144	16	43.8%	2	6.3%	14	50.0%
Internet Web Design	6604	46	109	42	69.6%	0	0.0%	4	30.4%
Invention Marketing Companies	1452	0	695	0	NA	0	NA	0	NA
Inventory Services	8046	0	1096	0	NA	0	NA	0	NA
Investment And Business Brokers / Dealers	1865	12	256	4	33.3%	0	0.0%	8	66.7%
Investment Companies And Services, Other	1899	0	716	0	NA	0	NA	0	NA
Investment Seminars	1880	0	715	0	NA	0	NA	0	NA
Iron Work	4331	4	433	4	50.0%	0	0.0%	0	50.0%
Irrigation Services	6865	4	471	2	50.0%	0	0.0%	2	50.0%
Itinerant (Door-To-Door) Workmen	4102	0	791	0	NA	0	NA	0	NA
Jai-Alai Exhibitions	6580	0	1049	0	NA	0	NA	0	NA
Janitorial & Office Cleaning	8039	2	629	2	100.0%	0	0.0%	0	0.0%
Jewelry	5380	166	24	116	60.2%	14	8.4%	36	31.3%
Jewelry-Gold, Silver & Platinum Dealers	5381	0	895	0	NA	0	NA	0	NA

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Jewelry-Watches-Serv & Repair	5312	16	233	12	50.0%	0	0.0%	4	50.0%
Job Listing Services-Overseas	6215	0	977	0	NA	0	NA	0	NA
Job Listings / Advisory Services	6214	0	976	0	NA	0	NA	0	NA
Jukebox Sales & Svc	5525	0	906	0	NA	0	NA	0	NA
Kitchen Cabinets & Equip-Household	4356	18	217	16	77.8%	2	11.1%	0	11.1%
Laboratories-Medical Services	3175	12	259	12	100.0%	0	0.0%	0	0.0%
Laboratories-X-Ray-Medical & Dental	3170	0	757	0	NA	0	NA	0	NA
Laminations-Plastic, Paper, Etc	4359	0	821	0	NA	0	NA	0	NA
Lamp Shades-Cleaning & Repairing	6135	0	960	0	NA	0	NA	0	NA
Lamps & Lamp Shades-Retail	5188	0	853	0	NA	0	NA	0	NA
Landscape Architects/Designers	4400	26	168	18	38.5%	2	7.7%	6	53.8%
Laundries-Self Serv	6005	0	943	0	NA	0	NA	0	NA
Lawn & Garden-Lawn Maintenance	6710	100	52	86	72.0%	0	0.0%	14	28.0%
Lawn & Garden-Tree Cutting/Trimming	6700	32	145	22	43.8%	0	0.0%	10	56.3%
Leather Cleaning	6010	0	944	0	NA	0	NA	0	NA
Leather Goods	5347	18	220	2	0.0%	6	33.3%	10	66.7%
Leather Goods-Repair	6011	0	945	0	NA	0	NA	0	NA
Lecture & Seminar Bureaus	6366	0	1006	0	NA	0	NA	0	NA
Legal Clinics	6306	2	592	2	0.0%	0	0.0%	0	100.0%
Lighting Fixtures-Retail	4337	12	265	4	33.3%	0	0.0%	8	66.7%
Limousine Service	0940	34	137	14	17.6%	10	29.4%	10	52.9%
Linen Supplies	8038	4	473	4	100.0%	0	0.0%	0	0.0%
Linens- Retail	5191	0	855	0	NA	0	NA	0	NA
Liquidators & Going-Out-Of-Business Brokers	5990	4	457	4	100.0%	0	0.0%	0	0.0%
Liquor Stores	2460	0	723	0	NA	0	NA	0	NA
Literary Agents	6325	0	999	0	NA	0	NA	0	NA
Livestock Breeders	6840	0	1071	0	NA	0	NA	0	NA
Loan Brokers	1221	12	254	10	83.3%	0	0.0%	2	16.7%
Lobbyists	6912	0	1079	0	NA	0	NA	0	NA
Lotteries-Foreign	1430	16	226	10	62.5%	0	0.0%	6	37.5%
Lotteries-Local	1432	0	693	0	NA	0	NA	0	NA
Lotteries-State	1431	6	355	6	100.0%	0	0.0%	0	0.0%

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Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Luggage Stores	5335	2	556	0	0.0%	0	0.0%	2	100.0%
Lumber-Retail	4305	2	531	2	100.0%	0	0.0%	0	0.0%
Lumber-Used	4306	0	809	0	NA	0	NA	0	NA
Machine Shops	7000	4	472	2	50.0%	0	0.0%	2	50.0%
Magazine Sales By Phone	5224	0	863	0	NA	0	NA	0	NA
Magazine Sales-By Mail	5221	54	96	50	88.9%	2	3.7%	2	7.4%
Magazine Sales-Direct Door-Door	5222	26	170	24	92.3%	2	7.7%	0	0.0%
Magazine Sales-Internet	5223	0	862	0	NA	0	NA	0	NA
Maids' & Butlers' Serv	6176	8	336	6	50.0%	0	0.0%	2	50.0%
Mail & Shipping Services	8044	14	251	10	57.1%	0	0.0%	4	42.9%
Mail Box Rental & Receiving	8040	4	474	4	0.0%	0	0.0%	0	100.0%
Mail Order & Catalog	5210	224	19	134	59.8%	4	1.8%	86	38.4%
Manufacturer Representatives	7500	20	210	20	90.0%	0	0.0%	0	10.0%
Manufacturers / Products, Other	7099	38	128	28	47.4%	2	5.3%	8	47.4%
Manufacturers-Commercial Products	7050	36	136	26	61.1%	0	0.0%	10	38.9%
Manufacturers-Drug & Pharmaceuticals	3270	2	515	2	100.0%	0	0.0%	0	0.0%
Manufacturers-Industrial	7010	12	282	10	66.7%	0	0.0%	2	33.3%
Manufacturers-Oil	7040	0	1080	0	NA	0	NA	0	NA
Manufacturers-Oil Refiners	7105	0	1084	0	NA	0	NA	0	NA
Manufacturers-Petroleum	7030	2	625	0	0.0%	0	0.0%	2	100.0%
Maps Stores	5361	0	891	0	NA	0	NA	0	NA
Marble & Terrazzo Cleaning & Serv	4610	0	827	0	NA	0	NA	0	NA
Marble-Natural	4358	2	537	0	0.0%	0	0.0%	2	100.0%
Marinas	0740	6	353	4	66.7%	0	0.0%	2	33.3%
Marine Construction / Pilings, Docks, Etc.	0750	0	659	0	NA	0	NA	0	NA
Marine Electrical Service/Supplies	0760	0	660	0	NA	0	NA	0	NA
Marine Electronic Equipment / Supplies	0770	0	661	0	NA	0	NA	0	NA
Marine Sales/Services, Other	0799	4	409	4	100.0%	0	0.0%	0	0.0%
Marine Surveyors	0742	0	657	0	NA	0	NA	0	NA
Market Research (Survey) Companies	8031	48	104	14	29.2%	2	4.2%	32	66.7%
Market Survey Promotions	9055	8	347	2	0.0%	0	0.0%	6	100.0%
Marriage, Family, Child & Individual Counselors	3810	2	518	2	100.0%	0	0.0%	0	0.0%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Mattress & Bedding Stores	5130	56	93	40	46.4%	2	3.6%	14	50.0%
Mattresses & Bedding Renovating	6150	0	963	0	NA	0	NA	0	NA
Mausoleums	3657	0	776	0	NA	0	NA	0	NA
Meat-Retail	2040	10	287	0	0.0%	0	0.0%	10	100.0%
Mediation & Arbitration Services	6308	2	593	2	0.0%	0	0.0%	0	100.0%
Medical Alarms	3261	0	759	0	NA	0	NA	0	NA
Medical Testing Companies	3171	4	420	4	0.0%	0	0.0%	0	100.0%
Metal Salvage Yards	7102	0	1082	0	NA	0	NA	0	NA
Mirror Resilvering	6163	0	967	0	NA	0	NA	0	NA
Mirrors	5182	2	548	0	0.0%	0	0.0%	2	100.0%
Mobile Home Parks	1510	0	702	0	NA	0	NA	0	NA
Mobile Home Services	4612	0	828	0	NA	0	NA	0	NA
Mobile Homes-Equip & Parts	4335	2	534	2	100.0%	0	0.0%	0	0.0%
Mobile Homes-Rent & Lease	1511	0	703	0	NA	0	NA	0	NA
Mobile Homes-Transporting	4645	0	836	0	NA	0	NA	0	NA
Mobile/Modular/Manufactured Housing Dealers	1512	4	415	4	50.0%	0	0.0%	0	50.0%
Modeling / Talent Agencies	6327	54	98	46	44.4%	2	3.7%	6	51.9%
Money Orders & Transfer Companies	1710	0	710	0	NA	0	NA	0	NA
Monuments	3658	0	777	0	NA	0	NA	0	NA
Mortgage And Escrow Companies	1120	14	240	12	71.4%	2	14.3%	0	14.3%
Motels	6420	36	135	30	72.2%	0	0.0%	6	27.8%
Motor Homes-Rent & Lease	0920	0	671	0	NA	0	NA	0	NA
Motor Homes-Sales/Service	0910	0	670	0	NA	0	NA	0	NA
Motorcoach Companies	6406	10	305	8	20.0%	0	0.0%	2	80.0%
Motorcycle & Motor Scooter - Renting & Leasing	0410	0	642	0	NA	0	NA	0	NA
Motorcycle & Motor Scooter - Supls & Parts	0420	4	405	0	0.0%	0	0.0%	4	100.0%
Motorcycle Sales And Service Companies	0400	26	159	18	53.8%	0	0.0%	8	46.2%
Mountain Climbing Equip	5554	0	915	0	NA	0	NA	0	NA
Mountain Climbing Instruction	6502	0	1021	0	NA	0	NA	0	NA
Moving / Storage Companies	6450	720	1	454	47.5%	34	4.7%	232	47.8%
Moving Equip Rental	6452	2	604	0	0.0%	0	0.0%	2	100.0%
Moving Services-Labor & Materials	6451	12	278	6	33.3%	0	0.0%	6	66.7%

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Moving-Piano & Organ	6453	0	1017	0	NA	0	NA	0	NA
Moving-Relocation Serv	6460	30	151	22	33.3%	0	0.0%	8	66.7%
Multi-Level Selling Companies	1400	12	255	6	50.0%	0	0.0%	6	50.0%
Municipalities	6361	2	598	2	100.0%	0	0.0%	0	0.0%
Museums	6565	2	612	2	100.0%	0	0.0%	0	0.0%
Music & Messaging Services	8055	0	1101	0	NA	0	NA	0	NA
Music / Record / Cassette/ Compact Disk Retail	5500	42	117	26	52.4%	2	4.8%	14	42.9%
Music/Recording Studios & Sound Production Svc+B955	6530	2	609	2	100.0%	0	0.0%	0	0.0%
Musical Instruments/Supls&Accessories-Sales/Svc/Rental	5520	8	330	4	25.0%	4	50.0%	0	25.0%
Nail Salons	3760	4	425	0	0.0%	0	0.0%	4	100.0%
Nanny/Au Pair Services	3570	0	772	0	NA	0	NA	0	NA
Needlework Supls-Retail-Whsl & Mfrs.	5585	2	573	0	0.0%	2	100.0%	0	0.0%
News Dealers	5360	0	890	0	NA	0	NA	0	NA
News Wire Services	6636	0	1059	0	NA	0	NA	0	NA
Nightclubs	2401	4	417	4	100.0%	0	0.0%	0	0.0%
Notaries Public	6311	0	994	0	NA	0	NA	0	NA
Nurses Registries	3340	0	762	0	NA	0	NA	0	NA
Nursing Home Information & Referral	3350	0	764	0	NA	0	NA	0	NA
Nursing Homes	3120	0	754	0	NA	0	NA	0	NA
Nursing Services-Visiting & In-Home Care	3110	6	362	2	33.3%	0	0.0%	4	66.7%
Nutritionists	3042	0	746	0	NA	0	NA	0	NA
Observatories	6564	0	1045	0	NA	0	NA	0	NA
Occupational Health-Nursing Services	3111	4	419	0	0.0%	2	50.0%	2	50.0%
Office Coffee & Food Service	8043	4	476	4	50.0%	0	0.0%	0	50.0%
Office Furniture & Equip-Dealers	8020	30	152	20	66.7%	0	0.0%	10	33.3%
Office Furniture & Equip-Renting & Leasing	8021	0	1093	0	NA	0	NA	0	NA
Office Furniture & Equip-Repair & Refurbish	8022	0	1094	0	NA	0	NA	0	NA
Office Furniture & Equip-Used	8023	2	628	0	0.0%	0	0.0%	2	100.0%
Office Supplies - Telemarketed	8025	44	114	34	77.3%	0	0.0%	10	22.7%
Office Supplies-Retail	8026	32	146	26	75.0%	4	12.5%	2	12.5%
Oil & Gas Leases/Lotteries	9060	0	1102	0	NA	0	NA	0	NA
Oil And Gas Leases And Lotteries	1440	0	694	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Oilfield Equipment & Supplies	8004	0	1090	0	NA	0	NA	0	NA
Oilfield Services	8005	0	1091	0	NA	0	NA	0	NA
Opticians & Optical Services	3026	26	164	18	61.5%	0	0.0%	8	38.5%
Optometric Information Bureaus	3300	0	760	0	NA	0	NA	0	NA
Optometrists	3025	2	507	0	0.0%	2	100.0%	0	0.0%
Ordered Product Sales, Other	5289	30	150	26	73.3%	2	6.7%	2	20.0%
Organizations-Arts	6365	2	599	2	100.0%	0	0.0%	0	0.0%
Organizations-Athletic	6375	2	600	0	0.0%	2	100.0%	0	0.0%
Organizations-Baseball Clubs	6376	2	601	0	0.0%	0	0.0%	2	100.0%
Organizations-Business / Civic Memberships	6382	164	27	12	7.3%	152	92.7%	0	0.0%
Organizations-Environmental, Conservation & Ecological	6350	2	596	2	100.0%	0	0.0%	0	0.0%
Organizations-Fraternal	6355	0	1004	0	NA	0	NA	0	NA
Organizations-General Membership / Lobbying	6351	8	342	8	0.0%	0	0.0%	0	100.0%
Organizations-Labor	6353	14	249	2	0.0%	0	0.0%	12	100.0%
Organizations-Police & Fire	6352	2	597	0	0.0%	2	100.0%	0	0.0%
Organizations-Religious	6385	0	1008	0	NA	0	NA	0	NA
Organizations-Senior Citizen Services	6390	0	1010	0	NA	0	NA	0	NA
Organizations-Soliciting, Other	6999	468	4	14	2.6%	440	94.0%	14	3.4%
Organizations-Veterans & Military	6360	0	1005	0	NA	0	NA	0	NA
Organizations-Youth & Youth Centers	6391	0	1011	0	NA	0	NA	0	NA
Organs-Pipe, Sales & Service	5521	0	903	0	NA	0	NA	0	NA
Ornamental Metal Work	4171	6	367	6	100.0%	0	0.0%	0	0.0%
Outlet Malls	5412	0	899	0	NA	0	NA	0	NA
Paint Removing	4615	0	831	0	NA	0	NA	0	NA
Paint-Retail	4340	4	434	4	100.0%	0	0.0%	0	0.0%
Pallets-Mfg., Dist.	7103	0	1083	0	NA	0	NA	0	NA
Paneling	4345	0	817	0	NA	0	NA	0	NA
Paralegal	6302	14	248	6	42.9%	2	14.3%	6	42.9%
Parking Lots / Garages	0361	188	22	94	44.7%	56	29.8%	38	25.5%
Parks	6562	0	1043	0	NA	0	NA	0	NA
Party Balloons-Novelties & Toy	5352	2	557	0	0.0%	0	0.0%	2	100.0%
Party Gift & Novelty Shops	5351	6	377	6	100.0%	0	0.0%	0	0.0%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Party Plans-In Home	5204	6	376	2	33.3%	0	0.0%	4	66.7%
Party Supls-Sales & Rental	5353	4	448	4	100.0%	0	0.0%	0	0.0%
Patent Agents	6304	0	991	0	NA	0	NA	0	NA
Pawnbrokers	5443	16	234	4	25.0%	2	12.5%	10	62.5%
Personal Security Guard Service	3950	2	520	2	100.0%	0	0.0%	0	0.0%
Personal Services, Other	3999	6	365	0	0.0%	2	33.3%	4	66.7%
Personnel Testing & Consulting	6346	8	341	0	0.0%	0	0.0%	8	100.0%
Pest Control Services	4500	28	157	22	64.3%	0	0.0%	6	35.7%
Pest Control Supls & Equip	4510	0	826	0	NA	0	NA	0	NA
Pet Boarding & Sitting B240services	6801	8	345	4	50.0%	2	25.0%	2	25.0%
Pet Breeding Services	6805	2	618	0	0.0%	0	0.0%	2	100.0%
Pet Cemeteries, Crematories & Supplies	6820	2	619	2	100.0%	0	0.0%	0	0.0%
Pet Exercising Serv	6804	0	1067	0	NA	0	NA	0	NA
Pet Grooming Services	6800	12	280	10	66.7%	0	0.0%	2	33.3%
Pet Health Plans	6810	4	470	4	100.0%	0	0.0%	0	0.0%
Pet Stores	5805	10	300	2	20.0%	6	60.0%	2	20.0%
Pet Supls & Foods	5800	20	209	8	40.0%	6	30.0%	6	30.0%
Pet Training Services	6802	12	281	10	83.3%	0	0.0%	2	16.7%
Pet Transporting	6803	0	1066	0	NA	0	NA	0	NA
Photo & Picture Restoring	6162	0	966	0	NA	0	NA	0	NA
Photo Optical Imaging Equip & Systems	5596	2	575	2	0.0%	0	0.0%	0	100.0%
Photo Processing Centers	5595	20	206	8	40.0%	0	0.0%	12	60.0%
Photographers	6316	44	113	26	50.0%	4	9.1%	14	40.9%
Photographers-Direct/Door-Door	5272	0	879	0	NA	0	NA	0	NA
Photographic Darkroom & Svcs & Rental	6529	2	608	2	0.0%	0	0.0%	0	100.0%
Photographic Equip & Supls & Repair	5598	20	207	8	20.0%	4	20.0%	8	60.0%
Photography Sales-By Mail	5271	0	878	0	NA	0	NA	0	NA
Photography Sales-By Telephone	5270	0	877	0	NA	0	NA	0	NA
Photography Sales-Internet	5273	0	880	0	NA	0	NA	0	NA
Physicians & Surgeons-M.D./General Practitioners	3000	2	505	0	0.0%	2	100.0%	0	0.0%
Physicians & Surgeons-Osteopathic-D.O.	3006	0	738	0	NA	0	NA	0	NA
Physicians-M.D.-Specialists	3005	0	737	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Piano & Organ	5522	8	331	6	75.0%	0	0.0%	2	25.0%
Pianos & Organs-Tuning/Repair	6532	2	610	2	100.0%	0	0.0%	0	0.0%
Picture Frames-Dealers	5183	4	442	2	0.0%	2	50.0%	0	50.0%
Picture Frames-Restore & Repair	6161	0	965	0	NA	0	NA	0	NA
Picture Hanging Serv	6160	0	964	0	NA	0	NA	0	NA
Pinball Sales/Services	5524	0	905	0	NA	0	NA	0	NA
Plants-Interior Design & Maintenance	6171	0	970	0	NA	0	NA	0	NA
Plasma Centers	3126	0	756	0	NA	0	NA	0	NA
Plaster Craft Products & Supls	5582	0	924	0	NA	0	NA	0	NA
Plumbing Drains & Sewer Cleaning	4621	10	295	8	60.0%	0	0.0%	2	40.0%
Plumbing Fixtures, Parts & Supls-Retail	4310	18	215	10	33.3%	8	44.4%	0	22.2%
Podiatrists	3007	2	506	2	100.0%	0	0.0%	0	0.0%
Ponzi Schemes	1420	0	692	0	NA	0	NA	0	NA
Popcorn & Supplies	2920	0	734	0	NA	0	NA	0	NA
Pottery	5193	0	856	0	NA	0	NA	0	NA
Poultry Farms	6850	0	1073	0	NA	0	NA	0	NA
Power Equipment Sales & Svc	5709	0	931	0	NA	0	NA	0	NA
Practitioners-Holistic	3041	0	745	0	NA	0	NA	0	NA
Practitioners-Hypnosis	3036	2	509	2	100.0%	0	0.0%	0	0.0%
Printing / Copying / Typesetting Companies	5391	42	116	28	38.1%	0	0.0%	14	61.9%
Private Investigation Services	3900	14	244	6	28.6%	0	0.0%	8	71.4%
Prize Promotions-By Mail	9086	0	1104	0	NA	0	NA	0	NA
Prize Promotions-By Phone	9085	0	1103	0	NA	0	NA	0	NA
Product Sales Via Newspaper / Magazine	5215	12	268	6	50.0%	2	16.7%	4	33.3%
Product Sales Via Telephone	5220	0	861	0	NA	0	NA	0	NA
Professional Services, Other	6399	76	70	72	92.1%	2	2.6%	2	5.3%
Psychiatrists & Psychiatric Services	3030	0	743	0	NA	0	NA	0	NA
Psychics	6321	8	340	8	75.0%	0	0.0%	0	25.0%
Psychologists & Counseling Centers	3035	2	508	2	0.0%	0	0.0%	0	100.0%
Publishers-Books & Magazines	6634	26	173	14	53.8%	2	7.7%	10	38.5%
Publishers-Directory & Guide	6635	92	57	88	91.3%	0	0.0%	4	8.7%
Publishers-Newspapers	6632	34	139	30	88.2%	0	0.0%	4	11.8%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Publishers-Shoppers News Publications	6633	0	1058	0	NA	0	NA	0	NA
Publishers-Vanity/Subsidy-Books & Music	6531	4	467	2	50.0%	2	50.0%	0	0.0%
Pumps-Sales, Svc, Supplies	4311	0	811	0	NA	0	NA	0	NA
Pyramid Schemes	1405	0	690	0	NA	0	NA	0	NA
Race Tracks	6582	0	1050	0	NA	0	NA	0	NA
Racquetball Courts-Private & Public	6517	0	1033	0	NA	0	NA	0	NA
Racquetball Equip & Supls	5546	0	911	0	NA	0	NA	0	NA
Radiator Covers & Enclosures	4313	0	813	0	NA	0	NA	0	NA
Radio Communication Equip & Systems	6641	8	343	4	50.0%	0	0.0%	4	50.0%
Radio Stations & Broadcast Cos	6631	0	1057	0	NA	0	NA	0	NA
Radios-Citizen Band	5641	0	927	0	NA	0	NA	0	NA
Radiotelephone Communications-Common Carrier	6640	0	1062	0	NA	0	NA	0	NA
Radiotelephone Communications-Equip & Systems	5650	0	928	0	NA	0	NA	0	NA
Radon Testing / Servicing	4750	0	841	0	NA	0	NA	0	NA
Railroad Ties-Dealers	4307	0	810	0	NA	0	NA	0	NA
Railroad-Passenger	6405	2	602	2	100.0%	0	0.0%	0	0.0%
Railroads-Freight	0615	0	649	0	NA	0	NA	0	NA
Ranches	6423	0	1015	0	NA	0	NA	0	NA
Real Estate & Land Developers	1550	16	227	10	37.5%	0	0.0%	6	62.5%
Real Estate-Agents & Companies	1551	26	161	16	61.5%	8	30.8%	2	7.7%
Real Estate-Appraisal Services	1560	6	359	6	100.0%	0	0.0%	0	0.0%
Real Estate-Appraisers	1300	0	683	0	NA	0	NA	0	NA
Real Estate-Consultants	1503	4	413	2	50.0%	2	50.0%	0	0.0%
Real Estate-Maintenance Protection Plans	1504	0	699	0	NA	0	NA	0	NA
Real Estate-Other	1599	18	212	14	55.6%	0	0.0%	4	44.4%
Real Estate-Property Management	1540	70	75	44	42.9%	8	11.4%	18	45.7%
Real Estate-Rental Companies	1530	6	358	4	66.7%	0	0.0%	2	33.3%
Real Estate-Rentals By Individuals	1520	4	416	2	50.0%	2	50.0%	0	0.0%
Rebate Offers	9010	2	632	2	100.0%	0	0.0%	0	0.0%
Recreation Centers	6521	0	1036	0	NA	0	NA	0	NA
Recreational Vehicles - Van Conversions & Accessories	0480	0	646	0	NA	0	NA	0	NA
Recreational Vehicles-Dealers	0481	42	115	34	57.1%	0	0.0%	8	42.9%

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Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Recreational Vehicles-Equip, Parts & Supls	0482	8	309	6	50.0%	0	0.0%	2	50.0%
Recreational Vehicles-Rent & Lease	0483	6	349	6	0.0%	0	0.0%	0	100.0%
Recreational Vehicles-Repair & Serv	0484	20	201	14	70.0%	4	20.0%	2	10.0%
Recreational Vehicles-Storage	0485	0	647	0	NA	0	NA	0	NA
Recycling Centers	6199	4	459	4	100.0%	0	0.0%	0	0.0%
Refrigeration Equipment, Sales & Service	4242	4	430	0	0.0%	0	0.0%	4	100.0%
Refuse / Trash Removal	6198	8	337	2	25.0%	0	0.0%	6	75.0%
Rehabilitation Services	3107	0	753	0	NA	0	NA	0	NA
Religious Materials & Supplies	5435	0	901	0	NA	0	NA	0	NA
Reloader Schemes	1705	0	709	0	NA	0	NA	0	NA
Rental Vacancy Listing Serv	1506	24	176	0	0.0%	8	33.3%	16	66.7%
Rental/Referral Serv	1505	4	414	2	0.0%	0	0.0%	2	100.0%
Rent-To-Own Companies	5127	2	545	0	0.0%	0	0.0%	2	100.0%
Resorts-Lodging & Sport	6422	24	185	20	75.0%	2	8.3%	2	16.7%
Resorts-Vacation Time Share	6424	16	236	14	62.5%	0	0.0%	2	37.5%
Restaurant-Banquet Facilities	2520	0	727	0	NA	0	NA	0	NA
Restaurant-Catering Services	2530	12	258	2	16.7%	0	0.0%	10	83.3%
Restaurant-Fast Food	2510	10	289	6	60.0%	0	0.0%	4	40.0%
Restaurant-Full Service	2500	74	72	32	37.8%	20	27.0%	22	35.1%
Restaurant-Soda Fountain Shops	2525	0	728	0	NA	0	NA	0	NA
Restaurant-Taverns	2400	2	500	2	100.0%	0	0.0%	0	0.0%
Resume Services	6345	36	134	2	5.6%	0	0.0%	34	94.4%
Retail Stores, Other	5999	86	61	52	48.8%	4	4.7%	30	46.5%
Retirement Communities	1502	0	698	0	NA	0	NA	0	NA
Retirement Planning Serv	1600	0	707	0	NA	0	NA	0	NA
Road Oiling & Dust Control	4191	0	800	0	NA	0	NA	0	NA
Rock Shops	5576	4	454	0	0.0%	0	0.0%	4	100.0%
Roller Skating Rinks	6508	0	1025	0	NA	0	NA	0	NA
Roofing Materials	4320	12	264	8	33.3%	2	16.7%	2	50.0%
Rooming Houses	1508	2	491	0	0.0%	2	100.0%	0	0.0%
Roommate Referral Serv	1507	0	700	0	NA	0	NA	0	NA
Saddlery & Harness	5821	0	940	0	NA	0	NA	0	NA

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		Complaints	Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Safety & Rescue Equipment-Sales & Services	5980	0	941	0	NA	0	NA	0	NA
Sand & Gravel	4432	0	825	0	NA	0	NA	0	NA
Satellite / Antenna Sales And Service	4380	88	59	68	70.5%	0	0.0%	20	29.5%
Savings & Loan Co.	1130	0	674	0	NA	0	NA	0	NA
Scalp Care	3705	0	778	0	NA	0	NA	0	NA
School Supls	5393	0	896	0	NA	0	NA	0	NA
Schools-Academic-Colleges & Universities	6200	66	78	66	93.9%	0	0.0%	0	6.1%
Schools-Academic-Pre-School	6201	2	587	2	0.0%	0	0.0%	0	100.0%
Schools-Academic-Secondary & Elementary	6202	0	973	0	NA	0	NA	0	NA
Schools-Academic-Special Education	6203	4	460	2	50.0%	2	50.0%	0	0.0%
Schools-Art Instruction	6230	2	589	0	0.0%	0	0.0%	2	100.0%
Schools-Barber & Beauty	6224	6	385	6	66.7%	0	0.0%	0	33.3%
Schools-Bartender	6315	2	595	0	0.0%	0	0.0%	2	100.0%
Schools-Boating & Sailing	6243	0	986	0	NA	0	NA	0	NA
Schools-Correspondence	6210	0	974	0	NA	0	NA	0	NA
Schools-Dance Studios	6231	6	386	6	100.0%	0	0.0%	0	0.0%
Schools-Drama Instruction	6232	0	982	0	NA	0	NA	0	NA
Schools-Dressmaking, Design & Tailoring	6246	0	988	0	NA	0	NA	0	NA
Schools-Financial Aid/Scholarship Search Companies	6211	10	302	8	0.0%	2	20.0%	0	80.0%
Schools-Flight	6242	0	985	0	NA	0	NA	0	NA
Schools-General Interest	6207	8	339	8	75.0%	0	0.0%	0	25.0%
Schools-Language	6250	2	591	0	0.0%	0	0.0%	2	100.0%
Schools-Modeling	6223	14	247	14	100.0%	0	0.0%	0	0.0%
Schools-Nursing	6221	0	980	0	NA	0	NA	0	NA
Schools-Parachute Jumping	6241	0	984	0	NA	0	NA	0	NA
Schools-Photography	6233	2	590	2	100.0%	0	0.0%	0	0.0%
Schools-Private Education / Colleges	6205	8	338	4	50.0%	0	0.0%	4	50.0%
Schools-Real Estate	6222	0	981	0	NA	0	NA	0	NA
Schools-Riding Academies	6244	0	987	0	NA	0	NA	0	NA
Schools-Television & Radio Broadcast	6234	0	983	0	NA	0	NA	0	NA
Schools-Trade / Vocational	6206	40	122	26	60.0%	4	10.0%	10	30.0%
Screen Enclosures	4327	0	816	0	NA	0	NA	0	NA

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Screen Repair	6122	0	958	0	NA	0	NA	0	NA
Screens-Door & Window	4326	0	815	0	NA	0	NA	0	NA
Scuba & Dive Shops	5551	2	569	0	0.0%	0	0.0%	2	100.0%
Secretarial Services	8042	4	475	4	50.0%	0	0.0%	0	50.0%
Securities Brokers And Dealers	1855	2	495	2	100.0%	0	0.0%	0	0.0%
Security Guard & Patrol Serv	8045	62	83	56	80.6%	2	3.2%	4	16.1%
Self-Defense Studios	3420	4	422	4	50.0%	0	0.0%	0	50.0%
Septic Tank Services / Installation	4161	210	20	208	99.0%	0	0.0%	2	1.0%
Septic Tanks & Systems-Cleaning	4630	4	435	2	50.0%	0	0.0%	2	50.0%
Services-Locksmiths	5321	2	555	0	0.0%	0	0.0%	2	100.0%
Services-Shoe Repair Shops	6040	8	334	6	75.0%	0	0.0%	2	25.0%
Sewing & Knitting Instruction	6524	2	607	2	100.0%	0	0.0%	0	0.0%
Sewing Machines-Dealers/Service/Supplies	5146	8	325	6	25.0%	2	25.0%	0	50.0%
Sharpening Serv	6181	0	971	0	NA	0	NA	0	NA
Shavers-Electric/Retail & Service	5336	0	886	0	NA	0	NA	0	NA
Shirts-Custom Made	6036	2	581	0	0.0%	0	0.0%	2	100.0%
Shoe Dyers	6042	0	952	0	NA	0	NA	0	NA
Shoe Shining	6043	0	953	0	NA	0	NA	0	NA
Shopping Centers & Malls	5400	0	898	0	NA	0	NA	0	NA
Shopping Services-Book / Record / Tape / CD Clubs	5515	66	77	44	60.6%	0	0.0%	22	39.4%
Shopping Serv-Personal	3830	0	782	0	NA	0	NA	0	NA
Shower Doors & Enclosures	4351	0	819	0	NA	0	NA	0	NA
Shutters	4328	2	532	2	100.0%	0	0.0%	0	0.0%
Siding Materials	4330	6	368	4	66.7%	0	0.0%	2	33.3%
Sign Companies	5392	8	329	4	25.0%	2	25.0%	2	50.0%
Silverware Clean, Repair & Replate	6164	0	968	0	NA	0	NA	0	NA
Skate - Equipment/Supplies	5550	2	568	2	100.0%	0	0.0%	0	0.0%
Skating Instruction	6507	0	1024	0	NA	0	NA	0	NA
Ski Instruction	6511	2	605	2	100.0%	0	0.0%	0	0.0%
Ski Tours	6510	0	1027	0	NA	0	NA	0	NA
Ski, Snow Equip & Supls	5552	2	570	2	100.0%	0	0.0%	0	0.0%
Ski, Water Equip & Supls	5526	2	564	0	0.0%	2	100.0%	0	0.0%

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Skin Care	3720	28	154	8	28.6%	14	50.0%	6	21.4%
Skylights	4336	2	535	0	0.0%	0	0.0%	2	100.0%
Small Engine Repair	6750	6	394	2	0.0%	2	33.3%	2	66.7%
Smoke Odor Counteracting Serv	4637	0	834	0	NA	0	NA	0	NA
Snow Removal	6790	8	344	6	50.0%	0	0.0%	2	50.0%
Snow Removal Equip	5708	0	930	0	NA	0	NA	0	NA
Snowmobiles-Sales/Service	0470	0	645	0	NA	0	NA	0	NA
Sod & Sodding Serv	4405	0	824	0	NA	0	NA	0	NA
Solar Energy Equip & Systems -Serv & Repair	4618	0	832	0	NA	0	NA	0	NA
Souvenirs Shops	5356	12	269	6	50.0%	0	0.0%	6	50.0%
Spa, Hot Tub, Sauna Sales And Service	4271	56	92	38	42.9%	14	25.0%	4	32.1%
Speech & Language Pathologists	3020	0	741	0	NA	0	NA	0	NA
Speech Aid Devices	3260	0	758	0	NA	0	NA	0	NA
Spiritualists	6322	0	998	0	NA	0	NA	0	NA
Sport-Camps & Resorts	6570	16	237	12	25.0%	0	0.0%	4	75.0%
Sporting Goods - Repair	5531	2	565	0	0.0%	0	0.0%	2	100.0%
Sporting Goods-General	5530	24	182	14	33.3%	4	16.7%	6	50.0%
Sprinklers-Automatic-Fire	4366	2	539	2	100.0%	0	0.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	6583	0	1051	0	NA	0	NA	0	NA
Stair Builders	4240	0	804	0	NA	0	NA	0	NA
Stamps-Collectors	5572	0	921	0	NA	0	NA	0	NA
State Fairs	6561	0	1042	0	NA	0	NA	0	NA
Stationery, Card & Gift Stores	5390	4	449	2	50.0%	0	0.0%	2	50.0%
Steam Bath Equip & Supls	5195	0	858	0	NA	0	NA	0	NA
Steamship Cos	6407	0	1013	0	NA	0	NA	0	NA
Stenographers & Court Reporters	6310	0	993	0	NA	0	NA	0	NA
Stock & Bond Transfer Agents	1800	0	712	0	NA	0	NA	0	NA
Stone Setting	4143	0	797	0	NA	0	NA	0	NA
Storm Windows & Doors-Repair	4620	0	833	0	NA	0	NA	0	NA
Stoves-Wood, Coal, Etc	5197	0	859	0	NA	0	NA	0	NA
Student Housing	1509	0	701	0	NA	0	NA	0	NA
Suits-Custom Made	6037	0	950	0	NA	0	NA	0	NA

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Sunglasses	5382	2	559	0	0.0%	0	0.0%	2	100.0%
Support Groups	3390	0	768	0	NA	0	NA	0	NA
Surfboards & Surfing Equipment	5553	0	914	0	NA	0	NA	0	NA
Surgical Centers	3125	0	755	0	NA	0	NA	0	NA
Surplus & Salvage Merchandise	5442	4	451	2	50.0%	2	50.0%	0	0.0%
Surveyors-Land	4720	0	839	0	NA	0	NA	0	NA
Survival Products & Supls	5325	0	885	0	NA	0	NA	0	NA
Swap Shops	5451	2	563	2	100.0%	0	0.0%	0	0.0%
Sweepstakes, Contests, & Games (Not For Charities)	9040	8	346	8	100.0%	0	0.0%	0	0.0%
Swimming Instruction	6512	0	1028	0	NA	0	NA	0	NA
Swimming Pools-Public	6513	0	1029	0	NA	0	NA	0	NA
Table Pads	5190	0	854	0	NA	0	NA	0	NA
Table Tennis Equipment	5548	0	913	0	NA	0	NA	0	NA
Table Tennis Facilities	6514	0	1030	0	NA	0	NA	0	NA
Tailoring / Alterations	6035	10	301	6	60.0%	0	0.0%	4	40.0%
Tanning Salons	3770	6	364	4	0.0%	2	33.3%	0	66.7%
Tanning Salons Equip & Supls	3730	0	779	0	NA	0	NA	0	NA
Tapestries	5184	0	851	0	NA	0	NA	0	NA
Tattooing	3755	0	780	0	NA	0	NA	0	NA
Tattoos-Removed	3756	0	781	0	NA	0	NA	0	NA
Tax Consultants & Representatives	1910	2	496	2	0.0%	0	0.0%	0	100.0%
Tax Preparation Services	1915	40	119	32	65.0%	0	0.0%	8	35.0%
Tax Reporting Serv	1920	0	717	0	NA	0	NA	0	NA
Taxicab Companies	0931	22	188	20	90.9%	0	0.0%	2	9.1%
Taxidermy	6821	0	1069	0	NA	0	NA	0	NA
Telegraph Serv	6637	0	1060	0	NA	0	NA	0	NA
Telemarketing	8033	0	1095	0	NA	0	NA	0	NA
Telephone Answering Equip & Systems	5631	6	379	2	33.3%	2	33.3%	2	33.3%
Telephone Communications Services	6642	76	71	58	52.6%	2	2.6%	16	44.7%
Telephone Companies	6196	374	8	368	95.7%	6	1.6%	0	2.7%
Telephone Conferencing	8051	0	1100	0	NA	0	NA	0	NA
Telephone Equip & Systems-Dealers	5630	22	194	14	45.5%	0	0.0%	8	54.5%

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Telephone Equip & Systems-Serv & Repair	5632	4	455	4	100.0%	0	0.0%	0	0.0%
Telephone Pre-Paid Card Sales/Distributors	6672	10	306	4	20.0%	0	0.0%	6	80.0%
Telephone Serv Co.-Long Distance	6197	160	28	122	70.0%	0	0.0%	38	30.0%
Telephone Solicitations, Other	9199	2	633	2	100.0%	0	0.0%	0	0.0%
Telephone-800/888 Number Resellers	6671	0	1064	0	NA	0	NA	0	NA
Telephone-900 Number Resellers	6670	128	37	0	0.0%	88	68.8%	40	31.3%
Telephone-Mobile & Cellular Equip/Supplies/Services	5636	268	13	236	79.1%	4	1.5%	28	19.4%
Telephone-Paging Equip & Serv	5637	12	272	2	16.7%	2	16.7%	8	66.7%
Telescopes	5557	0	918	0	NA	0	NA	0	NA
Television Home Shopping	5201	2	551	2	100.0%	0	0.0%	0	0.0%
Television Stations & Broadcast Cos	6630	2	616	2	100.0%	0	0.0%	0	0.0%
Television-Cable, Catv & Satellite	6195	164	26	158	92.7%	4	2.4%	2	4.9%
Tennis Courts - Private & Public	6519	0	1034	0	NA	0	NA	0	NA
Tennis Equip & Supls	5545	0	910	0	NA	0	NA	0	NA
Tennis Instruction	6516	0	1032	0	NA	0	NA	0	NA
Tents-Retail & Rental	5541	2	567	0	0.0%	0	0.0%	2	100.0%
Theaters/Playhouses-Live Productions	6586	2	614	2	100.0%	0	0.0%	0	0.0%
Theaters-Movie	6585	4	469	0	0.0%	4	100.0%	0	0.0%
Theatrical Agencies	6326	0	1000	0	NA	0	NA	0	NA
Therapists-Biofeedback	3043	0	747	0	NA	0	NA	0	NA
Therapists-Massage	3051	6	361	6	66.7%	0	0.0%	0	33.3%
Therapists-Occupational	3052	0	748	0	NA	0	NA	0	NA
Therapists-Physical	3050	2	510	2	0.0%	0	0.0%	0	100.0%
Thrift Shops	5441	0	902	0	NA	0	NA	0	NA
Ticket Sales Companies	6550	2	611	0	0.0%	0	0.0%	2	100.0%
Timeshare Campground / Resort Companies	1570	8	317	2	25.0%	0	0.0%	6	75.0%
Timeshare Campground / Resort Promotions	9050	96	55	78	50.0%	0	0.0%	18	50.0%
Title Companies	1580	0	706	0	NA	0	NA	0	NA
Title Loan Brokers	1219	0	676	0	NA	0	NA	0	NA
Tools-Sales & Rental	4302	4	431	2	50.0%	0	0.0%	2	50.0%
Tourist Attractions-Casinos, Gaming & Bingo	6575	0	1048	0	NA	0	NA	0	NA
Tourist Attractions-Other	6569	0	1047	0	NA	0	NA	0	NA

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Tourist Homes	6426	0	1016	0	NA	0	NA	0	NA
Tours-Operators & Promoters	6551	18	222	10	22.2%	2	11.1%	6	66.7%
Tours-Sightseeing	6567	4	468	4	50.0%	0	0.0%	0	50.0%
Toy Stores	5370	12	270	6	50.0%	4	33.3%	2	16.7%
Tractor/Farm Equip Repair/Parts/Supplies	0510	2	485	2	0.0%	0	0.0%	0	100.0%
Tractor/Farm Equip-Rent & Lease	0520	0	648	0	NA	0	NA	0	NA
Tractors/Farm Equip Dealers	0500	2	484	2	100.0%	0	0.0%	0	0.0%
Traffic Engineers & Planning Services	0995	0	673	0	NA	0	NA	0	NA
Trailer Storage	0610	6	350	6	100.0%	0	0.0%	0	0.0%
Trailer-Rent/Lease/Sales	0611	6	351	6	66.7%	0	0.0%	0	33.3%
Trailer-Repair & Serv	0612	6	352	0	0.0%	2	33.3%	4	66.7%
Training-Airlines Schools	6220	0	979	0	NA	0	NA	0	NA
Training-Computer	6605	16	238	14	50.0%	2	12.5%	0	37.5%
Training-Employment	6218	2	588	2	100.0%	0	0.0%	0	0.0%
Training-Martial Arts	6240	4	462	0	0.0%	0	0.0%	4	100.0%
Training-Motivational & Self Improvement	6216	4	461	0	0.0%	2	50.0%	2	50.0%
Training-Scholastic Prep Courses/Books & Materials	6212	0	975	0	NA	0	NA	0	NA
Training-Seminars	6217	6	384	0	0.0%	2	33.3%	4	66.7%
Training-Video Instruction Tapes	6219	0	978	0	NA	0	NA	0	NA
Trampolines	5556	0	917	0	NA	0	NA	0	NA
Trapping Equip & Supls	5539	0	909	0	NA	0	NA	0	NA
Travel & Moving Services-Other	6499	0	1018	0	NA	0	NA	0	NA
Travel Agencies & Bureaus	6410	166	25	118	65.1%	24	14.5%	24	20.5%
Travel Agent Mills	6416	0	1014	0	NA	0	NA	0	NA
Travel Clubs / Discount Travel Services	6415	114	46	106	70.2%	2	1.8%	6	28.1%
Travel Escorts	3920	0	786	0	NA	0	NA	0	NA
Treatment Centers-Drug & Alcohol Rehabilitation	3370	0	766	0	NA	0	NA	0	NA
Treatment Centers-Gambling Abuse & Addiction	3380	0	767	0	NA	0	NA	0	NA
Treatment Centers-Rest Homes-Information & Placement	3345	0	763	0	NA	0	NA	0	NA
Treatment Centers-Smokers	3360	0	765	0	NA	0	NA	0	NA
Trophies Shops & Engraving	5560	0	919	0	NA	0	NA	0	NA
Truck And Heavy Equipment Sales & Service	0650	8	311	6	50.0%	2	25.0%	0	25.0%

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Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Truck Caps & Shells	0282	4	403	0	0.0%	0	0.0%	4	100.0%
Truck Repair & Serv	0680	8	312	6	25.0%	0	0.0%	2	75.0%
Truck Stops	0670	0	653	0	NA	0	NA	0	NA
Truck Washing & Cleaning	0660	0	652	0	NA	0	NA	0	NA
Trucking-Freight Forwarders	0623	8	310	4	25.0%	0	0.0%	4	75.0%
Trucking-General	0699	2	487	2	100.0%	0	0.0%	0	0.0%
Trucking-Interstate	0622	0	651	0	NA	0	NA	0	NA
Trucking-Light Hauling	0621	0	650	0	NA	0	NA	0	NA
Trucking-Local Cartage	0620	2	486	0	0.0%	2	100.0%	0	0.0%
Trust Companies	1140	0	675	0	NA	0	NA	0	NA
Tutoring Services	6331	4	466	0	0.0%	0	0.0%	4	100.0%
TV/Phono/VCR Sales & Svc	6650	142	31	124	78.9%	4	2.8%	14	18.3%
Unable To Classify	9999	920		648	67.4%	16	1.7%	256	30.9%
Unclaimed Funds Retrieval Services	1700	0	708	0	NA	0	NA	0	NA
Upholstery Companies	6111	54	97	52	63.0%	0	0.0%	2	37.0%
Upholstery Fabrics-Retail	5194	0	857	0	NA	0	NA	0	NA
Vacation Certificate / Voucher Promotions	9080	32	148	18	56.3%	0	0.0%	14	43.8%
Vacuum Cleaner Sales & Service	5145	86	60	58	65.1%	6	7.0%	22	27.9%
Vacuum Cleaning Systems	5147	2	547	0	0.0%	0	0.0%	2	100.0%
Valet Services	3850	0	784	0	NA	0	NA	0	NA
Vehicle Sales / Manufacturing Companies, Other	0099	10	283	10	0.0%	0	0.0%	0	100.0%
Vehicular & Transportation - Other	0999	6	354	4	33.3%	0	0.0%	2	66.7%
Vending Machine & Locator Companies	5280	18	219	4	22.2%	0	0.0%	14	77.8%
Venetian & Vertical Blinds-Dealers	5172	8	326	8	75.0%	0	0.0%	0	25.0%
Venetian Blinds-Repair/Cleaning/Supplies	6133	2	584	2	100.0%	0	0.0%	0	0.0%
Venture Brokers/Capital Consultants	1223	0	678	0	NA	0	NA	0	NA
Veterinarian Information & Referral Services	6816	0	1068	0	NA	0	NA	0	NA
Veterinarians	6815	6	395	4	33.3%	2	33.3%	0	33.3%
Video Equip-Service/Repair/Supplies	6651	2	617	0	0.0%	0	0.0%	2	100.0%
Video Games-Service/Repair/Supplies	6627	2	615	2	0.0%	0	0.0%	0	100.0%
Video Production Services	6628	6	393	4	66.7%	0	0.0%	2	33.3%
Video Tape Duplication Serv	6629	0	1056	0	NA	0	NA	0	NA

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Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints	Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Videoconferencing	8050	0	1099	0	NA	0	NA	0	NA
Video-Sales & Rentals	5510	34	138	30	64.7%	4	11.8%	0	23.5%
Wall Cleaning	4613	0	829	0	NA	0	NA	0	NA
Wallboard & Plasterboard	4346	0	818	0	NA	0	NA	0	NA
Wallpaper Removing	4614	0	830	0	NA	0	NA	0	NA
Wallpapers & Wallcoverings	5165	6	375	2	33.3%	0	0.0%	4	66.7%
Warehousing Services	7400	0	1085	0	NA	0	NA	0	NA
Water Analysis	4740	0	840	0	NA	0	NA	0	NA
Water Companies-Bottlers/Distributors	2910	24	178	22	91.7%	2	8.3%	0	0.0%
Water Cos	6191	2	586	2	0.0%	0	0.0%	0	100.0%
Water Filtration & Purification Equip	4315	10	293	10	40.0%	0	0.0%	0	60.0%
Water Heaters - Sales/Service/Repair	4318	8	321	6	50.0%	0	0.0%	2	50.0%
Water Skiing Instruction	6520	0	1035	0	NA	0	NA	0	NA
Water Softening & Conditioning Equip, Serv & Supls	4600	18	218	18	77.8%	0	0.0%	0	22.2%
Water Taxi Serv	0930	0	672	0	NA	0	NA	0	NA
Water Well Drilling & Serv	4160	4	428	4	50.0%	0	0.0%	0	50.0%
Waterbeds-Dealers/Service/Repair/Supplies	5131	0	849	0	NA	0	NA	0	NA
Weather Vanes	4381	0	822	0	NA	0	NA	0	NA
Weaving Supls & Equip	5587	0	925	0	NA	0	NA	0	NA
Wedding Chapels & Ceremonies	3610	2	517	2	0.0%	0	0.0%	0	100.0%
Wedding Consultants	3615	10	291	4	20.0%	0	0.0%	6	80.0%
Weight Reduction/Diet Clinics	3406	8	318	6	50.0%	0	0.0%	2	50.0%
Welcome Serv For Newcomers	3820	2	519	2	0.0%	0	0.0%	0	100.0%
Welding Services	6182	6	382	6	100.0%	0	0.0%	0	0.0%
Wheel Chair Lifts & Ramps	4172	0	798	0	NA	0	NA	0	NA
Wholesalers / Distributors-Other	7599	22	197	16	63.6%	2	9.1%	4	27.3%
Wholesalers/Distributors-Commercial Products	7660	16	239	14	50.0%	2	12.5%	0	37.5%
Wholesalers/Distributors-Industrial Products	7630	0	1086	0	NA	0	NA	0	NA
Wholesales/Distributors-Energy (Pipeline, Oil, Gas)	7650	0	1087	0	NA	0	NA	0	NA
Wicker Products	5318	0	884	0	NA	0	NA	0	NA
Wigs & Hairpieces	3706	4	424	2	50.0%	0	0.0%	2	50.0%
Wind Energy Systems	4180	0	799	0	NA	0	NA	0	NA

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Totals		21,686		15,236	70.3%	106	8.8%	4,542	20.9%
Abortion Services	3101	0	749	0	NA	0	NA	0	NA
Accountants-Certified Public & Public	1900	12	257	6	33.3%	2	16.7%	4	50.0%
Window & Glass-Beveled, Carved, Ornamental	5180	8	327	4	25.0%	0	0.0%	4	75.0%
Window & Glass-Stained & Leaded	5181	8	328	0	0.0%	0	0.0%	8	100.0%
Window Accessory / Covering / Drapery Companies	5170	22	191	18	81.8%	4	18.2%	0	0.0%
Window Cleaning	6120	6	381	2	33.3%	2	33.3%	2	33.3%
Window Repair	6121	2	582	0	0.0%	0	0.0%	2	100.0%
Window Shades-Cleaning/Repairing/Supplies	6132	0	959	0	NA	0	NA	0	NA
Window Shades-Dealers	5171	4	441	0	0.0%	0	0.0%	4	100.0%
Windows-Installation & Service	4136	140	32	122	72.9%	4	2.9%	14	24.3%
Wine & Beer Making Equip & Supls	5590	2	574	2	100.0%	0	0.0%	0	0.0%
Wineries	2471	0	725	0	NA	0	NA	0	NA
Wines-Retail	2470	0	724	0	NA	0	NA	0	NA
Wireless Cable Companies	6673	0	1065	0	NA	0	NA	0	NA
Woodworking	4262	2	530	2	100.0%	0	0.0%	0	0.0%
Work-At-Home Offers	1415	124	40	60	45.2%	14	11.3%	50	43.5%
Zoos & Zoological Gardens	6563	0	1044	0	NA	0	NA	0	NA