

**Council of Better Business Bureaus
2002 Summary of Complaints
Alphabetically by Type of Business**

Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints			
		Complaints	Rank	Settled	Rate	Unpursuable	Unsettled	Rate	Unresolved		No Response (Unanswered)		
									Number	%	Number	%	Number
Totals		626,081		443,853	70.9%	32,308	5.2%	149,920	23.9%	36,651	5.9%	113,269	18.1%
Abortion Services	3101	18	803	9	50.0%	2	11.1%	7	38.9%	1	5.6%	6	33.3%
Accountants-Certified Public & Public	1900	195	346	131	67.2%	7	3.6%	57	29.2%	14	7.2%	43	22.1%
Acupuncturists	3016	6	936	6	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Adoption Services	3840	64	549	50	78.1%	4	6.3%	10	15.6%	4	6.3%	6	9.4%
Advance Fee Loan Brokers	1222	802	153	186	23.2%	131	16.3%	485	60.5%	8	1.0%	477	59.5%
Advertising Specialty Companies	8032	427	220	246	57.6%	36	8.4%	145	34.0%	11	2.6%	134	31.4%
Advertising/Marketing Agencies	8030	3,795	32	2,704	71.3%	449	11.8%	642	16.9%	156	4.1%	486	12.8%
Agri-Business	6860	9	893	6	66.7%	1	11.1%	2	22.2%	0	0.0%	2	22.2%
Aids Research & Clinics	3104	3	1,014	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Air Charter Services	0860	35	690	21	60.0%	0	0.0%	14	40.0%	5	14.3%	9	25.7%
Air Purification Systems & Equipment	4736	26	733	14	53.8%	2	7.7%	10	38.5%	2	7.7%	8	30.8%
Aircraft Dealers/Suppliers	0800	28	726	13	46.4%	3	10.7%	12	42.9%	0	0.0%	12	42.9%
Aircraft Rental Services	0861	6	953	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%
Aircraft Services-Other	0899	48	625	28	58.3%	4	8.3%	16	33.3%	2	4.2%	14	29.2%
Aircraft Servicing & Maintenance	0818	17	810	10	58.8%	2	11.8%	5	29.4%	1	5.9%	4	23.5%
Aircraft Storage/Hangers	0868	1	1,064	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Airlines	6400	1,431	94	1,195	83.5%	30	2.1%	206	14.4%	119	8.3%	87	6.1%
Airlines-Ticket Agencies	6401	72	530	46	63.9%	2	2.8%	24	33.3%	7	9.7%	17	23.6%
Airports	0858	22	766	8	36.4%	3	13.6%	11	50.0%	3	13.6%	8	36.4%
All-Terrain Vehicles-Sales And Service	0430	54	598	43	79.6%	1	1.9%	10	18.5%	9	16.7%	1	1.9%
Ambulance Services	3103	173	366	137	79.2%	5	2.9%	31	17.9%	11	6.4%	20	11.6%
Ammunition Reloading Equip & Supplies	5537	6	954	4	66.7%	0	0.0%	2	33.3%	0	0.0%	2	33.3%
Amusement Parks	6568	148	390	109	73.6%	6	4.1%	33	22.3%	9	6.1%	24	16.2%
Anesthesiologists	3001	18	808	14	77.8%	0	0.0%	4	22.2%	0	0.0%	4	22.2%
Animal Hospitals	6817	224	321	174	77.7%	14	6.3%	36	16.1%	18	8.0%	18	8.0%
Animal Rendering Plants	6855	1	1,059	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Animal Shelters	6819	59	574	36	61.0%	3	5.1%	20	33.9%	2	3.4%	18	30.5%
Answering Services	8041	112	435	90	80.4%	4	3.6%	18	16.1%	5	4.5%	13	11.6%
Antique Reproductions	5301	20	783	7	35.0%	2	10.0%	11	55.0%	2	10.0%	9	45.0%
Antique Shops	5300	262	292	148	56.5%	19	7.3%	95	36.3%	29	11.1%	66	25.2%
Apartments/Communities	1500	2,373	61	1,741	73.4%	127	5.4%	505	21.3%	73	3.1%	432	18.2%
Apparel-Boots - Retail And Repair	5063	68	543	19	27.9%	6	8.8%	43	63.2%	1	1.5%	42	61.8%
Apparel-Bridal Shops	5071	947	131	623	65.8%	58	6.1%	266	28.1%	69	7.3%	197	20.8%
Apparel-Children & Infants-Retail	5030	84	488	49	58.3%	8	9.5%	27	32.1%	8	9.5%	19	22.6%
Apparel-Furriers - Retail/Repair/Storage	5090	55	592	38	69.1%	4	7.3%	13	23.6%	2	3.6%	11	20.0%
Apparel-General & Accessory Shops	5000	1,007	124	646	64.2%	61	6.1%	300	29.8%	51	5.1%	249	24.7%
Apparel-Leather Clothing-Retail	5051	111	439	48	43.2%	17	15.3%	46	41.4%	8	7.2%	38	34.2%
Apparel-Lingerie Shops	5080	77	512	58	75.3%	3	3.9%	16	20.8%	1	1.3%	15	19.5%
Apparel-Men's Retail	5020	80	504	51	63.8%	4	5.0%	25	31.3%	4	5.0%	21	26.3%
Apparel-Millinery Shops	5085	3	1,026	0	0.0%	1	33.3%	2	66.7%	0	0.0%	2	66.7%
Apparel-Neckwear & Necktie Shops	5086	1	1,070	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Apparel-Shoe Stores	5060	385	235	230	59.7%	25	6.5%	130	33.8%	33	8.6%	97	25.2%
Apparel-Shoes-Custom Made	5061	54	599	38	70.4%	0	0.0%	16	29.6%	2	3.7%	14	25.9%
Apparel-Shoes-Orthopedic	5062	361	247	285	78.9%	2	0.6%	74	20.5%	70	19.4%	4	1.1%
Apparel-Sportswear-Retail	5040	219	327	129	58.9%	11	5.0%	79	36.1%	7	3.2%	72	32.9%
Apparel-Swimwear & Accessories	5041	33	703	14	42.4%	0	0.0%	19	57.6%	1	3.0%	18	54.5%
Apparel-T-Shirt Shops	5042	42	658	21	50.0%	2	4.8%	19	45.2%	3	7.1%	16	38.1%
Apparel-Tuxedo / Gown Sales & Rentals	5070	224	322	130	58.0%	11	4.9%	83	37.1%	25	11.2%	58	25.9%
Apparel-Uniforms - Sales/Rentals/Accessories	5072	143	393	100	69.9%	8	5.6%	35	24.5%	11	7.7%	24	16.8%

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											Number	%	Number	%
Apparel-Western Wear	5050	35	691	29	82.9%	0	0.0%	6	17.1%	4	11.4%	2	5.7%	
Apparel-Women's Retail	5010	489	203	251	51.3%	43	8.8%	195	39.9%	30	6.1%	165	33.7%	
Appliances Major-Rent & Lease	5141	137	398	86	62.8%	19	13.9%	32	23.4%	7	5.1%	25	18.2%	
Appliances-Household-Major-Service & Repair	6100	1,606	87	1,003	62.5%	93	5.8%	510	31.8%	144	9.0%	366	22.8%	
Appliances-Retail	5140	2,471	57	1,964	79.5%	98	4.0%	409	16.6%	81	3.3%	328	13.3%	
Appliances-Small-Repairs/Dealers	5142	788	157	466	59.1%	49	6.2%	273	34.6%	34	4.3%	239	30.3%	
Aquariums-Public	6560	9	905	7	77.8%	1	11.1%	1	11.1%	1	11.1%	0	0.0%	
Archery Equip & Supls	5535	8	914	5	62.5%	0	0.0%	3	37.5%	0	0.0%	3	37.5%	
Archery Instruction	6501	2	1,046	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%	
Archery Ranges	6500	61	561	55	90.2%	2	3.3%	4	6.6%	2	3.3%	2	3.3%	
Architects	6300	94	465	46	48.9%	10	10.6%	38	40.4%	14	14.9%	24	25.5%	
Art Galleries, Dealers & Consultants	5311	211	335	106	50.2%	24	11.4%	81	38.4%	5	2.4%	76	36.0%	
Art Identification & Registration	6527	6	955	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%	
Art Restoration & Conservation	6526	6	950	4	66.7%	1	16.7%	1	16.7%	1	16.7%	0	0.0%	
Art Supply Shops/Framing	5310	110	440	68	61.8%	8	7.3%	34	30.9%	3	2.7%	31	28.2%	
Artists & Sculptors	6323	3	1,008	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Asbestos Consulting/Testing/Removal	4700	16	819	7	43.8%	1	6.3%	8	50.0%	0	0.0%	8	50.0%	
Assisted Living Centers	1502	37	679	28	75.7%	2	5.4%	7	18.9%	1	2.7%	6	16.2%	
Associations	6380	300	274	191	63.7%	15	5.0%	94	31.3%	5	1.7%	89	29.7%	
Astrologers	6320	17	817	10	58.8%	1	5.9%	6	35.3%	2	11.8%	4	23.5%	
Attorney & Legal Services Plans	6309	200	340	137	68.5%	12	6.0%	51	25.5%	4	2.0%	47	23.5%	
Attorney Referral Serv	6307	15	835	11	73.3%	0	0.0%	4	26.7%	0	0.0%	4	26.7%	
Attorneys	6305	944	132	585	62.0%	69	7.3%	290	30.7%	47	5.0%	243	25.7%	
Attorneys-Patent	6303	4	985	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	
Auctioneers	6313	935	136	701	75.0%	41	4.4%	193	20.6%	49	5.2%	144	15.4%	
Audiologists	3021	10	882	9	90.0%	1	10.0%	0	0.0%	0	0.0%	0	0.0%	
Auto Alarms & Security Systems	0200	251	299	147	58.6%	26	10.4%	78	31.1%	10	4.0%	68	27.1%	
Auto Clubs	0310	340	254	268	78.8%	13	3.8%	59	17.4%	27	7.9%	32	9.4%	
Auto Detailing	0210	168	374	85	50.6%	19	11.3%	64	38.1%	12	7.1%	52	31.0%	
Auto Driveway/Transport Companies	0350	962	129	599	62.3%	56	5.8%	307	31.9%	100	10.4%	207	21.5%	
Auto Equip/Service-Performance, Race & Sports Car	0230	92	475	54	58.7%	11	12.0%	27	29.3%	5	5.4%	22	23.9%	
Auto Extended Service Contract Companies	0320	2,116	70	1,293	61.1%	276	13.0%	547	25.9%	83	3.9%	464	21.9%	
Auto Parts/Supplies	0220	3,382	39	2,032	60.1%	143	4.2%	1207	35.7%	232	6.9%	975	28.8%	
Auto Repair Facilities-Other	0199	2,664	54	1,704	64.0%	131	4.9%	829	31.1%	123	4.6%	706	26.5%	
Auto Repair-Air Conditioning	0140	405	229	274	67.7%	14	3.5%	117	28.9%	58	14.3%	59	14.6%	
Auto Repair-Body / Paint	0120	2,574	56	1,734	67.4%	135	5.2%	705	27.4%	232	9.0%	473	18.4%	
Auto Repair-Brakes/Shocks/Mufflers	0130	2,011	74	1,428	71.0%	110	5.5%	473	23.5%	221	11.0%	252	12.5%	
Auto Repair-Electric Serv	0110	178	359	131	73.6%	5	2.8%	42	23.6%	14	7.9%	28	15.7%	
Auto Repair-Engines-Rebuild & Exchange	0146	782	159	459	58.7%	46	5.9%	277	35.4%	33	4.2%	244	31.2%	
Auto Repair-Mech. (Except Transmission)	0100	8,856	12	5,675	64.1%	468	5.3%	2713	30.6%	767	8.7%	1946	22.0%	
Auto Repair-Radiator	0141	69	537	41	59.4%	4	5.8%	24	34.8%	19	27.5%	5	7.2%	
Auto Repair-Tire & Retread	0156	620	180	453	73.1%	37	6.0%	130	21.0%	46	7.4%	84	13.5%	
Auto Repair-Transmission	0170	3,691	34	2,628	71.2%	206	5.6%	857	23.2%	278	7.5%	579	15.7%	
Auto Repair-Wheel Alignment, Frame & Axle	0131	104	450	73	70.2%	2	1.9%	29	27.9%	14	13.5%	15	14.4%	
Auto Repair-Windshield / Glass Shops	0180	654	176	422	64.5%	32	4.9%	200	30.6%	35	5.4%	165	25.2%	
Auto Service-Auto Sound Systems-Sales/Service	0250	604	183	411	68.0%	13	2.2%	180	29.8%	33	5.5%	147	24.3%	
Auto Service-Car Wash & Polish	0360	831	148	520	62.6%	43	5.2%	268	32.3%	59	7.1%	209	25.2%	
Auto Service-Diagnostic Serv	0265	81	500	53	65.4%	1	1.2%	27	33.3%	19	23.5%	8	9.9%	
Auto Service-Gas & Service Stations	0260	1,029	122	684	66.5%	77	7.5%	268	26.0%	45	4.4%	223	21.7%	
Auto Service-Inspection Stations	0340	122	419	88	72.1%	3	2.5%	31	25.4%	13	10.7%	18	14.8%	

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Auto Service-Maintenance-Other	0299	197	345	135	68.5%	13	6.6%	49	24.9%	11	5.6%	38	19.3%	
Auto Service-Oil And Lubrication Centers, Quick Service	0261	1,411	98	962	68.2%	77	5.5%	372	26.4%	96	6.8%	276	19.6%	
Auto Service-Rustproofing Shops	0270	48	627	43	89.6%	2	4.2%	3	6.3%	0	0.0%	3	6.3%	
Auto Service-Seat Covers, Tops & Upholstery/Floor Covering	0280	111	438	84	75.7%	0	0.0%	27	24.3%	11	9.9%	16	14.4%	
Auto Services-Other	0399	1,048	117	603	57.5%	109	10.4%	336	32.1%	48	4.6%	288	27.5%	
Auto Service-Specialty Parts-Hand & Foot Controls, Etc.	0222	40	666	20	50.0%	4	10.0%	16	40.0%	3	7.5%	13	32.5%	
Auto Service-Steam Cleaning	0241	3	1,025	0	0.0%	0	0.0%	3	100.0%	0	0.0%	3	100.0%	
Auto Service-Sunroofs	0281	22	767	8	36.4%	0	0.0%	14	63.6%	11	50.0%	3	13.6%	
Auto Service-Tire / Battery / Accessories Shops	0221	2,836	46	2,000	70.5%	81	2.9%	755	26.6%	241	8.5%	514	18.1%	
Auto Service-Towing	0351	1,640	86	896	54.6%	115	7.0%	629	38.4%	102	6.2%	527	32.1%	
Auto Service-Upholstery Cleaning	0240	48	628	30	62.5%	3	6.3%	15	31.3%	1	2.1%	14	29.2%	
Auto Service-Window Tinting	0283	128	411	71	55.5%	11	8.6%	46	35.9%	5	3.9%	41	32.0%	
Auto Service-Wrecking / Salvage	0352	307	271	200	65.1%	18	5.9%	89	29.0%	21	6.8%	68	22.1%	
Automobile & Truck Brokers/Listing Services	0300	197	344	125	63.5%	10	5.1%	62	31.5%	5	2.5%	57	28.9%	
Automobile & Truck Rental / Leasing Companies	0020	2,946	44	2,214	75.2%	112	3.8%	620	21.0%	158	5.4%	462	15.7%	
Automobile Dealers-Antique & Classic	0035	54	595	38	70.4%	0	0.0%	16	29.6%	5	9.3%	11	20.4%	
Automobile Dealers-Custom-Designed & Replica	0050	46	634	27	58.7%	2	4.3%	17	37.0%	2	4.3%	15	32.6%	
Automobile Dealers-Dune Buggies - Rental/Sales/Service	0055	24	757	14	58.3%	3	12.5%	7	29.2%	0	0.0%	7	29.2%	
Automobile Dealers-Electric Cars-Sales/Service	0060	62	559	40	64.5%	6	9.7%	16	25.8%	3	4.8%	13	21.0%	
Automobile Dealers-Franchised (New & Used Sales)	0001	21,499	2	17,725	82.4%	805	3.7%	2969	13.8%	1725	8.0%	1244	5.8%	
Automobile Dealers-Used Cars Only	0030	8,233	14	5,762	70.0%	392	4.8%	2079	25.3%	603	7.3%	1476	17.9%	
Automobile Mfrs & Distr.	0010	1,448	93	1,326	91.6%	60	4.1%	62	4.3%	10	0.7%	52	3.6%	
Baby Accessories & Serv(S)	3500	37	682	23	62.2%	1	2.7%	13	35.1%	0	0.0%	13	35.1%	
Baby Accessories-Carriages & Strollers	5395	62	560	40	64.5%	3	4.8%	19	30.6%	8	12.9%	11	17.7%	
Bail Bonds Companies	1750	75	520	43	57.3%	6	8.0%	26	34.7%	2	2.7%	24	32.0%	
Bakeries	2310	154	387	100	64.9%	10	6.5%	44	28.6%	3	1.9%	41	26.6%	
Ballooning	6566	49	622	18	36.7%	0	0.0%	31	63.3%	2	4.1%	29	59.2%	
Banks	1000	8,545	13	7,718	90.3%	150	1.8%	677	7.9%	412	4.8%	265	3.1%	
Barber / Beauty Shops	3700	1,041	120	676	64.9%	81	7.8%	284	27.3%	64	6.1%	220	21.1%	
Bartering Services	6395	36	686	31	86.1%	0	0.0%	5	13.9%	0	0.0%	5	13.9%	
Baseball Cards & Sports Memorabilia	5574	64	553	38	59.4%	0	0.0%	26	40.6%	1	1.6%	25	39.1%	
Baskets-Retail	5317	9	898	7	77.8%	0	0.0%	2	22.2%	1	11.1%	1	11.1%	
Bathroom Accessories	4350	57	583	40	70.2%	2	3.5%	15	26.3%	4	7.0%	11	19.3%	
Bathtubs & Sinks-Repair & Refinish	4605	179	357	81	45.3%	18	10.1%	80	44.7%	8	4.5%	72	40.2%	
Beauty Pageants	6329	43	649	34	79.1%	3	7.0%	6	14.0%	1	2.3%	5	11.6%	
Beauty Supplies & Equipment	5386	194	347	124	63.9%	22	11.3%	48	24.7%	7	3.6%	41	21.1%	
Bed & Breakfast Lodging	6425	168	377	122	72.6%	11	6.5%	35	20.8%	8	4.8%	27	16.1%	
Beds-Rental/Retail	5126	453	213	287	63.4%	22	4.9%	144	31.8%	51	11.3%	93	20.5%	
Beverage Bottlers/Distributors	2915	5	965	2	40.0%	1	20.0%	2	40.0%	0	0.0%	2	40.0%	
Bicycles-Dealers/Rentals/Repair	0440	225	320	141	62.7%	11	4.9%	73	32.4%	11	4.9%	62	27.6%	
Billiard/Pool Halls	6515	40	664	25	62.5%	1	2.5%	14	35.0%	6	15.0%	8	20.0%	
Billiard/Pool Supplies & Services	5523	19	795	13	68.4%	2	10.5%	4	21.1%	1	5.3%	3	15.8%	
Billing & Invoicing	8049	76	515	62	81.6%	6	7.9%	8	10.5%	1	1.3%	7	9.2%	
Bird & Wildlife Supply Shops	5810	30	712	14	46.7%	3	10.0%	13	43.3%	4	13.3%	9	30.0%	
Blacksmith Services	6183	4	987	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Boat Cleaning	0780	7	920	5	71.4%	1	14.3%	1	14.3%	0	0.0%	1	14.3%	
Boat Covers, Tops & Upholster	0721	19	796	9	47.4%	3	15.8%	7	36.8%	0	0.0%	7	36.8%	
Boat Dealers	0700	426	221	296	69.5%	23	5.4%	107	25.1%	22	5.2%	85	20.0%	
Boat Dealers/Brokers - Yacht	0790	30	715	16	53.3%	1	3.3%	13	43.3%	2	6.7%	11	36.7%	
Boat Equip & Supls	0769	44	646	25	56.8%	1	2.3%	18	40.9%	9	20.5%	9	20.5%	

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Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints			
		Complaints	Rank	Settled	Rate	Unpursuable	Unsettled	Rate	Unresolved		No Response		
									Number	%	Number	%	Number
Totals		626,081		443,853	70.9%	32,308	5.2%	149,920	23.9%	36,651	5.9%	113,269	18.1%
Boat Launching	0741	0	1,098	0	*	0	*	0	*	0	*	0	*
Boat Manufacturers	0710	81	502	59	72.8%	5	6.2%	17	21.0%	12	14.8%	5	6.2%
Boat Rental-Charter	0730	102	452	58	56.9%	9	8.8%	35	34.3%	10	9.8%	25	24.5%
Boat Repair And Services	0720	177	360	112	63.3%	11	6.2%	54	30.5%	7	4.0%	47	26.6%
Boat Storage	0743	6	952	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%
Boat Transporting	0744	9	903	4	44.4%	1	11.1%	4	44.4%	1	11.1%	3	33.3%
Boat-Outboard Motors-Sales/Service	0771	38	678	25	65.8%	1	2.6%	12	31.6%	1	2.6%	11	28.9%
Boat-Sailmakers	0722	1	1,069	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Book Bindery Services	6639	4	996	0	0.0%	0	0.0%	4	100.0%	0	0.0%	4	100.0%
Book Stores & Distributors	5565	826	150	727	88.0%	18	2.2%	81	9.8%	12	1.5%	69	8.4%
Bookkeeping / Accounting Services	1905	525	195	308	58.7%	19	3.6%	198	37.7%	42	8.0%	156	29.7%
Books-Used & Rare	5666	44	648	18	40.9%	0	0.0%	26	59.1%	6	13.6%	20	45.5%
Boutiques	5430	46	636	37	80.4%	2	4.3%	7	15.2%	2	4.3%	5	10.9%
Bowling Alleys	6584	19	791	14	73.7%	2	10.5%	3	15.8%	0	0.0%	3	15.8%
Braille Supls	5394	0	1,089	0	*	0	*	0	*	0	*	0	*
Breweries & Micro-Breweries	2475	2	1,037	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Bridal Gown Preservation	6001	7	933	5	71.4%	0	0.0%	2	28.6%	0	0.0%	2	28.6%
Bridal Registries	3600	18	802	13	72.2%	1	5.6%	4	22.2%	0	0.0%	4	22.2%
Bronzing	6041	8	915	7	87.5%	0	0.0%	1	12.5%	0	0.0%	1	12.5%
Building Inspection Services	1562	9	894	6	66.7%	2	22.2%	1	11.1%	1	11.1%	0	0.0%
Building Materials And Supplies	4300	1,664	84	1,387	83.4%	52	3.1%	225	13.5%	59	3.5%	166	10.0%
Building Materials-Used	4301	2	1,036	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%
Buildings-Pre - Cut, Prefabricated & Modular	4334	275	289	206	74.9%	9	3.3%	60	21.8%	11	4.0%	49	17.8%
Bulk Meat Companies	2000	296	276	155	52.4%	14	4.7%	127	42.9%	30	10.1%	97	32.8%
Burglar Alarms & Monitoring	4360	2,295	64	1,671	72.8%	121	5.3%	503	21.9%	264	11.5%	239	10.4%
Buses-Charter & Rental	0900	374	239	216	57.8%	24	6.4%	134	35.8%	40	10.7%	94	25.1%
Business Opp-Other	1450	1,518	90	881	58.0%	113	7.4%	524	34.5%	40	2.6%	484	31.9%
Business Related Services-Other	8999	4,066	30	2,523	62.1%	429	10.6%	1,114	27.4%	265	6.5%	849	20.9%
Buying Clubs / Group Purchasing Org.	5202	1,106	112	725	65.6%	61	5.5%	320	28.9%	49	4.4%	271	24.5%
Cabinet Makers	4261	250	301	150	60.0%	22	8.8%	78	31.2%	11	4.4%	67	26.8%
Calligraphers	6317	0	1,083	0	*	0	*	0	*	0	*	0	*
Campers-Dealers/Rental/Service	0450	53	604	43	81.1%	3	5.7%	7	13.2%	2	3.8%	5	9.4%
Campers-Supls & Parts	0460	6	957	4	66.7%	0	0.0%	2	33.3%	0	0.0%	2	33.3%
Campgrounds & Recreational Vehicle Parks	6588	114	434	88	77.2%	4	3.5%	22	19.3%	6	5.3%	16	14.0%
Camping Equip - Sales And Rental	5540	13	860	9	69.2%	1	7.7%	3	23.1%	0	0.0%	3	23.1%
Candles-Retail	5315	29	720	16	55.2%	4	13.8%	9	31.0%	0	0.0%	9	31.0%
Candy & Confectionery-Retail	2330	49	621	31	63.3%	1	2.0%	17	34.7%	3	6.1%	14	28.6%
Career & Outplacement Counseling	6344	330	258	280	84.8%	13	3.9%	37	11.2%	24	7.3%	13	3.9%
Carpenters	4260	260	293	153	58.8%	9	3.5%	98	37.7%	26	10.0%	72	27.7%
Carpet & Rug Dyers	6115	7	926	3	42.9%	0	0.0%	4	57.1%	1	14.3%	3	42.9%
Carpet & Rug Repair	6114	21	775	12	57.1%	3	14.3%	6	28.6%	0	0.0%	6	28.6%
Carpet / Upholstery Cleaning	6110	2,028	73	1,242	61.2%	137	6.8%	649	32.0%	144	7.1%	505	24.9%
Carpet, Floor, Rug Cleaning Equip	6112	98	462	51	52.0%	5	5.1%	42	42.9%	13	13.3%	29	29.6%
Catalog Showroom Merchandisers	5415	133	405	90	67.7%	19	14.3%	24	18.0%	3	2.3%	21	15.8%
Cattle Ranches	6841	0	1,086	0	*	0	*	0	*	0	*	0	*
Ceiling Cleaning	6140	3	1,010	1	33.3%	0	0.0%	2	66.7%	0	0.0%	2	66.7%
Cemeteries	3655	84	490	72	85.7%	3	3.6%	9	10.7%	2	2.4%	7	8.3%
Ceramic Equip., Kilns & Supplies	6523	2	1,047	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%
Chain Letters	1410	1	1,048	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Chambers Of Commerce	6381	8	906	6	75.0%	1	12.5%	1	12.5%	0	0.0%	1	12.5%

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Charity - Local	6910	291	278	201	69.1%	25	8.6%	65	22.3%	15	5.2%	50	17.2%	
Charity - National	6911	40	662	33	82.5%	2	5.0%	5	12.5%	2	5.0%	3	7.5%	
Charity-Advertising For Publications	6921	9	895	6	66.7%	0	0.0%	3	33.3%	0	0.0%	3	33.3%	
Chauffeur Services	3910	44	647	27	61.4%	1	2.3%	16	36.4%	9	20.5%	7	15.9%	
Check Cashing Serv	1760	309	268	248	80.3%	13	4.2%	48	15.5%	16	5.2%	32	10.4%	
Child Care Centers / Services	3505	331	257	205	61.9%	35	10.6%	91	27.5%	23	6.9%	68	20.5%	
Children's Furniture	5125	71	532	33	46.5%	5	7.0%	33	46.5%	5	7.0%	28	39.4%	
Chimney Builders & Repair	4141	90	477	41	45.6%	13	14.4%	36	40.0%	6	6.7%	30	33.3%	
Chimney Sweeps/Cleaning & Svc	4680	361	246	185	51.2%	26	7.2%	150	41.6%	24	6.6%	126	34.9%	
China & Crystal-Repair	6165	3	1,017	1	33.3%	2	66.7%	0	0.0%	0	0.0%	0	0.0%	
China & Glassware-Retail	5192	25	742	22	88.0%	1	4.0%	2	8.0%	1	4.0%	1	4.0%	
Chiropractic Doctors And Clinics	3015	199	341	158	79.4%	8	4.0%	33	16.6%	10	5.0%	23	11.6%	
Churches And Synagogues	6386	40	663	30	75.0%	2	5.0%	8	20.0%	0	0.0%	8	20.0%	
Cigar, Cigarette & Tobacco Shops	5365	92	474	54	58.7%	5	5.4%	33	35.9%	4	4.3%	29	31.5%	
Cleaning / Janitorial Services	6175	826	149	440	53.3%	46	5.6%	340	41.2%	49	5.9%	291	35.2%	
Cleaning Supplies-By Mail	5251	6	958	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%	
Cleaning Supplies-By Telephone	5250	25	746	16	64.0%	0	0.0%	9	36.0%	0	0.0%	9	36.0%	
Cleaning Supplies-Direct/Door-Door	5252	400	230	296	74.0%	5	1.3%	99	24.8%	61	15.3%	38	9.5%	
Cleaning Supplies-Internet	5253	3	1,015	1	33.3%	0	0.0%	2	66.7%	0	0.0%	2	66.7%	
Clinics/Hospitals	3100	1,361	100	1,068	78.5%	36	2.6%	257	18.9%	72	5.3%	185	13.6%	
Clinics-Dentists / Dental	3010	2,313	62	1,769	76.5%	88	3.8%	456	19.7%	144	6.2%	312	13.5%	
Clinics-Diet/Weight Reduction	3406	749	164	536	71.6%	33	4.4%	180	24.0%	65	8.7%	115	15.4%	
Clocks-Dealers/Service/Repair	5189	127	414	62	48.8%	6	4.7%	59	46.5%	3	2.4%	56	44.1%	
Closet Accessories	4355	55	589	41	74.5%	2	3.6%	12	21.8%	7	12.7%	5	9.1%	
Coin Dealers, Supls, Etc	5571	91	476	66	72.5%	3	3.3%	22	24.2%	6	6.6%	16	17.6%	
Collectibles	5573	258	296	116	45.0%	38	14.7%	104	40.3%	15	5.8%	89	34.5%	
Comic Books	5575	14	848	7	50.0%	0	0.0%	7	50.0%	0	0.0%	7	50.0%	
Commodities Brokers And Dealers	1870	62	557	33	53.2%	8	12.9%	21	33.9%	13	21.0%	8	12.9%	
Computer & Business Furniture	5116	43	653	34	79.1%	1	2.3%	8	18.6%	2	4.7%	6	14.0%	
Computer & Electronics Services, Other	6699	1,013	123	521	51.4%	202	19.9%	290	28.6%	28	2.8%	262	25.9%	
Computerized Listing Services (Excl. Autos, Apts., Houses)	6612	190	349	133	70.0%	24	12.6%	33	17.4%	9	4.7%	24	12.6%	
Computers-Cable & Installation	6610	83	491	51	61.4%	4	4.8%	28	33.7%	6	7.2%	22	26.5%	
Computers-Dealers	5620	12,147	5	8,635	71.1%	648	5.3%	2864	23.6%	967	8.0%	1897	15.6%	
Computers-Internet Services	6601	12,778	4	9,562	74.8%	390	3.1%	2826	22.1%	588	4.6%	2238	17.5%	
Computers-Rent & Lease	5622	446	214	416	93.3%	13	2.9%	17	3.8%	5	1.1%	12	2.7%	
Computers-Serv & Repair	6600	485	205	280	57.7%	36	7.4%	169	34.8%	21	4.3%	148	30.5%	
Computers-Software & Services	5625	3,469	37	2,615	75.4%	126	3.6%	728	21.0%	90	2.6%	638	18.4%	
Computers-Supls/Parts/Service	5626	2,872	45	1,976	68.8%	95	3.3%	801	27.9%	232	8.1%	569	19.8%	
Computers-System Designers & Consultants	6611	1,180	107	788	66.8%	117	9.9%	275	23.3%	38	3.2%	237	20.1%	
Computers-Used	5621	52	608	33	63.5%	3	5.8%	16	30.8%	0	0.0%	16	30.8%	
Concert Halls	6587	20	782	16	80.0%	1	5.0%	3	15.0%	1	5.0%	2	10.0%	
Condominiums	1501	81	501	67	82.7%	5	6.2%	9	11.1%	3	3.7%	6	7.4%	
Consignment & Resale Shops	5440	318	265	150	47.2%	42	13.2%	126	39.6%	9	2.8%	117	36.8%	
Construction Equipment, Sales, Svc. & Leasing	4650	16	824	14	87.5%	1	6.3%	1	6.3%	1	6.3%	0	0.0%	
Consultants-Business	8000	871	142	592	68.0%	54	6.2%	225	25.8%	48	5.5%	177	20.3%	
Consultants-International Trade	8001	23	759	5	21.7%	5	21.7%	13	56.5%	1	4.3%	12	52.2%	
Consultants-Oilfield	8003	0	1,087	0	*	0	*	0	*	0	*	0	*	
Consultants-Public Relations	8002	8	907	5	62.5%	1	12.5%	2	25.0%	0	0.0%	2	25.0%	
Consumer Finance And Loan Companies	1100	5,301	21	4,066	76.7%	164	3.1%	1071	20.2%	316	6.0%	755	14.2%	
Contractors-Acoustical	4221	4	980	2	50.0%	1	25.0%	1	25.0%	1	25.0%	0	0.0%	

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response	
											Number	%	Number	%
Contractors-Air Conditioning/Systems/Repair	4210	2,745	50	2,027	73.8%	108	3.9%	610	22.2%	233	8.5%	377	13.7%	
Contractors-Awnings & Canopies	4036	268	291	173	64.6%	19	7.1%	76	28.4%	16	6.0%	60	22.4%	
Contractors-Business Construction / Office Remodeling	4005	127	413	72	56.7%	8	6.3%	47	37.0%	6	4.7%	41	32.3%	
Contractors-Cabinet Refinishers	4263	55	590	32	58.2%	4	7.3%	19	34.5%	5	9.1%	14	25.5%	
Contractors-Carpet Layers	4246	168	375	88	52.4%	17	10.1%	63	37.5%	7	4.2%	56	33.3%	
Contractors-Carports	4035	30	713	14	46.7%	3	10.0%	13	43.3%	4	13.3%	9	30.0%	
Contractors-Ceiling	4230	10	883	4	40.0%	0	0.0%	6	60.0%	1	10.0%	5	50.0%	
Contractors-Commercial Builders	4000	343	253	211	61.5%	19	5.5%	113	32.9%	37	10.8%	76	22.2%	
Contractors-Concrete	4142	937	135	477	50.9%	64	6.8%	396	42.3%	29	3.1%	367	39.2%	
Contractors-Demolition	4146	15	832	8	53.3%	1	6.7%	6	40.0%	0	0.0%	6	40.0%	
Contractors-Door & Gate & Services	4174	93	471	60	64.5%	4	4.3%	29	31.2%	7	7.5%	22	23.7%	
Contractors-Drainage	4162	51	609	24	47.1%	1	2.0%	26	51.0%	7	13.7%	19	37.3%	
Contractors-Drywall / Plastering	4150	155	386	90	58.1%	13	8.4%	52	33.5%	3	1.9%	49	31.6%	
Contractors-Electrical	4200	1,052	116	702	66.7%	56	5.3%	294	27.9%	78	7.4%	216	20.5%	
Contractors-Excavation	4745	141	395	93	66.0%	11	7.8%	37	26.2%	7	5.0%	30	21.3%	
Contractors-Fence	4173	1,577	88	923	58.5%	123	7.8%	531	33.7%	107	6.8%	424	26.9%	
Contractors-Fireplaces	4316	70	533	41	58.6%	5	7.1%	24	34.3%	7	10.0%	17	24.3%	
Contractors-Flooring, Refinishing & Resurfacing	4245	455	212	254	55.8%	41	9.0%	160	35.2%	18	4.0%	142	31.2%	
Contractors-Garage Builders	4030	237	311	154	65.0%	10	4.2%	73	30.8%	11	4.6%	62	26.2%	
Contractors-General	4100	7,918	15	4,704	59.4%	545	6.9%	2669	33.7%	453	5.7%	2216	28.0%	
Contractors-Golf Course Construction	4119	3	1,019	1	33.3%	0	0.0%	2	66.7%	0	0.0%	2	66.7%	
Contractors-Greenhouse Builders	4050	21	769	7	33.3%	2	9.5%	12	57.1%	0	0.0%	12	57.1%	
Contractors-Heating	4250	1,047	118	758	72.4%	40	3.8%	249	23.8%	54	5.2%	195	18.6%	
Contractors-Heating & A/C	4249	1,427	95	1,012	70.9%	108	7.6%	307	21.5%	122	8.5%	185	13.0%	
Contractors-Historical Restoration	4090	22	760	11	50.0%	4	18.2%	7	31.8%	1	4.5%	6	27.3%	
Contractors-Home Builders	4010	4,871	24	3,636	74.6%	235	4.8%	1000	20.5%	314	6.4%	686	14.1%	
Contractors-Home Construction / Remodeling-Other	4099	5,052	22	2,818	55.8%	441	8.7%	1793	35.5%	316	6.3%	1477	29.2%	
Contractors-Insulation	4220	85	484	60	70.6%	6	7.1%	19	22.4%	8	9.4%	11	12.9%	
Contractors-Kitchen / Bathroom Remodeling	4270	799	154	480	60.1%	65	8.1%	254	31.8%	54	6.8%	200	25.0%	
Contractors-Landscape	4490	1,892	78	989	52.3%	113	6.0%	790	41.8%	83	4.4%	707	37.4%	
Contractors-Lighting Protection	4385	21	770	12	57.1%	1	4.8%	8	38.1%	2	9.5%	6	28.6%	
Contractors-Log Cabins, Homes & Buildings	4015	93	468	60	64.5%	7	7.5%	26	28.0%	4	4.3%	22	23.7%	
Contractors-Masonry / Cement / Surface Refinishing	4140	775	160	393	50.7%	54	7.0%	328	42.3%	55	7.1%	273	35.2%	
Contractors-Painting	4256	1,715	80	853	49.7%	166	9.7%	696	40.6%	95	5.5%	601	35.0%	
Contractors-Paving	4190	1,421	96	675	47.5%	142	10.0%	604	42.5%	82	5.8%	522	36.7%	
Contractors-Pipe & Valve Fitters	4165	3	1,000	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Contractors-Playground Equipment Sales & Installation	4125	6	959	5	83.3%	0	0.0%	1	16.7%	1	16.7%	0	0.0%	
Contractors-Plumbing	4215	3,718	33	2,655	71.4%	197	5.3%	866	23.3%	267	7.2%	599	16.1%	
Contractors-Porcelain / Fiberglass Refinishing	4272	117	429	78	66.7%	3	2.6%	36	30.8%	2	1.7%	34	29.1%	
Contractors-Porch, Patio & Deck	4170	656	174	360	54.9%	41	6.3%	255	38.9%	39	5.9%	216	32.9%	
Contractors-Roofing And Guttering	4135	6,019	19	3,576	59.4%	512	8.5%	1931	32.1%	325	5.4%	1606	26.7%	
Contractors-Sandblasting/Power Washing	4144	93	469	50	53.8%	3	3.2%	40	43.0%	3	3.2%	37	39.8%	
Contractors-Siding	4130	1,672	83	1,117	66.8%	100	6.0%	455	27.2%	155	9.3%	300	17.9%	
Contractors-Solar Heating & Cooling	4212	107	446	83	77.6%	9	8.4%	15	14.0%	2	1.9%	13	12.1%	
Contractors-Stucco & Exterior Coating	4131	53	600	32	60.4%	2	3.8%	19	35.8%	5	9.4%	14	26.4%	
Contractors-Swimming Pool Enclosures	4111	164	382	129	78.7%	9	5.5%	26	15.9%	2	1.2%	24	14.6%	
Contractors-Swimming Pool/Service & Supplies	4110	3,477	36	2,491	71.6%	124	3.6%	862	24.8%	262	7.5%	600	17.3%	
Contractors-Tennis Court Construction	4120	28	725	17	60.7%	1	3.6%	10	35.7%	6	21.4%	4	14.3%	
Contractors-Tennis Court Enclosures	4121	1	1,063	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Contractors-Tile/Ceramic & Tile Dealers	4225	423	223	231	54.6%	35	8.3%	157	37.1%	22	5.2%	135	31.9%	

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Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints				
		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Contractors-Tile/Non-Ceramic & Dealers	4251	34	694	19	55.9%	2	5.9%	13	38.2%	6	17.6%	7	20.6%	
Contractors-Wallpapering	4257	6	951	3	50.0%	1	16.7%	2	33.3%	0	0.0%	2	33.3%	
Contractors-Water & Sewer	4169	50	613	35	70.0%	0	0.0%	15	30.0%	0	0.0%	15	30.0%	
Contractors-Waterproofing	4223	599	185	409	68.3%	55	9.2%	135	22.5%	37	6.2%	98	16.4%	
Promoters	8500	61	562	42	68.9%	5	8.2%	14	23.0%	4	6.6%	10	16.4%	
Cookware/Cutlery-By Mail	5261	43	654	30	69.8%	2	4.7%	11	25.6%	2	4.7%	9	20.9%	
Cookware/Cutlery-By Telephone	5260	16	820	16	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Cookware/Cutlery-Direct/Door-Door	5262	94	466	78	83.0%	7	7.4%	9	9.6%	7	7.4%	2	2.1%	
Cookware/Cutlery-Internet	5263	21	774	8	38.1%	3	14.3%	10	47.6%	0	0.0%	10	47.6%	
Cosmetic Sales-By Mail	5241	4	994	2	50.0%	0	0.0%	2	50.0%	0	0.0%	2	50.0%	
Cosmetic Sales-By Telephone	5240	9	896	6	66.7%	1	11.1%	2	22.2%	1	11.1%	1	11.1%	
Cosmetic Sales-Internet	5243	32	708	5	15.6%	0	0.0%	27	84.4%	1	3.1%	26	81.3%	
Cosmetics & Perfumes	5385	81	499	39	48.1%	11	13.6%	31	38.3%	4	4.9%	27	33.3%	
Cosmetics-Direct Door-Door	5242	115	431	101	87.8%	2	1.7%	12	10.4%	6	5.2%	6	5.2%	
Costumes-Masquerade & Theatrical/Makeup	5342	80	505	62	77.5%	0	0.0%	18	22.5%	0	0.0%	18	22.5%	
Counter Tops	4357	45	638	27	60.0%	5	11.1%	13	28.9%	4	8.9%	9	20.0%	
Coupon Book Promotions	9000	373	241	296	79.4%	15	4.0%	62	16.6%	11	2.9%	51	13.7%	
Craft Galleries & Dealers	5581	26	735	12	46.2%	2	7.7%	12	46.2%	1	3.8%	11	42.3%	
Credit Card-Offers & Plans	1250	15,713	3	10,389	66.1%	981	6.2%	4343	27.6%	583	3.7%	3760	23.9%	
Credit Card-Protection Serv	1260	748	165	577	77.1%	8	1.1%	163	21.8%	55	7.4%	108	14.4%	
Credit Card-Secured Credit Companies	1230	406	228	223	54.9%	51	12.6%	132	32.5%	4	1.0%	128	31.5%	
Credit- Reporting Agencies	1210	853	145	758	88.9%	19	2.2%	76	8.9%	33	3.9%	43	5.0%	
Credit Services-Other	1299	3,514	35	3,178	90.4%	73	2.1%	263	7.5%	39	1.1%	224	6.4%	
Credit Unions	1110	469	209	370	78.9%	18	3.8%	81	17.3%	48	10.2%	33	7.0%	
Credit-Collection Agencies	1215	10,024	9	8,256	82.4%	254	2.5%	1514	15.1%	453	4.5%	1061	10.6%	
Credit-Counseling & Management Services	1270	1,480	92	1,139	77.0%	40	2.7%	301	20.3%	51	3.4%	250	16.9%	
Credit-Debt Consolidation Services	1220	2,276	67	1,702	74.8%	131	5.8%	443	19.5%	226	9.9%	217	9.5%	
Svcs.	1216	112	436	86	76.8%	7	6.3%	19	17.0%	4	3.6%	15	13.4%	
Credit-Repair Services	1280	1,411	97	1,126	79.8%	55	3.9%	230	16.3%	24	1.7%	206	14.6%	
Cremation Services	3656	119	428	99	83.2%	3	2.5%	17	14.3%	5	4.2%	12	10.1%	
Cruise Lines	6408	505	200	330	65.3%	6	1.2%	169	33.5%	86	17.0%	83	16.4%	
Dairy Farms	6842	17	816	12	70.6%	1	5.9%	4	23.5%	0	0.0%	4	23.5%	
Dance Apparel & Supplies	5345	47	631	42	89.4%	1	2.1%	4	8.5%	2	4.3%	2	4.3%	
Dating And Social Introduction Services	3805	1,005	125	682	67.9%	74	7.4%	249	24.8%	85	8.5%	164	16.3%	
Day Care-Adult	3550	14	842	8	57.1%	2	14.3%	4	28.6%	2	14.3%	2	14.3%	
Dehydrated & Freeze-Dried Food	2960	3	1,005	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Delivery / Messenger Services	6638	501	201	382	76.2%	27	5.4%	92	18.4%	13	2.6%	79	15.8%	
Dental Supplies & Equipment	3205	9	899	4	44.4%	3	33.3%	2	22.2%	0	0.0%	2	22.2%	
Department Stores	5410	3,811	31	3,290	86.3%	108	2.8%	413	10.8%	171	4.5%	242	6.4%	
Desktop Publishing	8010	285	283	270	94.7%	3	1.1%	12	4.2%	2	0.7%	10	3.5%	
Diaper Serv	3501	13	859	6	46.2%	0	0.0%	7	53.8%	1	7.7%	6	46.2%	
Diet Product Sales	3407	169	372	121	71.6%	6	3.6%	42	24.9%	11	6.5%	31	18.3%	
Dining Club Plans	2540	3	1,002	0	0.0%	0	0.0%	3	100.0%	0	0.0%	3	100.0%	
Dinner Theaters	6589	7	931	6	85.7%	1	14.3%	0	0.0%	0	0.0%	0	0.0%	
Direct Marketing-Other Than Catalogues	5299	4,617	25	3,679	79.7%	97	2.1%	841	18.2%	92	2.0%	749	16.2%	
Disability Services	3106	4	988	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Discount Department Stores	5411	735	166	568	77.3%	47	6.4%	120	16.3%	20	2.7%	100	13.6%	
Display Designers	8048	5	972	2	40.0%	2	40.0%	1	20.0%	0	0.0%	1	20.0%	
Distributors-Agri & Feed Products	7600	22	763	13	59.1%	1	4.5%	8	36.4%	1	4.5%	7	31.8%	
Doll Clothing & Accessories/Repair	5372	14	849	9	64.3%	1	7.1%	4	28.6%	0	0.0%	4	28.6%	

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											Number	%	Number	%
Doll Houses & Accessories	5373	17	818	10	58.8%	1	5.9%	6	35.3%	4	23.5%	2	11.8%	
Doll Shops	5371	24	756	13	54.2%	1	4.2%	10	41.7%	0	0.0%	10	41.7%	
Doors-Installation & Service	4137	508	198	304	59.8%	17	3.3%	187	36.8%	56	11.0%	131	25.8%	
Doors-Overhead & Garage	4325	369	242	268	72.6%	17	4.6%	84	22.8%	28	7.6%	56	15.2%	
Doors-Repair	4617	13	851	10	76.9%	1	7.7%	2	15.4%	0	0.0%	2	15.4%	
Doughnut/Coffee Shops	2340	120	424	72	60.0%	17	14.2%	31	25.8%	1	0.8%	30	25.0%	
Drapery & Curtain Cleaners	6131	50	617	31	62.0%	2	4.0%	17	34.0%	0	0.0%	17	34.0%	
Dressmakers	6038	43	652	26	60.5%	0	0.0%	17	39.5%	6	14.0%	11	25.6%	
Driving Schools/Skill Testing	0370	225	319	150	66.7%	16	7.1%	59	26.2%	7	3.1%	52	23.1%	
Drug Stores / Pharmacies	5366	425	222	321	75.5%	29	6.8%	75	17.6%	14	3.3%	61	14.4%	
Dry Cleaning / Laundry Companies	6000	4,380	27	2,377	54.3%	247	5.6%	1756	40.1%	254	5.8%	1502	34.3%	
Duct Cleaning & Air Filtration Equip/Svcs	4616	225	318	166	73.8%	15	6.7%	44	19.6%	21	9.3%	23	10.2%	
Duty Free Shops	5405	0	1,104	0	*	0	*	0	*	0	*	0	*	
Educational Consultants	6330	238	308	159	66.8%	8	3.4%	71	29.8%	17	7.1%	54	22.7%	
Electric Cos	6190	1,269	105	1,079	85.0%	81	6.4%	109	8.6%	51	4.0%	58	4.6%	
Electric Motors-Dealers & Repairing	6184	24	750	18	75.0%	2	8.3%	4	16.7%	1	4.2%	3	12.5%	
Electrical Supplies	4309	14	844	9	64.3%	2	14.3%	3	21.4%	0	0.0%	3	21.4%	
Electrolysis Services	3750	21	768	12	57.1%	3	14.3%	6	28.6%	3	14.3%	3	14.3%	
Electronic Mail Serv	6602	70	535	54	77.1%	3	4.3%	13	18.6%	0	0.0%	13	18.6%	
Electronic-Service & Repair	5601	899	140	644	71.6%	31	3.4%	224	24.9%	85	9.5%	139	15.5%	
Electronics-Sound Systems & Equip	5605	301	273	183	60.8%	16	5.3%	102	33.9%	28	9.3%	74	24.6%	
Electronics-Supplies/Whls & Retail	5600	4,924	23	3,887	78.9%	108	2.2%	929	18.9%	469	9.5%	460	9.3%	
Electronics-Video Equip-Sales & Rentals	5610	369	243	235	63.7%	14	3.8%	120	32.5%	75	20.3%	45	12.2%	
Electronics-Video Games-Dealers	5611	100	458	72	72.0%	3	3.0%	25	25.0%	2	2.0%	23	23.0%	
Electronics-Video Games-Rent & Lease	5612	21	771	12	57.1%	0	0.0%	9	42.9%	1	4.8%	8	38.1%	
Elevators-Sales & Serv	4241	18	801	11	61.1%	1	5.6%	6	33.3%	0	0.0%	6	33.3%	
Employee Leasing	6341	11	872	6	54.5%	1	9.1%	4	36.4%	0	0.0%	4	36.4%	
Employment Services / Temporary Agencies	6340	508	197	293	57.7%	75	14.8%	140	27.6%	21	4.1%	119	23.4%	
Employment-Labor Pools	6342	33	699	10	30.3%	5	15.2%	18	54.5%	0	0.0%	18	54.5%	
Encyclopedia / Book Sales-Direct Door-Door	5232	74	524	51	68.9%	5	6.8%	18	24.3%	11	14.9%	7	9.5%	
Encyclopedia/Book Sales-By Mail	5231	8	916	4	50.0%	1	12.5%	3	37.5%	0	0.0%	3	37.5%	
Encyclopedia/Book Sales-By Telephone	5230	6	941	3	50.0%	1	16.7%	2	33.3%	0	0.0%	2	33.3%	
Encyclopedia/Book Sales-Internet	5233	13	853	9	69.2%	0	0.0%	4	30.8%	1	7.7%	3	23.1%	
Energy Conservation Products & Services	4314	29	719	25	86.2%	0	0.0%	4	13.8%	0	0.0%	4	13.8%	
Energy Management & Conservation Consultants	4730	62	558	44	71.0%	7	11.3%	11	17.7%	2	3.2%	9	14.5%	
Engineers	6301	73	526	54	74.0%	3	4.1%	16	21.9%	4	5.5%	12	16.4%	
Entertainment Services (E.G., Dj's, Magicians)	6590	670	172	408	60.9%	46	6.9%	216	32.2%	42	6.3%	174	26.0%	
Environmental Consulting & Analysis Prod. & Svcs	4735	100	456	83	83.0%	6	6.0%	11	11.0%	1	1.0%	10	10.0%	
Equestrian Riding Apparel & Equip	5820	20	785	17	85.0%	1	5.0%	2	10.0%	0	0.0%	2	10.0%	
Equestrian Services	6831	11	878	7	63.6%	0	0.0%	4	36.4%	0	0.0%	4	36.4%	
Escort Services-Personal	3970	6	944	2	33.3%	1	16.7%	3	50.0%	0	0.0%	3	50.0%	
Estate Planning And Management	1610	68	538	56	82.4%	4	5.9%	8	11.8%	2	2.9%	6	8.8%	
Executive Search Consultants	6343	73	527	34	46.6%	13	17.8%	26	35.6%	3	4.1%	23	31.5%	
Exercise Classes	3410	170	370	120	70.6%	11	6.5%	39	22.9%	12	7.1%	27	15.9%	
Exercise Equip	3415	201	338	167	83.1%	7	3.5%	27	13.4%	7	3.5%	20	10.0%	
Exercise-Yoga Instruction	3416	5	967	3	60.0%	0	0.0%	2	40.0%	0	0.0%	2	40.0%	
Fabric & Notions	5346	89	482	48	53.9%	10	11.2%	31	34.8%	5	5.6%	26	29.2%	
Family Planning	3331	1	1,057	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Farms-General	6870	67	544	26	38.8%	2	3.0%	39	58.2%	13	19.4%	26	38.8%	
Fashion Consultants And Designers	6030	11	875	6	54.5%	1	9.1%	4	36.4%	1	9.1%	3	27.3%	

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Fashion Show Producers	6328	5	979	3	60.0%	0	0.0%	2	40.0%	1	20.0%	1	20.0%	
Financial Planning/Management Consultants	1662	574	187	350	61.0%	47	8.2%	177	30.8%	49	8.5%	128	22.3%	
Financial-Other	1999	2,066	72	1,616	78.2%	90	4.4%	360	17.4%	146	7.1%	214	10.4%	
Fire & Water Damage Restoration	1619	198	343	157	79.3%	10	5.1%	31	15.7%	3	1.5%	28	14.1%	
Fire Alarm Systems & Equipment	4365	602	184	469	77.9%	22	3.7%	111	18.4%	49	8.1%	62	10.3%	
Fireplace Equip.-Retail	5196	94	467	56	59.6%	3	3.2%	35	37.2%	2	2.1%	33	35.1%	
Firewood Dealers	5725	18	806	6	33.3%	0	0.0%	12	66.7%	0	0.0%	12	66.7%	
Fireworks	5357	7	930	5	71.4%	0	0.0%	2	28.6%	1	14.3%	1	14.3%	
Fish & Aquariums	5815	39	671	31	79.5%	0	0.0%	8	20.5%	1	2.6%	7	17.9%	
Fish & Seafood-Retail	2030	32	707	19	59.4%	0	0.0%	13	40.6%	1	3.1%	12	37.5%	
Fishing-Tackle & Supplies	5538	64	551	22	34.4%	3	4.7%	39	60.9%	0	0.0%	39	60.9%	
Fix-It Shops	6180	4	989	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	
Flea Markets	5450	145	392	92	63.4%	11	7.6%	42	29.0%	5	3.4%	37	25.5%	
Floor Covering-Carpet & Rug	5160	2,733	52	2,005	73.4%	128	4.7%	600	22.0%	191	7.0%	409	15.0%	
Floor Covering-Carpet & Rug Dealers-Used	5150	392	233	271	69.1%	25	6.4%	96	24.5%	32	8.2%	64	16.3%	
Floor Covering-Linoleum Dealers	5162	160	383	115	71.9%	8	5.0%	37	23.1%	12	7.5%	25	15.6%	
Floor Materials	4342	172	368	137	79.7%	4	2.3%	31	18.0%	6	3.5%	25	14.5%	
Floor Waxing, Polishing & Cleaning	6113	20	779	12	60.0%	0	0.0%	8	40.0%	0	0.0%	8	40.0%	
Florists	5330	970	128	585	60.3%	51	5.3%	334	34.4%	36	3.7%	298	30.7%	
Food & Beverage-Other	2999	90	478	68	75.6%	5	5.6%	17	18.9%	1	1.1%	16	17.8%	
Food Manufacturers, Wholesalers / Distributors	2990	231	315	155	67.1%	12	5.2%	64	27.7%	7	3.0%	57	24.7%	
Food Plans	2750	201	339	152	75.6%	7	3.5%	42	20.9%	23	11.4%	19	9.5%	
Food Serv Management	2535	27	730	20	74.1%	1	3.7%	6	22.2%	0	0.0%	6	22.2%	
Foreign Exchange Brokers	1720	18	805	9	50.0%	0	0.0%	9	50.0%	0	0.0%	9	50.0%	
Foundations-Educational	6900	15	831	12	80.0%	1	6.7%	2	13.3%	0	0.0%	2	13.3%	
Foundations-Philanthropic	6901	3	999	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Foundations-Research	6902	37	683	11	29.7%	20	54.1%	6	16.2%	1	2.7%	5	13.5%	
Foundries And Metal Processing Plants	7100	25	740	9	36.0%	0	0.0%	16	64.0%	4	16.0%	12	48.0%	
Franchise / Business Promotions, Other	1499	136	400	52	38.2%	14	10.3%	70	51.5%	20	14.7%	50	36.8%	
Franchise Selling Companies	1451	136	402	84	61.8%	12	8.8%	40	29.4%	6	4.4%	34	25.0%	
Frozen Food Locker Plants	2041	10	885	7	70.0%	1	10.0%	2	20.0%	1	10.0%	1	10.0%	
Frozen Food-Retail	2042	32	706	28	87.5%	3	9.4%	1	3.1%	0	0.0%	1	3.1%	
Fruits & Vegetables-"Pick Your Own" Farms	2160	1	1,060	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Fruits & Vegetables-Retail	2150	26	737	21	80.8%	0	0.0%	5	19.2%	0	0.0%	5	19.2%	
Fuel Oil Companies	6194	397	231	299	75.3%	17	4.3%	81	20.4%	48	12.1%	33	8.3%	
Fund Raising Counselors & Organizations, For-Profit	6920	58	575	35	60.3%	2	3.4%	21	36.2%	2	3.4%	19	32.8%	
Funeral Directors	3650	171	369	115	67.3%	11	6.4%	45	26.3%	14	8.2%	31	18.1%	
Funeral Related Services	3652	238	310	165	69.3%	9	3.8%	64	26.9%	8	3.4%	56	23.5%	
Fur Cleaning & Dyeing-Retail	6015	1	1,056	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Fur Finishers & Liners	6016	0	1,091	0	*	0	*	0	*	0	*	0	*	
Furniture Cleaning	6146	13	858	8	61.5%	1	7.7%	4	30.8%	2	15.4%	2	15.4%	
Furniture Manufacturers	5132	65	547	50	76.9%	3	4.6%	12	18.5%	0	0.0%	12	18.5%	
Furniture Repair, Stripping & Refinish	6147	141	396	63	44.7%	14	9.9%	64	45.4%	3	2.1%	61	43.3%	
Furniture-Rental	5101	569	188	380	66.8%	37	6.5%	152	26.7%	29	5.1%	123	21.6%	
Furniture-Unfinished	5105	72	531	53	73.6%	2	2.8%	17	23.6%	2	2.8%	15	20.8%	
Furniture-Used	5110	76	516	52	68.4%	9	11.8%	15	19.7%	1	1.3%	14	18.4%	
Gaming Supplies	8047	2	1,035	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Garden & Lawn Centers & Nurseries	5770	460	211	323	70.2%	17	3.7%	120	26.1%	16	3.5%	104	22.6%	
Garden & Lawn Equip & Supls-Sales/Rental/Service	5706	246	304	180	73.2%	8	3.3%	58	23.6%	9	3.7%	49	19.9%	
Garden & Lawn Outdoor Lighting	5715	11	877	8	72.7%	0	0.0%	3	27.3%	0	0.0%	3	27.3%	

**Council of Better Business Bureaus
2002 Summary of Complaints
Alphabetically by Type of Business**

Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints				
		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Garden & Lawn Patio & Outdoor Furniture	5730	73	528	38	52.1%	6	8.2%	29	39.7%	3	4.1%	26	35.6%	
Garden & Lawn Patio Equip & Supls	5731	45	641	13	28.9%	21	46.7%	11	24.4%	0	0.0%	11	24.4%	
Garden & Lawn Pond Dealers/Supplies	5714	15	838	14	93.3%	0	0.0%	1	6.7%	0	0.0%	1	6.7%	
Garden & Lawn Seed/Bulb/Plant Companies	5702	87	483	63	72.4%	2	2.3%	22	25.3%	0	0.0%	22	25.3%	
Garden & Lawn Sprinkler Systems	5713	214	330	127	59.3%	12	5.6%	75	35.0%	15	7.0%	60	28.0%	
Garden & Lawn Statuary & Fountains	5720	30	716	18	60.0%	1	3.3%	11	36.7%	3	10.0%	8	26.7%	
Garden & Lawn Topsoil & Sod Dealers	5712	32	705	22	68.8%	0	0.0%	10	31.3%	1	3.1%	9	28.1%	
Garment Screenprinting & Lettering	6050	68	540	33	48.5%	0	0.0%	35	51.5%	4	5.9%	31	45.6%	
Gas Co	6192	555	191	483	87.0%	11	2.0%	61	11.0%	18	3.2%	43	7.7%	
Gas-Propane	6193	360	248	234	65.0%	10	2.8%	116	32.2%	19	5.3%	97	26.9%	
Gemstones-Precious & Semi Precious	1875	16	826	9	56.3%	0	0.0%	7	43.8%	3	18.8%	4	25.0%	
Genealogists	6318	159	384	154	96.9%	3	1.9%	2	1.3%	2	1.3%	0	0.0%	
Genealogy Services	3980	121	421	91	75.2%	2	1.7%	28	23.1%	17	14.0%	11	9.1%	
Geologists	6312	0	1,102	0	*	0	*	0	*	0	*	0	*	
Glass-Plate, Window, Etc	4329	374	238	231	61.8%	19	5.1%	124	33.2%	25	6.7%	99	26.5%	
Golf - Equipment&Supplies	5547	537	193	237	44.1%	50	9.3%	250	46.6%	27	5.0%	223	41.5%	
Golf Courses-Private/Public	6503	56	586	40	71.4%	4	7.1%	12	21.4%	4	7.1%	8	14.3%	
Golf Instruction	6504	12	866	8	66.7%	1	8.3%	3	25.0%	0	0.0%	3	25.0%	
Graphic Designers	8011	78	508	46	59.0%	4	5.1%	28	35.9%	5	6.4%	23	29.5%	
Grocery-Bulk Food Stores	2620	58	578	45	77.6%	4	6.9%	9	15.5%	0	0.0%	9	15.5%	
Grocery-Convenience / Dairy Stores	2230	170	371	107	62.9%	21	12.4%	42	24.7%	7	4.1%	35	20.6%	
Grocery-Gourmet Shops	2660	17	813	11	64.7%	0	0.0%	6	35.3%	1	5.9%	5	29.4%	
Grocery-Independent Retail	2651	130	409	87	66.9%	19	14.6%	24	18.5%	10	7.7%	14	10.8%	
Grocery-Retail Chains	2650	324	260	261	80.6%	19	5.9%	44	13.6%	9	2.8%	35	10.8%	
Group Homes	3560	2	1,032	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Guns & Gunsmiths-Sales, Repair, Equip.	5536	177	361	98	55.4%	15	8.5%	64	36.2%	10	5.6%	54	30.5%	
Gutters & Downspouts	4321	338	255	210	62.1%	16	4.7%	112	33.1%	10	3.0%	102	30.2%	
Gymnasiums	6506	168	378	90	53.6%	33	19.6%	45	26.8%	13	7.7%	32	19.0%	
Gymnastic Equip & Supls	5555	277	287	85	30.7%	7	2.5%	185	66.8%	37	13.4%	148	53.4%	
Gymnastic Instruction	6505	36	685	22	61.1%	0	0.0%	14	38.9%	1	2.8%	13	36.1%	
Hair Product-Improvement Companies	3710	233	314	156	67.0%	31	13.3%	46	19.7%	16	6.9%	30	12.9%	
Handyman, General	4101	594	186	298	50.2%	57	9.6%	239	40.2%	40	6.7%	199	33.5%	
Hardware (Lock, Safe And Key Shops)	5320	376	237	274	72.9%	24	6.4%	78	20.7%	26	6.9%	52	13.8%	
Hats-Clean & Renovate	6020	7	918	3	42.9%	1	14.3%	3	42.9%	0	0.0%	3	42.9%	
Hazardous Waste Removal	4751	13	856	8	61.5%	2	15.4%	3	23.1%	0	0.0%	3	23.1%	
Health And Medical Services, Other	3099	2,436	59	1,496	61.4%	252	10.3%	688	28.2%	142	5.8%	546	22.4%	
Health Clubs	3405	2,736	51	1,817	66.4%	162	5.9%	757	27.7%	201	7.3%	556	20.3%	
Health Food / Nutritional Supplement Stores	2820	1,391	99	707	50.8%	147	10.6%	537	38.6%	31	2.2%	506	36.4%	
Health Maintenance Organizations	3105	260	294	196	75.4%	4	1.5%	60	23.1%	16	6.2%	44	16.9%	
Health Resorts	3400	82	498	62	75.6%	2	2.4%	18	22.0%	4	4.9%	14	17.1%	
Hearing Aid Companies	3150	434	217	343	79.0%	23	5.3%	68	15.7%	35	8.1%	33	7.6%	
Heating Equip & Systems-Cleaning & Repairing	4601	134	404	94	70.1%	10	7.5%	30	22.4%	9	6.7%	21	15.7%	
Hobby / Craft Shops	5570	216	329	113	52.3%	17	7.9%	86	39.8%	10	4.6%	76	35.2%	
Hobby-Craft Instruction	6522	5	971	1	20.0%	1	20.0%	3	60.0%	1	20.0%	2	40.0%	
Hog Farms	6852	0	1,100	0	*	0	*	0	*	0	*	0	*	
Home Centers	5420	318	264	210	66.0%	30	9.4%	78	24.5%	20	6.3%	58	18.2%	
Home Design & Planning	4710	84	487	63	75.0%	6	7.1%	15	17.9%	2	2.4%	13	15.5%	
Home Furnishing Stores (Exc. Mattress, Window, Floor Cov.)	5100	10,480	8	7,758	74.0%	468	4.5%	2254	21.5%	691	6.6%	1563	14.9%	
Home Furnishings-Draperies Installation Serv	6130	50	612	38	76.0%	2	4.0%	10	20.0%	1	2.0%	9	18.0%	
Home Furnishings-Furniture Designers & Custom Builders	6145	1,069	114	566	52.9%	249	23.3%	254	23.8%	51	4.8%	203	19.0%	

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Home Inspection Services	1561	877	141	567	64.7%	18	2.1%	292	33.3%	215	5.9%	77	8.8%	
Home Theater Design/Installation	6655	5	968	3	60.0%	1	20.0%	1	20.0%	0	0.0%	1	20.0%	
Homeopaths	3040	4	983	1	25.0%	1	25.0%	2	50.0%	1	25.0%	1	25.0%	
Horse Stables/Boarding	6830	58	579	40	69.0%	0	0.0%	18	31.0%	2	3.4%	16	27.6%	
Hospices	3102	3	998	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Hospital & Medical Equip & Supls	3200	759	162	574	75.6%	24	3.2%	161	21.2%	36	4.7%	125	16.5%	
Hotel Itinerant Product Sales	5285	1	1,055	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Hotels	6421	2,751	49	1,981	72.0%	96	3.5%	674	24.5%	168	6.1%	506	18.4%	
House & Building Movers	4640	44	643	27	61.4%	3	6.8%	14	31.8%	0	0.0%	14	31.8%	
Housewares-Barbecue Equip & Supls	5187	26	738	17	65.4%	0	0.0%	9	34.6%	3	11.5%	6	23.1%	
Housewares-Kitchen Accessories	5186	55	591	40	72.7%	2	3.6%	13	23.6%	2	3.6%	11	20.0%	
Housewares-Retail	5185	64	550	39	60.9%	3	4.7%	22	34.4%	5	7.8%	17	26.6%	
Humane Societies	6370	73	529	61	83.6%	3	4.1%	9	12.3%	4	5.5%	5	6.8%	
Humidifying Apparatus	4312	3	1,011	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Hunting Clubs	6518	9	902	7	77.8%	1	11.1%	1	11.1%	0	0.0%	1	11.1%	
Ice Cream & Frozen Desserts-Dealers	2270	44	645	12	27.3%	5	11.4%	27	61.4%	1	2.3%	26	59.1%	
Ice Delivery/Dry Ice	2980	1	1,052	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Ice Skating Rinks	6509	7	929	6	85.7%	0	0.0%	1	14.3%	0	0.0%	1	14.3%	
Immigration & Naturalization Consultants	3800	41	660	19	46.3%	9	22.0%	13	31.7%	3	7.3%	10	24.4%	
Importers / Exporters	1453	223	323	140	62.8%	4	1.8%	79	35.4%	29	13.0%	50	22.4%	
Independent Catering Services	2531	13	854	5	38.5%	2	15.4%	6	46.2%	1	7.7%	5	38.5%	
Infomercials	5203	3,414	38	2,087	61.1%	35	1.0%	1292	37.8%	573	16.8%	719	21.1%	
Insurance Filing Services	1360	61	566	43	70.5%	3	4.9%	15	24.6%	2	3.3%	13	21.3%	
Insurance-Dental Plans	1350	74	522	62	83.8%	2	2.7%	10	13.5%	5	6.8%	5	6.8%	
Insurance-Hospitalization, Medical & Surgical Plans	1370	387	234	317	81.9%	30	7.8%	40	10.3%	2	0.5%	38	9.8%	
Insurance-Other	1399	4,300	28	3,352	78.0%	143	3.3%	805	18.7%	442	10.3%	363	8.4%	
Insurance-Sold By Agents	1310	2,610	55	2,000	76.6%	120	4.6%	490	18.8%	225	8.6%	265	10.2%	
Insurance-Sold By Mail Offers	1311	394	232	282	71.6%	77	19.5%	35	8.9%	18	4.6%	17	4.3%	
Insurance-Sold by Media/Internet Offers	1312	40	667	39	97.5%	0	0.0%	1	2.5%	0	0.0%	1	2.5%	
Insurance-Sold by Telemarketing Offers	1313	20	784	18	90.0%	1	5.0%	1	5.0%	0	0.0%	1	5.0%	
Co.	1380	136	401	109	80.1%	7	5.1%	20	14.7%	6	4.4%	14	10.3%	
Interior Decorators & Designers	6170	292	277	177	60.6%	15	5.1%	100	34.2%	19	6.5%	81	27.7%	
Internet Marketing Services	6606	480	207	267	55.6%	99	20.6%	114	23.8%	5	1.0%	109	22.7%	
Internet Shopping Services	5200	7,050	16	4,302	61.0%	278	3.9%	2470	35.0%	262	3.7%	2208	31.3%	
Internet Web Design	6604	238	309	138	58.0%	15	6.3%	85	35.7%	1	0.4%	84	35.3%	
Invention Marketing Companies	1452	278	285	203	73.0%	15	5.4%	60	21.6%	29	10.4%	31	11.2%	
Inventory Services	8046	3	1,001	1	33.3%	0	0.0%	2	66.7%	0	0.0%	2	66.7%	
Investment And Business Brokers / Dealers	1865	165	380	118	71.5%	17	10.3%	30	18.2%	12	7.3%	18	10.9%	
Investment Companies And Services, Other	1899	1,038	121	816	78.6%	52	5.0%	170	16.4%	36	3.5%	134	12.9%	
Investment Seminars	1880	83	492	62	74.7%	3	3.6%	18	21.7%	1	1.2%	17	20.5%	
Iron Work	4331	58	577	24	41.4%	6	10.3%	28	48.3%	3	5.2%	25	43.1%	
Irrigation Services	6865	79	506	46	58.2%	7	8.9%	26	32.9%	1	1.3%	25	31.6%	
Itinerant (Door-To-Door) Workmen	4102	4	984	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	
Jai-Alai Exhibitions	6580	3	1,006	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	
Janitorial & Office Cleaning	8039	77	509	44	57.1%	9	11.7%	24	31.2%	5	6.5%	19	24.7%	
Jewelry	5380	2,127	69	1,400	65.8%	113	5.3%	614	28.9%	167	7.9%	447	21.0%	
Jewelry-Gold, Silver & Platinum Dealers	5381	69	536	36	52.2%	8	11.6%	25	36.2%	3	4.3%	22	31.9%	
Jewelry-Watches-Serv & Repair	5312	253	298	151	59.7%	8	3.2%	94	37.2%	17	6.7%	77	30.4%	
Job Listing Services-Overseas	6215	7	922	2	28.6%	0	0.0%	5	71.4%	0	0.0%	5	71.4%	
Job Listings / Advisory Services	6214	243	306	172	70.8%	18	7.4%	53	21.8%	11	4.5%	42	17.3%	

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		Complaints	Rank	Settled	Rate	Unpursuable	%	Unsettled	Rate	Unresolved		No Response (Unanswered)	
										Number	%	Number	%
Totals		626,081		443,853	70.9%	32,308	5.2%	149,920	23.9%	36,651	5.9%	113,269	18.1%
Jukebox Sales & Svc	5525	8	917	7	87.5%	0	0.0%	1	12.5%	1	12.5%	0	0.0%
Kitchen Cabinets & Equip-Household	4356	130	408	67	51.5%	3	2.3%	60	46.2%	10	7.7%	50	38.5%
Laboratories-Medical Services	3175	374	240	255	68.2%	12	3.2%	107	28.6%	9	2.4%	98	26.2%
Laboratories-X-Ray-Medical & Dental	3170	54	596	36	66.7%	3	5.6%	15	27.8%	3	5.6%	12	22.2%
Laminations-Plastic, Paper, Etc	4359	10	888	7	70.0%	0	0.0%	3	30.0%	1	10.0%	2	20.0%
Lamp Shades-Cleaning & Repairing	6135	4	997	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%
Lamps & Lamp Shades-Retail	5188	47	630	27	57.4%	0	0.0%	20	42.6%	5	10.6%	15	31.9%
Landscape Architects/Designers	4400	918	138	489	53.3%	50	5.4%	379	41.3%	80	8.7%	299	32.6%
Laundries-Self Serv	6005	77	514	31	40.3%	7	9.1%	39	50.6%	3	3.9%	36	46.8%
Lawn & Garden-Lawn Maintenance	6710	1,692	81	1,172	69.3%	95	5.6%	425	25.1%	75	4.4%	350	20.7%
Lawn & Garden-Tree Cutting/Trimming	6700	1,572	89	841	53.5%	130	8.3%	601	38.2%	65	4.1%	536	34.1%
Leather Cleaning	6010	10	886	4	40.0%	2	20.0%	4	40.0%	0	0.0%	4	40.0%
Leather Goods	5347	45	640	24	53.3%	4	8.9%	17	37.8%	7	15.6%	10	22.2%
Leather Goods-Repair	6011	4	990	1	25.0%	0	0.0%	3	75.0%	2	50.0%	1	25.0%
Lecture & Seminar Bureaus	6366	13	852	8	61.5%	4	30.8%	1	7.7%	0	0.0%	1	7.7%
Legal Clinics	6306	221	325	107	48.4%	11	5.0%	103	46.6%	7	3.2%	96	43.4%
Lighting Fixtures-Retail	4337	188	350	69	36.7%	9	4.8%	110	58.5%	12	6.4%	98	52.1%
Limousine Service	0940	808	152	437	54.1%	54	6.7%	317	39.2%	49	6.1%	268	33.2%
Linen Supplies	8038	4	991	2	50.0%	0	0.0%	2	50.0%	1	25.0%	1	25.0%
Linens- Retail	5191	25	745	19	76.0%	0	0.0%	6	24.0%	0	0.0%	6	24.0%
Liquidators & Going-Out-Of-Business Brokers	5990	82	497	52	63.4%	6	7.3%	24	29.3%	5	6.1%	19	23.2%
Liquor Stores	2460	50	614	31	62.0%	3	6.0%	16	32.0%	2	4.0%	14	28.0%
Literary Agents	6325	13	850	7	53.8%	2	15.4%	4	30.8%	1	7.7%	3	23.1%
Livestock Breeders	6840	19	798	13	68.4%	0	0.0%	6	31.6%	1	5.3%	5	26.3%
Loan Brokers	1221	1,115	111	742	66.5%	104	9.3%	269	24.1%	91	8.2%	178	16.0%
Lobbyists	6912	0	1,084	0	*	0	*	0	*	0	*	0	*
Lotteries-Foreign	1430	17	812	5	29.4%	4	23.5%	8	47.1%	0	0.0%	8	47.1%
Lotteries-Local	1432	3	1,022	0	0.0%	1	33.3%	2	66.7%	0	0.0%	2	66.7%
Lotteries-State	1431	10	891	6	60.0%	2	20.0%	2	20.0%	1	10.0%	1	10.0%
Luggage Stores	5335	46	633	15	32.6%	3	6.5%	28	60.9%	2	4.3%	26	56.5%
Lumber-Retail	4305	93	470	65	69.9%	1	1.1%	27	29.0%	8	8.6%	19	20.4%
Lumber-Used	4306	3	1,018	2	66.7%	0	0.0%	1	33.3%	1	33.3%	0	0.0%
Machine Shops	7000	82	494	58	70.7%	4	4.9%	20	24.4%	1	1.2%	19	23.2%
Magazine Sales By Phone	5224	870	143	789	90.7%	19	2.2%	62	7.1%	14	1.6%	48	5.5%
Magazine Sales-By Mail	5221	3,000	43	2,593	86.4%	95	3.2%	312	10.4%	10	0.3%	302	10.1%
Magazine Sales-Direct Door-Door	5222	2,283	65	1,608	70.4%	59	2.6%	616	27.0%	131	5.7%	485	21.2%
Magazine Sales-Internet	5223	157	385	108	68.8%	16	10.2%	33	21.0%	2	1.3%	31	19.7%
Maids' & Butlers' Serv	6176	122	418	77	63.1%	3	2.5%	42	34.4%	11	9.0%	31	25.4%
Mail & Shipping Services	8044	1,235	106	875	70.9%	41	3.3%	319	25.8%	148	12.0%	171	13.8%
Mail Box Rental & Receiving	8040	154	388	95	61.7%	9	5.8%	50	32.5%	21	13.6%	29	18.8%
Mail Order & Catalog	5210	10,884	7	8,256	75.9%	259	2.4%	2369	21.8%	1049	9.6%	1320	12.1%
Manufacturer Representatives	7500	53	602	39	73.6%	1	1.9%	13	24.5%	4	7.5%	9	17.0%
Manufacturers / Products, Other	7099	4,122	29	3,468	84.1%	136	3.3%	518	12.6%	165	4.0%	353	8.6%
Manufacturers-Commercial Products	7050	560	190	375	67.0%	9	1.6%	176	31.4%	70	12.5%	106	18.9%
Manufacturers-Drug & Pharmaceuticals	3270	74	525	44	59.5%	0	0.0%	30	40.5%	11	14.9%	19	25.7%
Manufacturers-Industrial	7010	440	215	299	68.0%	15	3.4%	126	28.6%	39	8.9%	87	19.8%
Manufacturers-Oil	7040	52	607	48	92.3%	0	0.0%	4	7.7%	1	1.9%	3	5.8%
Manufacturers-Oil Refiners	7105	0	1,078	0	*	0	*	0	*	0	*	0	*
Manufacturers-Petroleum	7030	34	693	26	76.5%	1	2.9%	7	20.6%	2	5.9%	5	14.7%
Maps Stores	5361	16	828	9	56.3%	2	12.5%	5	31.3%	1	6.3%	4	25.0%

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Marble & Terrazzo Cleaning & Serv	4610	16	822	4	25.0%	0	0.0%	12	75.0%	1	6.3%	11	68.8%	
Marble-Natural	4358	56	585	33	58.9%	6	10.7%	17	30.4%	2	3.6%	15	26.8%	
Marinas	0740	101	455	65	64.4%	8	7.9%	28	27.7%	4	4.0%	24	23.8%	
Marine Construction / Pilings, Docks, Etc.	0750	48	624	27	56.3%	5	10.4%	16	33.3%	2	4.2%	14	29.2%	
Marine Electrical Service/Supplies	0760	24	755	22	91.7%	1	4.2%	1	4.2%	1	4.2%	0	0.0%	
Marine Electronic Equipment / Supplies	0770	15	836	13	86.7%	0	0.0%	2	13.3%	0	0.0%	2	13.3%	
Marine Sales/Services, Other	0799	235	313	138	58.7%	9	3.8%	88	37.4%	12	5.1%	76	32.3%	
Marine Surveyors	0742	5	976	4	80.0%	0	0.0%	1	20.0%	0	0.0%	1	20.0%	
Market Research (Survey) Companies	8031	168	373	108	64.3%	10	6.0%	50	29.8%	3	1.8%	47	28.0%	
Market Survey Promotions	9055	74	523	40	54.1%	15	20.3%	19	25.7%	2	2.7%	17	23.0%	
Marriage, Family, Child & Individual Counselors	3810	15	833	11	73.3%	0	0.0%	4	26.7%	0	0.0%	4	26.7%	
Mattress & Bedding Stores	5130	2,775	48	1,522	54.8%	227	8.2%	1026	37.0%	121	4.4%	905	32.6%	
Mattresses & Bedding Renovating	6150	48	626	34	70.8%	0	0.0%	14	29.2%	3	6.3%	11	22.9%	
Mausoleums	3657	5	977	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Meat-Retail	2040	142	394	95	66.9%	6	4.2%	41	28.9%	15	10.6%	26	18.3%	
Mediation & Arbitration Services	6308	24	748	6	25.0%	12	50.0%	6	25.0%	0	0.0%	6	25.0%	
Medical Alarms	3261	52	606	44	84.6%	0	0.0%	8	15.4%	6	11.5%	2	3.8%	
Medical Testing Companies	3171	57	582	40	70.2%	9	15.8%	8	14.0%	3	5.3%	5	8.8%	
Metal Salvage Yards	7102	4	982	2	50.0%	1	25.0%	1	25.0%	0	0.0%	1	25.0%	
Mirror Resilvering	6163	4	993	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	
Mirrors	5182	24	752	16	66.7%	1	4.2%	7	29.2%	4	16.7%	3	12.5%	
Mobile Home Parks	1510	107	447	75	70.1%	8	7.5%	24	22.4%	7	6.5%	17	15.9%	
Mobile Home Services	4612	256	297	154	60.2%	21	8.2%	81	31.6%	14	5.5%	67	26.2%	
Mobile Homes-Equip & Parts	4335	77	510	37	48.1%	4	5.2%	36	46.8%	11	14.3%	25	32.5%	
Mobile Homes-Rent & Lease	1511	53	605	42	79.2%	1	1.9%	10	18.9%	1	1.9%	9	17.0%	
Mobile Homes-Transporting	4645	51	611	29	56.9%	3	5.9%	19	37.3%	2	3.9%	17	33.3%	
Mobile/Modular/Manufactured Housing Dealers	1512	1,648	85	1,149	69.7%	114	6.9%	385	23.4%	98	5.9%	287	17.4%	
Modeling / Talent Agencies	6327	938	134	461	49.1%	187	19.9%	290	30.9%	50	5.3%	240	25.6%	
Money Orders & Transfer Companies	1710	66	545	57	86.4%	1	1.5%	8	12.1%	5	7.6%	3	4.5%	
Monuments	3658	92	473	58	63.0%	14	15.2%	20	21.7%	5	5.4%	15	16.3%	
Mortgage And Escrow Companies	1120	7,038	17	5,531	78.6%	298	4.2%	1209	17.2%	445	6.3%	764	10.9%	
Motels	6420	1,985	75	1,238	62.4%	54	2.7%	693	34.9%	180	9.1%	513	25.8%	
Motor Homes-Rent & Lease	0920	26	736	16	61.5%	1	3.8%	9	34.6%	1	3.8%	8	30.8%	
Motor Homes-Sales/Service	0910	46	637	34	73.9%	2	4.3%	10	21.7%	5	10.9%	5	10.9%	
Motorcoach Companies	6406	9	900	6	66.7%	1	11.1%	2	22.2%	0	0.0%	2	22.2%	
Motorcycle & Motor Scooter - Renting & Leasing	0410	64	552	40	62.5%	3	4.7%	21	32.8%	2	3.1%	19	29.7%	
Motorcycle & Motor Scooter - Supls & Parts	0420	247	302	120	48.6%	11	4.5%	116	47.0%	19	7.7%	97	39.3%	
Motorcycle Sales And Service Companies	0400	1,101	113	773	70.2%	52	4.7%	276	25.1%	69	6.3%	207	18.8%	
Mountain Climbing Equip	5554	0	1,088	0	*	0	*	0	*	0	*	0	*	
Mountain Climbing Instruction	6502	2	1,045	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Moving / Storage Companies	6450	9,116	11	5,900	64.7%	448	4.9%	2768	30.4%	757	8.3%	2011	22.1%	
Moving Equip Rental	6452	76	518	49	64.5%	4	5.3%	23	30.3%	6	7.9%	17	22.4%	
Moving Services-Labor & Materials	6451	46	632	20	43.5%	4	8.7%	22	47.8%	4	8.7%	18	39.1%	
Moving-Piano & Organ	6453	12	864	5	41.7%	0	0.0%	7	58.3%	7	58.3%	0	0.0%	
Moving-Relocation Serv	6460	609	182	536	88.0%	13	2.1%	60	9.9%	19	3.1%	41	6.7%	
Multi-Level Selling Companies	1400	351	250	261	74.4%	20	5.7%	70	19.9%	28	8.0%	42	12.0%	
Municipalities	6361	7	923	7	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Museums	6565	34	695	22	64.7%	0	0.0%	12	35.3%	2	5.9%	10	29.4%	
Music & Messaging Services	8055	28	728	22	78.6%	0	0.0%	6	21.4%	1	3.6%	5	17.9%	
Music / Record / Cassette/ Compact Disk Retail	5500	679	170	489	72.0%	25	3.7%	165	24.3%	29	4.3%	136	20.0%	

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											Number	%	Number	%
Music/Recording Studios & Sound Production Svc+B955	6530	181	356	112	61.9%	27	14.9%	42	23.2%	12	6.6%	30	16.6%	
Musical Instruments/Supls&Accessories-Sales/Svc/Rental	5520	350	251	237	67.7%	17	4.9%	96	27.4%	16	4.6%	80	22.9%	
Nail Salons	3760	212	333	136	64.2%	16	7.5%	60	28.3%	12	5.7%	48	22.6%	
Nanny/Au Pair Services	3570	18	800	12	66.7%	0	0.0%	6	33.3%	2	11.1%	4	22.2%	
Needlework Supls-Retail-Whsl & Mfrs.	5585	14	847	9	64.3%	1	7.1%	4	28.6%	0	0.0%	4	28.6%	
News Dealers	5360	14	846	9	64.3%	1	7.1%	4	28.6%	1	7.1%	3	21.4%	
News Wire Services	6636	3	1,020	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Nightclubs	2401	38	676	27	71.1%	1	2.6%	10	26.3%	0	0.0%	10	26.3%	
Notaries Public	6311	17	814	10	58.8%	5	29.4%	2	11.8%	0	0.0%	2	11.8%	
Nurses Registries	3340	8	908	6	75.0%	0	0.0%	2	25.0%	0	0.0%	2	25.0%	
Nursing Home Information & Referral	3350	5	961	2	40.0%	1	20.0%	2	40.0%	1	20.0%	1	20.0%	
Nursing Homes	3120	111	437	77	69.4%	8	7.2%	26	23.4%	12	10.8%	14	12.6%	
Nursing Services-Visiting & In-Home Care	3110	132	406	95	72.0%	14	10.6%	23	17.4%	4	3.0%	19	14.4%	
Nutritionists	3042	19	790	11	57.9%	2	10.5%	6	31.6%	1	5.3%	5	26.3%	
Observatories	6564	0	1,099	0	*	0	*	0	*	0	*	0	*	
Occupational Health-Nursing Services	3111	2	1,041	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%	
Office Coffee & Food Service	8043	35	689	18	51.4%	3	8.6%	14	40.0%	1	2.9%	13	37.1%	
Office Furniture & Equip-Dealers	8020	487	204	299	61.4%	28	5.7%	160	32.9%	67	13.8%	93	19.1%	
Office Furniture & Equip-Renting & Leasing	8021	98	463	61	62.2%	4	4.1%	33	33.7%	15	15.3%	18	18.4%	
Office Furniture & Equip-Repair & Refurbish	8022	120	423	66	55.0%	6	5.0%	48	40.0%	18	15.0%	30	25.0%	
Office Furniture & Equip-Used	8023	8	910	5	62.5%	1	12.5%	2	25.0%	0	0.0%	2	25.0%	
Office Supplies - Telemarketed	8025	1,345	102	999	74.3%	13	1.0%	333	24.8%	47	3.5%	286	21.3%	
Office Supplies-Retail	8026	939	133	541	57.6%	26	2.8%	372	39.6%	23	2.4%	349	37.2%	
Oil & Gas Leases/Lotteries	9060	32	709	27	84.4%	3	9.4%	2	6.3%	1	3.1%	1	3.1%	
Oil And Gas Leases And Lotteries	1440	16	823	12	75.0%	1	6.3%	3	18.8%	3	18.8%	0	0.0%	
Oilfield Equipment & Supplies	8004	0	1,076	0	*	0	*	0	*	0	*	0	*	
Oilfield Services	8005	1	1,050	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Opticians & Optical Services	3026	1,144	109	814	71.2%	41	3.6%	289	25.3%	75	6.6%	214	18.7%	
Optometric Information Bureaus	3300	4	981	3	75.0%	0	0.0%	1	25.0%	0	0.0%	1	25.0%	
Optometrists	3025	415	225	289	69.6%	22	5.3%	104	25.1%	31	7.5%	73	17.6%	
Ordered Product Sales, Other	5289	2,279	66	1,390	61.0%	119	5.2%	770	33.8%	50	2.2%	720	31.6%	
Organizations-Arts	6365	8	913	7	87.5%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	
Organizations-Athletic	6375	45	639	33	73.3%	3	6.7%	9	20.0%	4	8.9%	5	11.1%	
Organizations-Baseball Clubs	6376	21	776	15	71.4%	0	0.0%	6	28.6%	0	0.0%	6	28.6%	
Organizations-Business / Civic Memberships	6382	62	556	47	75.8%	6	9.7%	9	14.5%	3	4.8%	6	9.7%	
Organizations-Environmental, Conservation & Ecological	6350	10	881	6	60.0%	3	30.0%	1	10.0%	0	0.0%	1	10.0%	
Organizations-Fraternal	6355	17	809	10	58.8%	1	5.9%	6	35.3%	0	0.0%	6	35.3%	
Organizations-General Membership / Lobbying	6351	175	362	119	68.0%	23	13.1%	33	18.9%	6	3.4%	27	15.4%	
Organizations-Labor	6353	5	962	3	60.0%	0	0.0%	2	40.0%	0	0.0%	2	40.0%	
Organizations-Police & Fire	6352	34	692	18	52.9%	2	5.9%	14	41.2%	0	0.0%	14	41.2%	
Organizations-Religious	6385	10	884	6	60.0%	0	0.0%	4	40.0%	1	10.0%	3	30.0%	
Organizations-Senior Citizen Services	6390	37	680	20	54.1%	4	10.8%	13	35.1%	1	2.7%	12	32.4%	
Organizations-Soliciting, Other	6999	335	256	273	81.5%	9	2.7%	53	15.8%	37	11.0%	16	4.8%	
Organizations-Veterans & Military	6360	19	789	13	68.4%	0	0.0%	6	31.6%	0	0.0%	6	31.6%	
Organizations-Youth & Youth Centers	6391	20	777	6	30.0%	7	35.0%	7	35.0%	0	0.0%	7	35.0%	
Organs-Pipe, Sales & Service	5521	0	1,103	0	*	0	*	0	*	0	*	0	*	
Ornamental Metal Work	4171	60	570	41	68.3%	0	0.0%	19	31.7%	0	0.0%	19	31.7%	
Outlet Malls	5412	11	879	6	54.5%	0	0.0%	5	45.5%	1	9.1%	4	36.4%	
Paint Removing	4615	19	787	15	78.9%	1	5.3%	3	15.8%	1	5.3%	2	10.5%	
Paint-Retail	4340	63	554	38	60.3%	5	7.9%	20	31.7%	2	3.2%	18	28.6%	

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Pallets-Mfg., Dist.	7103	1	1,061	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Paneling	4345	3	1,013	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Paralegal	6302	89	480	66	74.2%	5	5.6%	18	20.2%	2	2.2%	16	18.0%	
Parking Lots / Garages	0361	428	219	290	67.8%	21	4.9%	117	27.3%	32	7.5%	85	19.9%	
Parks	6562	8	911	4	50.0%	0	0.0%	4	50.0%	1	12.5%	3	37.5%	
Party Balloons-Novelty & Toy	5352	21	772	12	57.1%	3	14.3%	6	28.6%	2	9.5%	4	19.0%	
Party Gift & Novelty Shops	5351	476	208	245	51.5%	22	4.6%	209	43.9%	21	4.4%	188	39.5%	
Party Plans-In Home	5204	291	279	184	63.2%	26	8.9%	81	27.8%	32	11.0%	49	16.8%	
Party Supls-Sales & Rental	5353	168	376	90	53.6%	5	3.0%	73	43.5%	7	4.2%	66	39.3%	
Patent Agents	6304	16	821	12	75.0%	2	12.5%	2	12.5%	1	6.3%	1	6.3%	
Pawnbrokers	5443	184	354	133	72.3%	10	5.4%	41	22.3%	7	3.8%	34	18.5%	
Personal Security Guard Service	3950	108	444	98	90.7%	2	1.9%	8	7.4%	1	0.9%	7	6.5%	
Personal Services, Other	3999	239	307	148	61.9%	15	6.3%	76	31.8%	20	8.4%	56	23.4%	
Personnel Testing & Consulting	6346	38	673	31	81.6%	1	2.6%	6	15.8%	0	0.0%	6	15.8%	
Pest Control Services	4500	1,908	77	1,324	69.4%	79	4.1%	505	26.5%	224	11.7%	281	14.7%	
Pest Control Supls & Equip	4510	34	696	23	67.6%	1	2.9%	10	29.4%	3	8.8%	7	20.6%	
Pet Boarding & Sitting B240services	6801	211	334	145	68.7%	8	3.8%	58	27.5%	10	4.7%	48	22.7%	
Pet Breeding Services	6805	251	300	147	58.6%	17	6.8%	87	34.7%	13	5.2%	74	29.5%	
Pet Cemeteries, Crematories & Supplies	6820	6	943	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%	
Pet Exercising Serv	6804	7	928	3	42.9%	0	0.0%	4	57.1%	0	0.0%	4	57.1%	
Pet Grooming Services	6800	278	286	191	68.7%	20	7.2%	67	24.1%	8	2.9%	59	21.2%	
Pet Health Plans	6810	6	948	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%	
Pet Stores	5805	640	177	390	60.9%	30	4.7%	220	34.4%	51	8.0%	169	26.4%	
Pet Supls & Foods	5800	411	227	260	63.3%	27	6.6%	124	30.2%	23	5.6%	101	24.6%	
Pet Training Services	6802	147	391	83	56.5%	11	7.5%	53	36.1%	13	8.8%	40	27.2%	
Pet Transporting	6803	6	945	4	66.7%	1	16.7%	1	16.7%	0	0.0%	1	16.7%	
Photo & Picture Restoring	6162	6	946	3	50.0%	0	0.0%	3	50.0%	0	0.0%	3	50.0%	
Photo Optical Imaging Equip & Systems	5596	38	677	22	57.9%	1	2.6%	15	39.5%	4	10.5%	11	28.9%	
Photo Processing Centers	5595	287	282	189	65.9%	19	6.6%	79	27.5%	6	2.1%	73	25.4%	
Photographers	6316	1,955	76	1,031	52.7%	137	7.0%	787	40.3%	68	3.5%	719	36.8%	
Photographers-Direct/Door-Door	5272	187	352	78	41.7%	21	11.2%	88	47.1%	12	6.4%	76	40.6%	
Photographic Darkroom & Svcs & Rental	6529	9	901	6	66.7%	0	0.0%	3	33.3%	0	0.0%	3	33.3%	
Photographic Equip & Supls & Repair	5598	930	137	675	72.6%	36	3.9%	219	23.5%	99	10.6%	120	12.9%	
Photography Sales-By Mail	5271	109	443	39	35.8%	0	0.0%	70	64.2%	7	6.4%	63	57.8%	
Photography Sales-By Telephone	5270	4	992	1	25.0%	1	25.0%	2	50.0%	0	0.0%	2	50.0%	
Photography Sales-Internet	5273	19	794	9	47.4%	2	10.5%	8	42.1%	1	5.3%	7	36.8%	
Physicians & Surgeons-M.D./General Practitioners	3000	755	163	560	74.2%	49	6.5%	146	19.3%	57	7.5%	89	11.8%	
Physicians & Surgeons-Osteopathic-D.O.	3006	19	793	13	68.4%	5	26.3%	1	5.3%	0	0.0%	1	5.3%	
Physicians-M.D.-Specialists	3005	297	275	238	80.1%	14	4.7%	45	15.2%	12	4.0%	33	11.1%	
Piano & Organ	5522	47	629	29	61.7%	4	8.5%	14	29.8%	4	8.5%	10	21.3%	
Pianos & Organs-Tuning/Repair	6532	56	588	29	51.8%	11	19.6%	16	28.6%	2	3.6%	14	25.0%	
Picture Frames-Dealers	5183	55	593	30	54.5%	8	14.5%	17	30.9%	0	0.0%	17	30.9%	
Picture Frames-Restore & Repair	6161	6	960	3	50.0%	1	16.7%	2	33.3%	0	0.0%	2	33.3%	
Picture Hanging Serv	6160	1	1,058	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Pinball Sales/Services	5524	0	1,094	0	*	0	*	0	*	0	*	0	*	
Plants-Interior Design & Maintenance	6171	24	753	18	75.0%	0	0.0%	6	25.0%	0	0.0%	6	25.0%	
Plasma Centers	3126	0	1,085	0	*	0	*	0	*	0	*	0	*	
Plaster Craft Products & Supls	5582	4	995	3	75.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%	
Plumbing Drains & Sewer Cleaning	4621	307	270	181	59.0%	16	5.2%	110	35.8%	29	9.4%	81	26.4%	
Plumbing Fixtures, Parts & Supls-Retail	4310	58	576	44	75.9%	3	5.2%	11	19.0%	3	5.2%	8	13.8%	

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Podiatrists	3007	24	751	20	83.3%	0	0.0%	4	16.7%	0	0.0%	4	16.7%	
Ponzi Schemes	1420	2	1,030	0	0.0%	1	50.0%	1	50.0%	0	0.0%	1	50.0%	
Popcorn & Supplies	2920	0	1,082	0	*	0	*	0	*	0	*	0	*	
Pottery	5193	12	868	5	41.7%	1	8.3%	6	50.0%	1	8.3%	5	41.7%	
Poultry Farms	6850	7	924	2	28.6%	0	0.0%	5	71.4%	1	14.3%	4	57.1%	
Power Equipment Sales & Svc	5709	49	620	31	63.3%	0	0.0%	18	36.7%	10	20.4%	8	16.3%	
Practitioners-Holistic	3041	50	616	35	70.0%	0	0.0%	15	30.0%	5	10.0%	10	20.0%	
Practitioners-Hypnosis	3036	79	507	38	48.1%	4	5.1%	37	46.8%	7	8.9%	30	38.0%	
Printing / Copying / Typesetting Companies	5391	1,061	115	849	80.0%	27	2.5%	185	17.4%	30	2.8%	155	14.6%	
Private Investigation Services	3900	323	261	208	64.4%	13	4.0%	102	31.6%	8	2.5%	94	29.1%	
Prize Promotions-By Mail	9086	36	684	11	30.6%	13	36.1%	12	33.3%	0	0.0%	12	33.3%	
Prize Promotions-By Phone	9085	60	569	36	60.0%	8	13.3%	16	26.7%	5	8.3%	11	18.3%	
Product Sales Via Newspaper / Magazine	5215	794	156	766	96.5%	11	1.4%	17	2.1%	3	0.4%	14	1.8%	
Product Sales Via Telephone	5220	520	196	449	86.3%	21	4.0%	50	9.6%	4	0.8%	46	8.8%	
Professional Services, Other	6399	674	171	407	60.4%	42	6.2%	225	33.4%	23	3.4%	202	30.0%	
Psychiatrists & Psychiatric Services	3030	25	741	19	76.0%	1	4.0%	5	20.0%	0	0.0%	5	20.0%	
Psychics	6321	75	521	51	68.0%	3	4.0%	21	28.0%	2	2.7%	19	25.3%	
Psychologists & Counseling Centers	3035	61	563	43	70.5%	6	9.8%	12	19.7%	5	8.2%	7	11.5%	
Publishers-Books & Magazines	6634	2,307	63	1,623	70.4%	143	6.2%	541	23.5%	73	3.2%	468	20.3%	
Publishers-Directory & Guide	6635	3,184	41	1,950	61.2%	67	2.1%	1167	36.7%	766	24.1%	401	12.6%	
Publishers-Newspapers	6632	797	155	681	85.4%	20	2.5%	96	12.0%	32	4.0%	64	8.0%	
Publishers-Shoppers News Publications	6633	165	381	123	74.5%	10	6.1%	32	19.4%	3	1.8%	29	17.6%	
Publishers-Vanity/Subsidy-Books & Music	6531	362	245	286	79.0%	12	3.3%	64	17.7%	12	3.3%	52	14.4%	
Pumps-Sales, Svc, Supplies	4311	22	762	16	72.7%	0	0.0%	6	27.3%	1	4.5%	5	22.7%	
Pyramid Schemes	1405	26	732	19	73.1%	0	0.0%	7	26.9%	0	0.0%	7	26.9%	
Race Tracks	6582	10	889	4	40.0%	2	20.0%	4	40.0%	0	0.0%	4	40.0%	
Racquetball Courts-Private & Public	6517	193	348	103	53.4%	23	11.9%	67	34.7%	17	8.8%	50	25.9%	
Racquetball Equip & Supls	5546	7	935	7	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Radiator Covers & Enclosures	4313	0	1,095	0	*	0	*	0	*	0	*	0	*	
Radio Communication Equip & Systems	6641	104	451	71	68.3%	0	0.0%	33	31.7%	0	0.0%	33	31.7%	
Radio Stations & Broadcast Cos	6631	90	479	70	77.8%	6	6.7%	14	15.6%	1	1.1%	13	14.4%	
Radios-Citizen Band	5641	3	1,012	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%	
Radiotelephone Communications-Common Carrier	6640	29	721	18	62.1%	1	3.4%	10	34.5%	0	0.0%	10	34.5%	
Radiotelephone Communications-Equip & Systems	5650	173	367	132	76.3%	2	1.2%	39	22.5%	9	5.2%	30	17.3%	
Radon Testing / Servicing	4750	23	758	16	69.6%	2	8.7%	5	21.7%	2	8.7%	3	13.0%	
Railroad Ties-Dealers	4307	1	1,065	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Railroad-Passenger	6405	29	723	26	89.7%	1	3.4%	2	6.9%	1	3.4%	1	3.4%	
Railroads-Freight	0615	2	1,040	0	0.0%	1	50.0%	1	50.0%	0	0.0%	1	50.0%	
Ranches	6423	12	867	6	50.0%	2	16.7%	4	33.3%	2	16.7%	2	16.7%	
Real Estate & Land Developers	1550	418	224	294	70.3%	16	3.8%	108	25.8%	29	6.9%	79	18.9%	
Real Estate-Agents & Companies	1551	2,188	68	1,547	70.7%	164	7.5%	477	21.8%	156	7.1%	321	14.7%	
Real Estate-Appraisal Services	1560	221	324	138	62.4%	14	6.3%	69	31.2%	23	10.4%	46	20.8%	
Real Estate-Appraisers	1300	82	496	53	64.6%	4	4.9%	25	30.5%	4	4.9%	21	25.6%	
Real Estate-Assisted Living Centers	1513	2	1,029	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%	
Real Estate-Consultants	1503	96	464	76	79.2%	4	4.2%	16	16.7%	1	1.0%	15	15.6%	
Real Estate-Maintenance Protection Plans	1504	491	202	256	52.1%	43	8.8%	192	39.1%	173	35.2%	19	3.9%	
Real Estate-Other	1599	656	175	448	68.3%	58	8.8%	150	22.9%	36	5.5%	114	17.4%	
Real Estate-Property Management	1540	3,027	42	2,179	72.0%	105	3.5%	743	24.5%	246	8.1%	497	16.4%	
Real Estate-Rental Companies	1530	1,149	108	737	64.1%	67	5.8%	345	30.0%	96	8.4%	249	21.7%	
Real Estate-Rentals By Individuals	1520	437	216	251	57.4%	25	5.7%	161	36.8%	40	9.2%	121	27.7%	

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											Number	%	Number	%
Rebate Offers	9010	974	127	754	77.4%	18	1.8%	202	20.7%	123	12.6%	79	8.1%	
Recreation Centers	6521	61	568	35	57.4%	14	23.0%	12	19.7%	0	0.0%	12	19.7%	
Recreational Vehicles - Van Conversions & Accessories	0480	173	365	111	64.2%	14	8.1%	48	27.7%	6	3.5%	42	24.3%	
Recreational Vehicles-Dealers	0481	621	179	479	77.1%	31	5.0%	111	17.9%	42	6.8%	69	11.1%	
Recreational Vehicles-Equip, Parts & Supls	0482	55	594	33	60.0%	5	9.1%	17	30.9%	3	5.5%	14	25.5%	
Recreational Vehicles-Rent & Lease	0483	33	702	20	60.6%	5	15.2%	8	24.2%	1	3.0%	7	21.2%	
Recreational Vehicles-Repair & Serv	0484	77	511	55	71.4%	2	2.6%	20	26.0%	5	6.5%	15	19.5%	
Recreational Vehicles-Storage	0485	11	880	8	72.7%	1	9.1%	2	18.2%	0	0.0%	2	18.2%	
Recycling Centers	6199	59	572	33	55.9%	11	18.6%	15	25.4%	0	0.0%	15	25.4%	
Refrigeration Equipment, Sales & Service	4242	11	874	8	72.7%	1	9.1%	2	18.2%	0	0.0%	2	18.2%	
Refuse / Trash Removal	6198	1,133	110	874	77.1%	47	4.1%	212	18.7%	46	4.1%	166	14.7%	
Rehabilitation Services	3107	14	845	12	85.7%	1	7.1%	1	7.1%	0	0.0%	1	7.1%	
Religious Materials & Supplies	5435	5	978	3	60.0%	1	20.0%	1	20.0%	0	0.0%	1	20.0%	
Reloader Schemes	1705	13	857	11	84.6%	0	0.0%	2	15.4%	2	15.4%	0	0.0%	
Rental Vacancy Listing Serv	1506	357	249	169	47.3%	30	8.4%	158	44.3%	4	1.1%	154	43.1%	
Rental/Referral Serv	1505	323	262	174	53.9%	57	17.6%	92	28.5%	22	6.8%	70	21.7%	
Rent-To-Own Companies	5127	245	305	160	65.3%	13	5.3%	72	29.4%	13	5.3%	59	24.1%	
Resorts-Lodging & Sport	6422	761	161	507	66.6%	16	2.1%	238	31.3%	92	12.1%	146	19.2%	
Resorts-Vacation Time Share	6424	725	167	575	79.3%	15	2.1%	135	18.6%	34	4.7%	101	13.9%	
Restaurant-Banquet Facilities	2520	128	412	89	69.5%	5	3.9%	34	26.6%	7	5.5%	27	21.1%	
Restaurant-Catering Services	2530	229	317	143	62.4%	18	7.9%	68	29.7%	16	7.0%	52	22.7%	
Restaurant-Fast Food	2510	637	178	359	56.4%	75	11.8%	203	31.9%	25	3.9%	178	27.9%	
Restaurant-Full Service	2500	1,716	79	1,033	60.2%	171	10.0%	512	29.8%	78	4.5%	434	25.3%	
Restaurant-Soda Fountain Shops	2525	7	925	2	28.6%	1	14.3%	4	57.1%	0	0.0%	4	57.1%	
Restaurant-Taverns	2400	68	542	39	57.4%	6	8.8%	23	33.8%	3	4.4%	20	29.4%	
Resume Services	6345	82	495	53	64.6%	2	2.4%	27	32.9%	4	4.9%	23	28.0%	
Retail Stores, Other	5999	2,824	47	1,664	58.9%	174	6.2%	986	34.9%	207	7.3%	779	27.6%	
Retirement Planning Serv	1600	32	704	21	65.6%	1	3.1%	10	31.3%	1	3.1%	9	28.1%	
Road Oiling & Dust Control	4191	1	1,051	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%	
Rock Shops	5576	1	1,071	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Roller Skating Rinks	6508	13	861	9	69.2%	1	7.7%	3	23.1%	0	0.0%	3	23.1%	
Roofing Materials	4320	38	674	30	78.9%	1	2.6%	7	18.4%	1	2.6%	6	15.8%	
Rooming Houses	1508	1	1,054	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%	
Roommate Referral Serv	1507	11	876	8	72.7%	0	0.0%	3	27.3%	2	18.2%	1	9.1%	
Saddlery & Harness	5821	9	897	3	33.3%	1	11.1%	5	55.6%	0	0.0%	5	55.6%	
Safety & Rescue Equipment-Sales & Services	5980	15	834	13	86.7%	1	6.7%	1	6.7%	1	6.7%	0	0.0%	
Sand & Gravel	4432	101	454	50	49.5%	5	5.0%	46	45.5%	6	5.9%	40	39.6%	
Satellite / Antenna Sales And Service	4380	3,281	40	2,579	78.6%	66	2.0%	636	19.4%	273	8.3%	363	11.1%	
Savings & Loan Co.	1130	119	425	101	84.9%	3	2.5%	15	12.6%	2	1.7%	13	10.9%	
Scalp Care	3705	14	843	10	71.4%	1	7.1%	3	21.4%	3	21.4%	0	0.0%	
School Supls	5393	6	939	4	66.7%	1	16.7%	1	16.7%	0	0.0%	1	16.7%	
Schools-Academic-Colleges & Universities	6200	246	303	172	69.9%	22	8.9%	52	21.1%	12	4.9%	40	16.3%	
Schools-Academic-Pre-School	6201	57	584	43	75.4%	0	0.0%	14	24.6%	4	7.0%	10	17.5%	
Schools-Academic-Secondary & Elementary	6202	35	687	30	85.7%	0	0.0%	5	14.3%	1	2.9%	4	11.4%	
Schools-Academic-Special Education	6203	39	669	16	41.0%	5	12.8%	18	46.2%	5	12.8%	13	33.3%	
Schools-Art Instruction	6230	50	615	44	88.0%	0	0.0%	6	12.0%	1	2.0%	5	10.0%	
Schools-Barber & Beauty	6224	38	675	30	78.9%	4	10.5%	4	10.5%	0	0.0%	4	10.5%	
Schools-Bartender	6315	19	788	11	57.9%	2	10.5%	6	31.6%	4	21.1%	2	10.5%	
Schools-Boating & Sailing	6243	5	970	1	20.0%	0	0.0%	4	80.0%	0	0.0%	4	80.0%	
Schools-Correspondence	6210	219	326	190	86.8%	5	2.3%	24	11.0%	15	6.8%	9	4.1%	

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											Number	%	Number	%
Schools-Dance Studios	6231	126	416	80	63.5%	8	6.3%	38	30.2%	6	4.8%	32	25.4%	
Schools-Drama Instruction	6232	10	890	9	90.0%	0	0.0%	1	10.0%	0	0.0%	1	10.0%	
Schools-Dressmaking, Design & Tailoring	6246	3	1,023	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Schools-Financial Aid/Scholarship Search Companies	6211	462	210	367	79.4%	20	4.3%	75	16.2%	31	6.7%	44	9.5%	
Schools-Flight	6242	25	744	17	68.0%	2	8.0%	6	24.0%	1	4.0%	5	20.0%	
Schools-General Interest	6207	100	457	69	69.0%	6	6.0%	25	25.0%	10	10.0%	15	15.0%	
Schools-Language	6250	28	724	15	53.6%	0	0.0%	13	46.4%	1	3.6%	12	42.9%	
Schools-Modeling	6223	135	403	74	54.8%	33	24.4%	28	20.7%	13	9.6%	15	11.1%	
Schools-Nursing	6221	6	937	4	66.7%	0	0.0%	2	33.3%	0	0.0%	2	33.3%	
Schools-Parachute Jumping	6241	5	974	4	80.0%	0	0.0%	1	20.0%	0	0.0%	1	20.0%	
Schools-Photography	6233	21	773	17	81.0%	0	0.0%	4	19.0%	0	0.0%	4	19.0%	
Schools-Private Education / Colleges	6205	288	280	247	85.8%	11	3.8%	30	10.4%	13	4.5%	17	5.9%	
Schools-Real Estate	6222	12	863	4	33.3%	0	0.0%	8	66.7%	4	33.3%	4	33.3%	
Schools-Riding Academies	6244	2	1,044	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%	
Schools-Television & Radio Broadcast	6234	12	862	4	33.3%	1	8.3%	7	58.3%	4	33.3%	3	25.0%	
Schools-Trade / Vocational	6206	990	126	610	61.6%	204	20.6%	176	17.8%	80	8.1%	96	9.7%	
Screen Enclosures	4327	106	449	67	63.2%	2	1.9%	37	34.9%	14	13.2%	23	21.7%	
Screen Repair	6122	19	792	2	10.5%	1	5.3%	16	84.2%	0	0.0%	16	84.2%	
Screens-Door & Window	4326	120	422	83	69.2%	3	2.5%	34	28.3%	5	4.2%	29	24.2%	
Scuba & Dive Shops	5551	61	565	45	73.8%	0	0.0%	16	26.2%	0	0.0%	16	26.2%	
Secretarial Services	8042	85	485	74	87.1%	5	5.9%	6	7.1%	1	1.2%	5	5.9%	
Securities Brokers And Dealers	1855	205	336	163	79.5%	16	7.8%	26	12.7%	6	2.9%	20	9.8%	
Security Guard & Patrol Serv	8045	150	389	108	72.0%	15	10.0%	27	18.0%	7	4.7%	20	13.3%	
Self-Defense Studios	3420	83	493	59	71.1%	0	0.0%	24	28.9%	4	4.8%	20	24.1%	
Septic Tank Services / Installation	4161	305	272	222	72.8%	9	3.0%	74	24.3%	16	5.2%	58	19.0%	
Septic Tanks & Systems-Cleaning	4630	84	489	47	56.0%	3	3.6%	34	40.5%	12	14.3%	22	26.2%	
Services-Locksmiths	5321	109	441	65	59.6%	8	7.3%	36	33.0%	6	5.5%	30	27.5%	
Services-Shoe Repair Shops	6040	107	448	50	46.7%	8	7.5%	49	45.8%	5	4.7%	44	41.1%	
Sewing & Knitting Instruction	6524	15	830	9	60.0%	0	0.0%	6	40.0%	1	6.7%	5	33.3%	
Sewing Machines-Dealers/Service/Supplies	5146	137	399	97	70.8%	10	7.3%	30	21.9%	1	0.7%	29	21.2%	
Sharpening Serv	6181	7	927	5	71.4%	0	0.0%	2	28.6%	0	0.0%	2	28.6%	
Shavers-Electric/Retail & Service	5336	29	722	25	86.2%	0	0.0%	4	13.8%	0	0.0%	4	13.8%	
Shirts-Custom Made	6036	34	697	9	26.5%	2	5.9%	23	67.6%	0	0.0%	23	67.6%	
Shoe Dyers	6042	1	1,074	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%	
Shoe Shining	6043	0	1,101	0	*	0	*	0	*	0	*	0	*	
Shopping Centers & Malls	5400	30	714	12	40.0%	9	30.0%	9	30.0%	3	10.0%	6	20.0%	
Shopping Services-Book / Record / Tape / CD Clubs	5515	1,271	104	1,214	95.5%	13	1.0%	44	3.5%	6	0.5%	38	3.0%	
Shopping Serv-Personal	3830	5	964	1	20.0%	0	0.0%	4	80.0%	0	0.0%	4	80.0%	
Shower Doors & Enclosures	4351	42	656	25	59.5%	6	14.3%	11	26.2%	8	19.0%	3	7.1%	
Shutters	4328	183	355	111	60.7%	7	3.8%	65	35.5%	8	4.4%	57	31.1%	
Siding Materials	4330	39	668	32	82.1%	1	2.6%	6	15.4%	2	5.1%	4	10.3%	
Sign Companies	5392	230	316	120	52.2%	17	7.4%	93	40.4%	15	6.5%	78	33.9%	
Silverware Clean, Repair & Replate	6164	5	966	2	40.0%	0	0.0%	3	60.0%	0	0.0%	3	60.0%	
Skate - Equipment/Supplies	5550	129	410	58	45.0%	4	3.1%	67	51.9%	0	0.0%	67	51.9%	
Skating Instruction	6507	0	1,093	0	*	0	*	0	*	0	*	0	*	
Ski Instruction	6511	19	799	18	94.7%	0	0.0%	1	5.3%	1	5.3%	0	0.0%	
Ski Tours	6510	30	717	17	56.7%	0	0.0%	13	43.3%	11	36.7%	2	6.7%	
Ski, Snow Equip & Supls	5552	28	729	19	67.9%	0	0.0%	9	32.1%	1	3.6%	8	28.6%	
Ski, Water Equip & Supls	5526	42	659	30	71.4%	0	0.0%	12	28.6%	2	4.8%	10	23.8%	
Skin Care	3720	114	433	80	70.2%	6	5.3%	28	24.6%	15	13.2%	13	11.4%	

**Council of Better Business Bureaus
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Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints				
		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Skylights	4336	18	804	10	55.6%	1	5.6%	7	38.9%	2	11.1%	5	27.8%	
Small Engine Repair	6750	65	546	45	69.2%	3	4.6%	17	26.2%	3	4.6%	14	21.5%	
Smoke Odor Counteracting Serv	4637	3	1,004	2	66.7%	0	0.0%	1	33.3%	1	33.3%	0	0.0%	
Snow Removal	6790	99	459	45	45.5%	26	26.3%	28	28.3%	6	6.1%	22	22.2%	
Snow Removal Equip	5708	2	1,043	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Snowmobiles-Sales/Service	0470	24	754	17	70.8%	0	0.0%	7	29.2%	1	4.2%	6	25.0%	
Sod & Sodding Serv	4405	27	731	13	48.1%	1	3.7%	13	48.1%	0	0.0%	13	48.1%	
Solar Energy Equip & Systems -Serv & Repair	4618	42	655	26	61.9%	0	0.0%	16	38.1%	4	9.5%	12	28.6%	
Souvenirs Shops	5356	20	778	12	60.0%	1	5.0%	7	35.0%	0	0.0%	7	35.0%	
Spa, Hot Tub, Sauna Sales And Service	4271	693	169	496	71.6%	43	6.2%	154	22.2%	40	5.8%	114	16.5%	
Speech & Language Pathologists	3020	6	940	4	66.7%	0	0.0%	2	33.3%	0	0.0%	2	33.3%	
Speech Aid Devices	3260	1	1,073	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Spiritualists	6322	1	1,062	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%	
Sport-Camps & Resorts	6570	76	517	43	56.6%	5	6.6%	28	36.8%	3	3.9%	25	32.9%	
Sporting Goods - Repair	5531	5	975	4	80.0%	0	0.0%	1	20.0%	0	0.0%	1	20.0%	
Sporting Goods-General	5530	531	194	360	67.8%	32	6.0%	139	26.2%	37	7.0%	102	19.2%	
Sprinklers-Automatic-Fire	4366	24	747	14	58.3%	3	12.5%	7	29.2%	2	8.3%	5	20.8%	
Stadiums, Arenas & Athletic Fields	6583	18	807	13	72.2%	2	11.1%	3	16.7%	0	0.0%	3	16.7%	
Stair Builders	4240	1	1,049	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Stamps-Collectors	5572	19	797	15	78.9%	0	0.0%	4	21.1%	0	0.0%	4	21.1%	
State Fairs	6561	1	1,068	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Stationery, Card & Gift Stores	5390	40	665	21	52.5%	4	10.0%	15	37.5%	0	0.0%	15	37.5%	
Steam Bath Equip & Supls	5195	2	1,042	0	0.0%	0	0.0%	2	100.0%	0	0.0%	2	100.0%	
Steamship Cos	6407	2	1,038	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Stenographers & Court Reporters	6310	7	921	4	57.1%	0	0.0%	3	42.9%	1	14.3%	2	28.6%	
Stock & Bond Transfer Agents	1800	29	718	18	62.1%	3	10.3%	8	27.6%	3	10.3%	5	17.2%	
Stone Setting	4143	24	749	13	54.2%	3	12.5%	8	33.3%	1	4.2%	7	29.2%	
Storm Windows & Doors-Repair	4620	49	618	30	61.2%	0	0.0%	19	38.8%	13	26.5%	6	12.2%	
Stoves-Wood, Coal, Etc	5197	49	619	33	67.3%	6	12.2%	10	20.4%	0	0.0%	10	20.4%	
Student Housing	1509	5	973	4	80.0%	0	0.0%	1	20.0%	0	0.0%	1	20.0%	
Suits-Custom Made	6037	6	956	3	50.0%	1	16.7%	2	33.3%	1	16.7%	1	16.7%	
Sunglasses	5382	12	871	7	58.3%	2	16.7%	3	25.0%	0	0.0%	3	25.0%	
Support Groups	3390	2	1,033	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Surfboards & Surfing Equipment	5553	12	870	7	58.3%	0	0.0%	5	41.7%	2	16.7%	3	25.0%	
Surgical Centers	3125	26	734	19	73.1%	1	3.8%	6	23.1%	0	0.0%	6	23.1%	
Surplus & Salvage Merchandise	5442	259	295	28	10.8%	6	2.3%	225	86.9%	5	1.9%	220	84.9%	
Surveyors-Land	4720	51	610	30	58.8%	4	7.8%	17	33.3%	0	0.0%	17	33.3%	
Survival Products & Supls	5325	89	481	71	79.8%	0	0.0%	18	20.2%	4	4.5%	14	15.7%	
Swap Shops	5451	3	1,027	1	33.3%	1	33.3%	1	33.3%	0	0.0%	1	33.3%	
Sweepstakes, Contests, & Games (Not For Charities)	9040	173	364	108	62.4%	14	8.1%	51	29.5%	7	4.0%	44	25.4%	
Swimming Instruction	6512	8	912	6	75.0%	0	0.0%	2	25.0%	1	12.5%	1	12.5%	
Swimming Pools-Public	6513	20	781	14	70.0%	1	5.0%	5	25.0%	0	0.0%	5	25.0%	
Table Pads	5190	65	548	51	78.5%	0	0.0%	14	21.5%	9	13.8%	5	7.7%	
Table Tennis Equipment	5548	0	1,096	0	*	0	*	0	*	0	*	0	*	
Table Tennis Facilities	6514	2	1,028	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%	
Tailoring / Alterations	6035	179	358	100	55.9%	15	8.4%	64	35.8%	7	3.9%	57	31.8%	
Tanning Salons	3770	433	218	209	48.3%	78	18.0%	146	33.7%	18	4.2%	128	29.6%	
Tanning Salons Equip & Supls	3730	41	661	20	48.8%	7	17.1%	14	34.1%	0	0.0%	14	34.1%	
Tapestries	5184	3	1,024	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Tattooing	3755	44	642	23	52.3%	8	18.2%	13	29.5%	2	4.5%	11	25.0%	

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		Totals	Rank	Settled	Rate	Unpursuable	Unsettled	Rate	Unresolved		No Response (Unanswered)		
									Number	%	Number	%	Number
Tattoos-Removed	3756	1	1,072	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Tax Consultants & Representatives	1910	119	426	78	65.5%	5	4.2%	36	30.3%	5	4.2%	31	26.1%
Tax Preparation Services	1915	816	151	515	63.1%	44	5.4%	257	31.5%	93	11.4%	164	20.1%
Tax Reporting Serv	1920	17	815	7	41.2%	1	5.9%	9	52.9%	1	5.9%	8	47.1%
Taxicab Companies	0931	213	332	130	61.0%	23	10.8%	60	28.2%	12	5.6%	48	22.5%
Taxidermy	6821	77	513	40	51.9%	8	10.4%	29	37.7%	1	1.3%	28	36.4%
Telegraph Serv	6637	20	786	11	55.0%	1	5.0%	8	40.0%	3	15.0%	5	25.0%
Telemarketing	8033	852	146	800	93.9%	15	1.8%	37	4.3%	8	0.9%	29	3.4%
Telephone Answering Equip & Systems	5631	217	328	150	69.1%	4	1.8%	63	29.0%	3	1.4%	60	27.6%
Telephone Communications Services	6642	2,719	53	2,167	79.7%	85	3.1%	467	17.2%	133	4.9%	334	12.3%
Telephone Companies	6196	11,770	6	10,624	90.3%	296	2.5%	850	7.2%	251	2.1%	599	5.1%
Telephone Conferencing	8051	102	453	94	92.2%	0	0.0%	8	7.8%	4	3.9%	4	3.9%
Telephone Equip & Systems-Dealers	5630	667	173	510	76.5%	25	3.7%	132	19.8%	35	5.2%	97	14.5%
Telephone Equip & Systems-Serv & Repair	5632	2,467	58	1,767	71.6%	76	3.1%	624	25.3%	270	10.9%	354	14.3%
Telephone Pre-Paid Card Sales/Distributors	6672	308	269	237	76.9%	8	2.6%	63	20.5%	10	3.2%	53	17.2%
Telephone Serv Co.-Long Distance	6197	6,847	18	6,115	89.3%	104	1.5%	628	9.2%	274	4.0%	354	5.2%
Telephone Solicitations, Other	9199	1,352	101	1,077	79.7%	15	1.1%	260	19.2%	21	1.6%	239	17.7%
Telephone-800/888 Number Resellers	6671	3	1,003	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%
Telephone-900 Number Resellers	6670	15	837	10	66.7%	1	6.7%	4	26.7%	2	13.3%	2	13.3%
Telephone-Mobile & Cellular Equip/Supplies/Services	5636	21,534	1	18,503	85.9%	325	1.5%	2706	12.6%	421	2.0%	2285	10.6%
Telephone-Paging Equip & Serv	5637	565	189	282	49.9%	40	7.1%	243	43.0%	13	2.3%	230	40.7%
Telescopes	5557	10	892	6	60.0%	0	0.0%	4	40.0%	0	0.0%	4	40.0%
Television Home Shopping	5201	844	147	732	86.7%	21	2.5%	91	10.8%	64	7.6%	27	3.2%
Television Stations & Broadcast Cos	6630	175	363	143	81.7%	5	2.9%	27	15.4%	11	6.3%	16	9.1%
Television-Cable, Catv & Satellite	6195	9,354	10	8,094	86.5%	226	2.4%	1034	11.1%	377	4.0%	657	7.0%
Tennis Courts - Private & Public	6519	199	342	89	44.7%	76	38.2%	34	17.1%	15	7.5%	19	9.5%
Tennis Equip & Supls	5545	7	934	5	71.4%	0	0.0%	2	28.6%	1	14.3%	1	14.3%
Tennis Instruction	6516	0	1,097	0	*	0	*	0	*	0	*	0	*
Tents-Retail & Rental	5541	15	840	7	46.7%	2	13.3%	6	40.0%	1	6.7%	5	33.3%
Theaters/Playhouses-Live Productions	6586	61	567	35	57.4%	3	4.9%	23	37.7%	1	1.6%	22	36.1%
Theaters-Movie	6585	81	503	48	59.3%	8	9.9%	25	30.9%	2	2.5%	23	28.4%
Theatrical Agencies	6326	5	963	2	40.0%	2	40.0%	1	20.0%	0	0.0%	1	20.0%
Therapists-Biofeedback	3043	15	829	6	40.0%	6	40.0%	3	20.0%	0	0.0%	3	20.0%
Therapists-Massage	3051	115	432	73	63.5%	13	11.3%	29	25.2%	6	5.2%	23	20.0%
Therapists-Occupational	3052	13	855	8	61.5%	1	7.7%	4	30.8%	1	7.7%	3	23.1%
Therapists-Physical	3050	63	555	51	81.0%	4	6.3%	8	12.7%	4	6.3%	4	6.3%
Thrift Shops	5441	42	657	22	52.4%	1	2.4%	19	45.2%	3	7.1%	16	38.1%
Ticket Sales Companies	6550	610	181	420	68.9%	23	3.8%	167	27.4%	16	2.6%	151	24.8%
Timeshare Campground / Resort Companies	1570	906	139	675	74.5%	40	4.4%	191	21.1%	73	8.1%	118	13.0%
Timeshare Campground / Resort Promotions	9050	722	168	510	70.6%	33	4.6%	179	24.8%	70	9.7%	109	15.1%
Title Companies	1580	316	267	241	76.3%	9	2.8%	66	20.9%	19	6.0%	47	14.9%
Title Loan Brokers	1219	3	1,016	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Tools-Sales & Rental	4302	121	420	93	76.9%	3	2.5%	25	20.7%	5	4.1%	20	16.5%
Tourist Attractions-Casinos, Gaming & Bingo	6575	68	541	49	72.1%	2	2.9%	17	25.0%	4	5.9%	13	19.1%
Tourist Attractions-Other	6569	44	644	27	61.4%	5	11.4%	12	27.3%	2	4.5%	10	22.7%
Tourist Homes	6426	6	949	5	83.3%	0	0.0%	1	16.7%	0	0.0%	1	16.7%
Tours-Operators & Promoters	6551	274	290	150	54.7%	24	8.8%	100	36.5%	49	17.9%	51	18.6%
Tours-Sightseeing	6567	99	461	61	61.6%	5	5.1%	33	33.3%	3	3.0%	30	30.3%
Toy Stores	5370	276	288	134	48.6%	12	4.3%	130	47.1%	12	4.3%	118	42.8%
Tractor/Farm Equip Repair/Parts/Supplies	0510	59	573	44	74.6%	2	3.4%	13	22.0%	1	1.7%	12	20.3%

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		Totals	626,081	Rank	443,853	70.9%	32,308	5.2%	149,920	23.9%	Unresolved		No Response (Unanswered)	
											Number	%	Number	%
Tractor/Farm Equip-Rent & Lease	0520	46	635	40	87.0%	1	2.2%	5	10.9%	1	2.2%	4	8.7%	
Tractors/Farm Equip Dealers	0500	99	460	61	61.6%	10	10.1%	28	28.3%	7	7.1%	21	21.2%	
Traffic Engineers & Planning Services	0995	1	1,067	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Trailer Storage	0610	16	827	12	75.0%	1	6.3%	3	18.8%	1	6.3%	2	12.5%	
Trailer-Rent/Lease/Sales	0611	116	430	82	70.7%	7	6.0%	27	23.3%	8	6.9%	19	16.4%	
Trailer-Repair & Serv	0612	12	865	10	83.3%	0	0.0%	2	16.7%	1	8.3%	1	8.3%	
Training-Airlines Schools	6220	11	873	9	81.8%	1	9.1%	1	9.1%	1	9.1%	0	0.0%	
Training-Computer	6605	330	259	174	52.7%	44	13.3%	112	33.9%	13	3.9%	99	30.0%	
Training-Employment	6218	75	519	48	64.0%	6	8.0%	21	28.0%	2	2.7%	19	25.3%	
Training-Martial Arts	6240	119	427	77	64.7%	3	2.5%	39	32.8%	9	7.6%	30	25.2%	
Training-Motivational & Self Improvement	6216	25	739	9	36.0%	1	4.0%	15	60.0%	6	24.0%	9	36.0%	
Training-Scholastic Prep Courses/Books & Materials	6212	60	571	37	61.7%	2	3.3%	21	35.0%	6	10.0%	15	25.0%	
Training-Seminars	6217	412	226	317	76.9%	21	5.1%	74	18.0%	10	2.4%	64	15.5%	
Training-Video Instruction Tapes	6219	37	681	27	73.0%	2	5.4%	8	21.6%	5	13.5%	3	8.1%	
Trampolines	5556	0	1,092	0	*	0	*	0	*	0	*	0	*	
Trapping Equip & Supls	5539	2	1,039	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Travel & Moving Services-Other	6499	30	711	18	60.0%	1	3.3%	11	36.7%	1	3.3%	10	33.3%	
Travel Agencies & Bureaus	6410	4,518	26	3,146	69.6%	212	4.7%	1160	25.7%	336	7.4%	824	18.2%	
Travel Agent Mills	6416	15	839	7	46.7%	0	0.0%	8	53.3%	0	0.0%	8	53.3%	
Travel Clubs / Discount Travel Services	6415	1,673	82	1,156	69.1%	79	4.7%	438	26.2%	180	10.8%	258	15.4%	
Travel Escorts	3920	0	1,079	0	*	0	*	0	*	0	*	0	*	
Treatment Centers-Drug & Alcohol Rehabilitation	3370	48	623	34	70.8%	5	10.4%	9	18.8%	2	4.2%	7	14.6%	
Treatment Centers-Gambling Abuse & Addiction	3380	3	1,007	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Treatment Centers-Rest Homes-Information & Placement	3345	3	1,009	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Treatment Centers-Smokers	3360	8	909	6	75.0%	1	12.5%	1	12.5%	0	0.0%	1	12.5%	
Trophies Shops & Engraving	5560	31	710	11	35.5%	5	16.1%	15	48.4%	2	6.5%	13	41.9%	
Truck And Heavy Equipment Sales & Service	0650	185	353	132	71.4%	13	7.0%	40	21.6%	15	8.1%	25	13.5%	
Truck Caps & Shells	0282	56	587	34	60.7%	1	1.8%	21	37.5%	8	14.3%	13	23.2%	
Truck Repair & Serv	0680	140	397	73	52.1%	6	4.3%	61	43.6%	19	13.6%	42	30.0%	
Truck Stops	0670	12	869	6	50.0%	0	0.0%	6	50.0%	3	25.0%	3	25.0%	
Truck Washing & Cleaning	0660	2	1,034	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Trucking-Freight Forwarders	0623	201	337	136	67.7%	7	3.5%	58	28.9%	14	7.0%	44	21.9%	
Trucking-General	0699	214	331	172	80.4%	9	4.2%	33	15.4%	9	4.2%	24	11.2%	
Trucking-Interstate	0622	53	603	31	58.5%	3	5.7%	19	35.8%	2	3.8%	17	32.1%	
Trucking-Light Hauling	0621	33	698	24	72.7%	1	3.0%	8	24.2%	4	12.1%	4	12.1%	
Trucking-Local Cartage	0620	6	938	4	66.7%	0	0.0%	2	33.3%	1	16.7%	1	16.7%	
Trust Companies	1140	61	564	36	59.0%	2	3.3%	23	37.7%	1	1.6%	22	36.1%	
Tutoring Services	6331	43	650	34	79.1%	0	0.0%	9	20.9%	4	9.3%	5	11.6%	
TV/Phono/VCR Sales & Svc	6650	1,508	91	981	65.1%	54	3.6%	473	31.4%	110	7.3%	363	24.1%	
Unclaimed Funds Retrieval Services	1700	84	486	52	61.9%	9	10.7%	23	27.4%	5	6.0%	18	21.4%	
Upholstery Companies	6111	287	281	161	56.1%	21	7.3%	105	36.6%	15	5.2%	90	31.4%	
Upholstery Fabrics-Retail	5194	33	700	22	66.7%	3	9.1%	8	24.2%	1	3.0%	7	21.2%	
Vacation Certificate / Voucher Promotions	9080	2,110	71	1,368	64.8%	221	10.5%	521	24.7%	196	9.3%	325	15.4%	
Vacuum Cleaner Sales & Service	5145	961	130	718	74.7%	61	6.3%	182	18.9%	32	3.3%	150	15.6%	
Vacuum Cleaning Systems	5147	43	651	32	74.4%	4	9.3%	7	16.3%	3	7.0%	4	9.3%	
Valet Services	3850	39	672	28	71.8%	0	0.0%	11	28.2%	5	12.8%	6	15.4%	
Vehicle Sales / Manufacturing Companies, Other	0099	188	351	145	77.1%	8	4.3%	35	18.6%	8	4.3%	27	14.4%	
Vehicular & Transportation - Other	0999	366	244	225	61.5%	17	4.6%	124	33.9%	23	6.3%	101	27.6%	
Vending Machine & Locator Companies	5280	348	252	180	51.7%	48	13.8%	120	34.5%	21	6.0%	99	28.4%	
Venetian & Vertical Blinds-Dealers	5172	280	284	152	54.3%	14	5.0%	114	40.7%	22	7.9%	92	32.9%	

**Council of Better Business Bureaus
2002 Summary of Complaints
Alphabetically by Type of Business**

Type of Business	TOB Code	Complaints		Complaints		Complaints		Complaints		Breakdown of Unsettled Complaints			
		Totals	Rank	Settled	Rate	Unpursuable	Unsettled	Rate	Unresolved		No Response (Unanswered)		
									Number	%	Number	%	
Totals		626,081		443,853	70.9%	32,308	5.2%	149,920	23.9%	36,651	5.9%	113,269	18.1%
Venetian Blinds-Repair/Cleaning/Supplies	6133	16	825	8	50.0%	1	6.3%	7	43.8%	3	18.8%	4	25.0%
Venture Brokers/Capital Consultants	1223	1	1,053	0	0.0%	0	0.0%	1	100.0%	1	100.0%	0	0.0%
Veterinarian Information & Referral Services	6816	0	1,081	0	*	0	*	0	*	0	*	0	*
Veterinarians	6815	481	206	350	72.8%	25	5.2%	106	22.0%	51	10.6%	55	11.4%
Video Equip-Service/Repair/Supplies	6651	125	417	75	60.0%	6	4.8%	44	35.2%	3	2.4%	41	32.8%
Video Games-Service/Repair/Supplies	6627	109	442	53	48.6%	1	0.9%	55	50.5%	2	1.8%	53	48.6%
Video Production Services	6628	321	263	174	54.2%	18	5.6%	129	40.2%	14	4.4%	115	35.8%
Video Tape Duplication Serv	6629	20	780	11	55.0%	0	0.0%	9	45.0%	1	5.0%	8	40.0%
Videoconferencing	8050	2	1,031	1	50.0%	0	0.0%	1	50.0%	0	0.0%	1	50.0%
Video-Sales & Rentals	5510	1,289	103	816	63.3%	45	3.5%	428	33.2%	47	3.6%	381	29.6%
Wall Cleaning	4613	10	887	7	70.0%	1	10.0%	2	20.0%	1	10.0%	1	10.0%
Wallboard & Plasterboard	4346	0	1,077	0	*	0	*	0	*	0	*	0	*
Wallpaper Removing	4614	0	1,075	0	*	0	*	0	*	0	*	0	*
Wallpapers & Wallcoverings	5165	70	534	46	65.7%	7	10.0%	17	24.3%	2	2.9%	15	21.4%
Warehousing Services	7400	17	811	10	58.8%	2	11.8%	5	29.4%	1	5.9%	4	23.5%
Water Analysis	4740	22	761	12	54.5%	2	9.1%	8	36.4%	1	4.5%	7	31.8%
Water Companies-Bottlers/Distributors	2910	235	312	189	80.4%	11	4.7%	35	14.9%	7	3.0%	28	11.9%
Water Cos	6191	317	266	256	80.8%	12	3.8%	49	15.5%	24	7.6%	25	7.9%
Water Filtration & Purification Equip	4315	376	236	268	71.3%	15	4.0%	93	24.7%	33	8.8%	60	16.0%
Water Heaters - Sales/Service/Repair	4318	53	601	39	73.6%	1	1.9%	13	24.5%	9	17.0%	4	7.5%
Water Skiing Instruction	6520	9	904	6	66.7%	0	0.0%	3	33.3%	0	0.0%	3	33.3%
Water Softening & Conditioning Equip, Serv & Supls	4600	853	144	659	77.3%	46	5.4%	148	17.4%	55	6.4%	93	10.9%
Water Taxi Serv	0930	7	932	4	57.1%	1	14.3%	2	28.6%	0	0.0%	2	28.6%
Water Well Drilling & Serv	4160	130	407	92	70.8%	7	5.4%	31	23.8%	3	2.3%	28	21.5%
Waterbeds-Dealers/Service/Repair/Supplies	5131	22	764	17	77.3%	1	4.5%	4	18.2%	0	0.0%	4	18.2%
Weather Vanes	4381	0	1,080	0	*	0	*	0	*	0	*	0	*
Weaving Supls & Equip	5587	1	1,066	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Wedding Chapels & Ceremonies	3610	68	539	31	45.6%	3	4.4%	34	50.0%	9	13.2%	25	36.8%
Wedding Consultants	3615	166	379	85	51.2%	11	6.6%	70	42.2%	14	8.4%	56	33.7%
Welcome Serv For Newcomers	3820	6	942	4	66.7%	0	0.0%	2	33.3%	1	16.7%	1	16.7%
Welding Services	6182	57	580	31	54.4%	6	10.5%	20	35.1%	2	3.5%	18	31.6%
Wheel Chair Lifts & Ramps	4172	33	701	25	75.8%	0	0.0%	8	24.2%	5	15.2%	3	9.1%
Wholesalers / Distributors-Other	7599	1,044	119	702	67.2%	58	5.6%	284	27.2%	70	6.7%	214	20.5%
Wholesalers/Distributors-Commercial Products	7660	540	192	279	51.7%	85	15.7%	176	32.6%	38	7.0%	138	25.6%
Wholesalers/Distributors-Industrial Products	7630	126	415	72	57.1%	2	1.6%	52	41.3%	1	0.8%	51	40.5%
Wholesales/Distributors-Energy (Pipeline, Oil, Gas)	7650	35	688	29	82.9%	0	0.0%	6	17.1%	2	5.7%	4	11.4%
Wicker Products	5318	3	1,021	2	66.7%	0	0.0%	1	33.3%	0	0.0%	1	33.3%
Wigs & Hairpieces	3706	54	597	42	77.8%	1	1.9%	11	20.4%	2	3.7%	9	16.7%
Wind Energy Systems	4180	5	969	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Window & Glass-Beveled, Carved, Ornamental	5180	39	670	23	59.0%	5	12.8%	11	28.2%	3	7.7%	8	20.5%
Window & Glass-Stained & Leaded	5181	22	765	18	81.8%	0	0.0%	4	18.2%	0	0.0%	4	18.2%
Window Accessory / Covering / Drapery Companies	5170	508	199	334	65.7%	32	6.3%	142	28.0%	20	3.9%	122	24.0%
Window Cleaning	6120	92	472	52	56.5%	5	5.4%	35	38.0%	6	6.5%	29	31.5%
Window Repair	6121	28	727	19	67.9%	0	0.0%	9	32.1%	3	10.7%	6	21.4%
Window Shades-Cleaning/Repairing/Supplies	6132	25	743	14	56.0%	0	0.0%	11	44.0%	2	8.0%	9	36.0%
Window Shades-Dealers	5171	57	581	32	56.1%	2	3.5%	23	40.4%	5	8.8%	18	31.6%
Windows-Installation & Service	4136	2,380	60	1,700	71.4%	171	7.2%	509	21.4%	123	5.2%	386	16.2%
Wine & Beer Making Equip & Supls	5590	15	841	3	20.0%	4	26.7%	8	53.3%	2	13.3%	6	40.0%
Wineries	2471	6	947	2	33.3%	1	16.7%	3	50.0%	0	0.0%	3	50.0%
Wines-Retail	2470	7	919	6	85.7%	0	0.0%	1	14.3%	0	0.0%	1	14.3%

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											Number	%	Number	%
Wireless Cable Companies	6673	785	158	673	85.7%	4	0.5%	108	13.8%	25	3.2%	83	10.6%	
Woodworking	4262	108	445	60	55.6%	10	9.3%	38	35.2%	5	4.6%	33	30.6%	
Work-At-Home Offers	1415	5,924	20	3,064	51.7%	615	10.4%	2245	37.9%	118	2.0%	2127	35.9%	
Zoos & Zoological Gardens	6563	4	986	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	
Unable To Classify	9999	40,938		27,437	67.0%	3082	7.5%	10419	25.5%	1216	3.0%	9203	22.5%	