

Canada BBB
2011 Statistics
Sorted by Industry

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Total	5,544,396		32,388		23,425	72.3%	8,298	25.6%	665	2.1%
Abrasives	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Access Control Systems	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Accident Reconstruction Service	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Accountants	5,072	199	10	404	7	70.0%	3	30.0%	0	0.0%
Accountants - Certified Public	5,577	183	9	430	4	44.4%	5	55.6%	0	0.0%
Accounting & Bookkeeping Machines	344	1,165	1	1,116	0	0.0%	1	100.0%	0	0.0%
Accounting Services	1,451	537	8	462	5	62.5%	3	37.5%	0	0.0%
Acid Proof Equipment & Materials	9	2,262	0	1,593	0	0.0%	0	0.0%	0	0.0%
Acoustical Consultants	39	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Acoustical Materials	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Actuaries	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Acupressure	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Acupuncturists	1,013	671	0	1,593	0	0.0%	0	0.0%	0	0.0%
Adhesives & Glues	56	2,085	0	1,593	0	0.0%	0	0.0%	0	0.0%
Adjusters	1,081	650	5	600	4	80.0%	1	20.0%	0	0.0%
Administrative Services	165	1,544	0	1,593	0	0.0%	0	0.0%	0	0.0%
Adoption Services	164	1,547	1	1,116	0	0.0%	1	100.0%	0	0.0%
Adult & Continuing Education	344	1,165	2	897	2	100.0%	0	0.0%	0	0.0%
Adult Entertainment	342	1,172	2	897	1	50.0%	1	50.0%	0	0.0%
Adult Novelties	553	931	5	600	1	20.0%	4	80.0%	0	0.0%
Advance Fee Brokers	2,374	374	24	224	10	41.7%	14	58.3%	0	0.0%
Advertising - Aerial	13	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Checking Service	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Direct Mail	1,293	584	19	265	11	57.9%	8	42.1%	0	0.0%
Advertising - Directory & Guide	2,322	380	64	81	44	68.8%	20	31.3%	0	0.0%
Advertising - Indoor	91	1,830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Internet	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Mobile	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Newspaper	531	946	6	546	6	100.0%	0	0.0%	0	0.0%
Advertising - Outdoor	473	998	3	738	3	100.0%	0	0.0%	0	0.0%
Advertising - Periodical	356	1,151	3	738	1	33.3%	1	33.3%	1	33.3%
Advertising - Radio	79	1,904	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Shoppers Guides	126	1,681	6	546	0	0.0%	6	100.0%	0	0.0%
Advertising - Telephone	185	1,487	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising - Television	130	1,667	0	1,593	0	0.0%	0	0.0%	0	0.0%
Advertising Agencies & Counselors	4,462	222	25	211	19	76.0%	4	16.0%	2	8.0%
Advertising Specialties	3,706	252	15	319	8	53.3%	6	40.0%	1	6.7%
Aerospace Industries	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aerospace Research & Development	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Agricultural Consultants	133	1,656	0	1,593	0	0.0%	0	0.0%	0	0.0%
Agricultural Services	1,619	502	4	657	3	75.0%	1	25.0%	0	0.0%
Agricultural Waste Management	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aids Research & Clinics	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Ambulance Service	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Balancing	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Brushes	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Cargo & Package Express Service	72	1,948	3	738	1	33.3%	0	0.0%	2	66.7%
Air conditioning & Heating Contractors - Commercial	1,679	489	8	462	4	50.0%	4	50.0%	0	0.0%
Air conditioning & Heating Contractors - Residential	3,649	257	18	275	7	38.9%	11	61.1%	0	0.0%
Air Conditioning Contractors & Systems	6,176	164	7	504	6	85.7%	1	14.3%	0	0.0%
Air Conditioning Equipment - Room Units	52	2,122	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Conditioning Repair	769	770	1	1,116	1	100.0%	0	0.0%	0	0.0%
Air Conditioning Supplies & Parts	436	1,037	4	657	3	75.0%	1	25.0%	0	0.0%
Air Conditioning Systems - Cleaning	234	1,357	1	1,116	0	0.0%	1	100.0%	0	0.0%
Air Courier Service	288	1,264	3	738	3	100.0%	0	0.0%	0	0.0%
Air Curtains & Screens	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Duct Cleaning	2,597	344	28	194	4	14.3%	20	71.4%	4	14.3%
Air Flight Attendants	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Fragrances	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Pollution Control	618	880	1	1,116	1	100.0%	0	0.0%	0	0.0%
Air Pollution Measuring Service	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Air Purifying & Cleaning Systems & Equipment	5,100	196	40	135	17	42.5%	14	35.0%	9	22.5%
Air Quality Service	158	1,569	1	1,116	1	100.0%	0	0.0%	0	0.0%
Aircraft & Aircraft Equipment - Testing	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Charter, Rental & Lease	526	953	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Cleaning	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Dealers	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Engines	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Ferrying & Transporting Service	160	1,561	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Ground Support & Service Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Parts & Supplies	246	1,332	3	738	2	66.7%	1	33.3%	0	0.0%
Aircraft Rebuilding	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Schools	359	1,143	0	1,116	1	100.0%	0	0.0%	0	0.0%
Aircraft Servicing & Maintenance	121	1,698	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aircraft Upholsterers	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Airlines	1,589	510	63	82	35	55.6%	28	44.4%	0	0.0%
Airlines - Ticket Agencies	359	1,143	4	657	4	100.0%	0	0.0%	0	0.0%
Airlines - Training Schools	152	1,586	1	1,116	0	0.0%	1	100.0%	0	0.0%
Airport Equipment & Supplies	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Airport Parking Reservations	178	1,508	5	600	1	20.0%	4	80.0%	0	0.0%
Airport Transportation	313	1,217	0	1,593	0	0.0%	0	0.0%	0	0.0%
Airports	103	1,779	1	1,116	0	0.0%	1	100.0%	0	0.0%
Albums	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Alcoholism Info & Treatment Centers	88	1,854	0	1,593	0	0.0%	0	0.0%	0	0.0%
Alloys	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
All-Terrain Vehicles	1,703	482	14	333	12	85.7%	2	14.3%	0	0.0%
Alterations - Clothing	1,259	597	9	430	6	66.7%	3	33.3%	0	0.0%
Alternative Medicine	466	1,008	4	657	3	75.0%	1	25.0%	0	0.0%
Alternators & Generators - Auto Repair	132	1,658	1	1,116	1	100.0%	0	0.0%	0	0.0%
Alternators & Generators - Retail	773	767	2	897	1	50.0%	1	50.0%	0	0.0%
Aluminum	267	1,303	1	1,116	0	0.0%	1	100.0%	0	0.0%
Aluminum Fabricators	135	1,651	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aluminum Products	1,804	460	7	504	2	28.6%	5	71.4%	0	0.0%
Ambulance Service	217	1,400	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ambulances & Hearses	261	1,318	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Ammunition & Reload Equipment & Supplies	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Amusement Devices	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Amusement Park Equipment	286	1,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Amusement Parks & Places	615	887	2	897	2	100.0%	0	0.0%	0	0.0%
Anchors - Marine	109	1,750	0	1,593	0	0.0%	0	0.0%	0	0.0%
Animal Breeders	365	1,135	9	430	3	33.3%	6	66.7%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	120	1,701	0	1,593	0	0.0%	0	0.0%	0	0.0%
Animal Foods - Zoo, Circus	52	2,122	1	1,116	0	0.0%	1	100.0%	0	0.0%
Animal Health Products	129	1,670	1	1,116	0	0.0%	1	100.0%	0	0.0%
Animal Hospitals	518	738	3	738	3	100.0%	0	0.0%	0	0.0%
Animal Insmination - Artificial	1,030	666	2	897	1	50.0%	1	50.0%	0	0.0%
Animal Online Drug & Prescription Services	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Animal Rescue Relocation	137	1,642	0	1,593	0	0.0%	0	0.0%	0	0.0%
Animal Shelters	343	1,168	2	897	1	50.0%	1	50.0%	0	0.0%
Animals - Nuisance Control - Trapping	150	1,593	0	1,593	0	0.0%	0	0.0%	0	0.0%
Animation Mechanics - Display, Sign	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Annuities	225	1,378	0	1,593	0	0.0%	0	0.0%	0	0.0%
Anodizing	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Answering Services	316	1,213	0	1,593	0	0.0%	0	0.0%	0	0.0%
Antennas	15	2,604	2	897	2	100.0%	0	0.0%	0	0.0%
Antiques - Dealers	1,665	494	3	738	3	100.0%	0	0.0%	0	0.0%
Antiques - Repair & Restore	264	1,309	1	1,116	0	0.0%	0	0.0%	0	0.0%
Antiques - Reproductions	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Apartment Finding & Rental Service	1,222	606	9	430	9	100.0%	0	0.0%	0	0.0%
Apartments	2,912	312	3	738	3	100.0%	0	0.0%	0	0.0%
Appliances - Installation	259	1,324	0	1,593	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Dealers	15,532	69	186	37	159	85.5%	26	14.0%	1	0.5%
Appliances - Major - Parts & Supplies	1,284	128	50	105	36	72.0%	10	20.0%	4	8.0%
Appliances - Major - Rent & Lease	1,713	481	10	404	8	80.0%	2	20.0%	0	0.0%
Appliances - Major - Service & Repair	5,869	170	23	170	13	56.5%	10	43.5%	0	0.0%
Appliances - Major - Wholesale & Manufacturers	1,156	626	18	275	17	94.4%	0	0.0%	1	5.6%
Appliances - Small - Dealers	555	1,392	17	284	11	64.7%	6	35.3%	0	0.0%
Appliances - Small - Service & Repair	3,327	279	29	192	27	93.1%	2	6.9%	0	0.0%
Appliances - Small - Supplies & Parts	5,666	179	17	284	17	100.0%	0	0.0%	0	0.0%
Appliances - Small - Wholesale & Manufacturers	667	837	10	404	9	90.0%	1	10.0%	0	0.0%
Appliances - Used	767	772	6	546	2	33.3%	4	66.7%	0	0.0%
Appraisal - Jewelry (formerly 66000-000)	18	2,547	1	1,116	0	0.0%	0	0.0%	0	0.0%
Appraisers	1,125	635	2	897	2	100.0%	0	0.0%	0	0.0%
Appraisers - Antiques	87	1,860	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aquaculture	195	1,454	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aquariums - Dealers	530	948	1	1,116	1	100.0%	0	0.0%	0	0.0%
Aquariums - Lease & Maintenance	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aquariums - Public	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Arbitration Services	186	1,482	0	1,593	0	0.0%	0	0.0%	0	0.0%
Arborist	30	2,352	1	1,116	0	0.0%	1	100.0%	0	0.0%
Archaeologists	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Archery Equipment & Supplies	560	928	6	546	2	33.3%	4	66.7%	0	0.0%
Archery Ranges	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Architects	1,337	571	4	657	2	50.0%	2	50.0%	0	0.0%
Architectural & Construction Specs	114	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Armatures - Service & Sales	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Armored Car Manufacturing	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Armored Car Service	50	2,134	0	1,593	0	0.0%	0	0.0%	0	0.0%
Army & Navy Goods	84	1,874	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aromatherapy & Essential Oils	6	2,897	2	897	2	100.0%	0	0.0%	0	0.0%
Art Galleries, Dealers & Consultants	2,231	391	3	738	3	100.0%	0	0.0%	0	0.0%
Art Goods	228	1,366	1	1,116	0	0.0%	1	100.0%	0	0.0%
Art Instruction & Schools	401	1,080	2	462	0	0.0%	4	50.0%	4	50.0%
Art Metal Work	6	2,897	2	897	1	50.0%	1	50.0%	0	0.0%
Art Organizations & Information	68	1,977	0	1,593	0	0.0%	0	0.0%	0	0.0%
Art Restoration & Conservation	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Art Supplies	383	1,101	1	1,116	0	0.0%	1	100.0%	0	0.0%
Artificial Breasts	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers & Plants - Manufacturer Supplies	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers, Plants & Trees	141	1,627	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artificial Limbs	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artificial Turf	429	1,044	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artist - Makeup	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artists - Commercial	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Artists - Fine Art	806	753	1	1,116	1	100.0%	0	0.0%	0	0.0%
Asbestos & Asbestos Products	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing	182	1,493	0	1,593	0	0.0%	0	0.0%	0	0.0%
Asbestos Removal Service	1,742	474	0	1,593	0	0.0%	0	0.0%	0	0.0%
Asphalt	5,086	198	13	351	8	61.5%	5	38.5%	0	0.0%
Assembly & Fabricating Service	232	1,361	0	1,593	0	0.0%	0	0.0%	0	0.0%
Assisted Living Centers & Adult Family Homes	952	528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Association Management	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Associations	5,709	177	6	546	6	100.0%	0	0.0%	0	0.0%
Astrologers	92	1,823	2	897	2	100.0%	0	0.0%	0	0.0%
Athletic Organizations	191	1,467	7	504	4	57.1%	3	42.9%	0	0.0%
Attorneys & Lawyers	12,570	81	20	248	11	55.0%	9	45.0%	0	0.0%
Attorneys & Lawyers - Bankruptcy	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Bankruptcy & Taxes	356	1,151	1	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	226	1,374	1	1,116	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Collections Law	43	2,207	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Criminal	212	1,413	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Divorce	909	711	3	738	3	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Employment & Workers Compensation	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Employment Litigation	75	1,929	1	1,116	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Estate Planning	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Family	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Immigration & Naturalization	1,962	432	2	897	1	50.0%	1	50.0%	0	0.0%
Attorneys & Lawyers - Insurance Law	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Litigation	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Mediation & Arbitration	79	1,904	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Patent	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Attorneys & Lawyers - Personal Injury & Property Damage	80	1,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Real Estate	76	1,925	1	1,116	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Tax	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Trademark	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Traffic Law	104	1,771	1	1,116	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Wills, Trust & Probate	61	2,038	1	1,116	0	0.0%	1	100.0%	0	0.0%
Attorneys Referral Service	105	1,767	3	738	0	0.0%	3	100.0%	0	0.0%
Attorneys Service Bureaus	464	1,012	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auctioneers	8,557	118	44	123	26	59.1%	18	40.9%	0	0.0%
Audiologists	366	1,133	0	1,593	0	0.0%	0	0.0%	0	0.0%
Audiometers	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Consultants	717	810	3	738	3	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Dealers	787	762	5	600	2	40.0%	2	40.0%	1	20.0%
Audio-Visual Equipment - Rent & Lease	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Service & Repair	482	990	8	462	1	12.5%	7	87.5%	0	0.0%
Audio-Visual Equipment - Supplies & Parts	375	1,117	1	1,116	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Wholesale & Manufacturers	61	2,038	0	1,593	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Production Services	307	1,231	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto & Truck Brokers	6,518	154	37	149	12	32.4%	24	64.9%	1	2.7%
Auto Accessories	965	688	1	738	0	0.0%	2	66.7%	1	33.3%
Auto Air Conditioning	427	1,049	3	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Air Conditioning Equipment	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Alarms & Security Systems	1,132	632	5	600	5	100.0%	0	0.0%	0	0.0%
Auto Appraisers	437	1,036	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Auctions	479	994	2	897	2	100.0%	0	0.0%	0	0.0%
Auto Body Repair & Painting	44,211	20	75	75	55	73.3%	20	26.7%	0	0.0%
Auto Body Shop Equipment & Sup	1,314	578	2	897	1	50.0%	1	50.0%	0	0.0%
Auto Bumpers, Guards & Grilles	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Customizing	1,538	523	7	504	3	42.9%	3	42.9%	1	14.3%
Auto Dealers - Antique & Classic	328	1,189	2	897	2	100.0%	0	0.0%	0	0.0%
Auto Dealers - Buying Co-Op	2	3,104	1	1,116	0	0.0%	1	100.0%	0	0.0%
Auto Dealers - Custom Design & Replica	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Hybrid Vehicles	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - New Cars	95,735	7	950	2	810	85.3%	135	14.2%	5	0.5%
Auto Dealers - Used Cars	127,899	4	463	3	354	76.5%	109	23.5%	0	0.0%
Auto Detailing	7,312	136	30	188	15	50.0%	15	50.0%	0	0.0%
Auto Diagnostic Service	219	1,393	3	738	2	66.7%	1	33.3%	0	0.0%
Auto Driving School	1,415	549	3	738	2	66.7%	1	33.3%	0	0.0%
Auto Electric Equipment	210	1,422	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Electric Service	1,288	588	2	897	0	0.0%	2	100.0%	0	0.0%
Auto Floor Coverings	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Inspection Stations	1,120	638	7	504	6	85.7%	0	0.0%	1	14.3%
Auto Listing Service	886	718	3	738	3	100.0%	0	0.0%	0	0.0%
Auto Lube & Oil - Mobile	824	743	9	430	6	66.7%	3	33.3%	0	0.0%
Auto Machine Shops	384	1,099	1	1,116	0	0.0%	1	100.0%	0	0.0%
Auto Manufacturers & Distributors	2,197	398	83	69	53	63.9%	30	36.1%	0	0.0%
Auto Manufacturers Equipment & Supplies	225	1,378	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Paint - Mobile	7	3,040	1	1,116	0	0.0%	1	100.0%	0	0.0%
Auto Paintless Dent Repair	769	770	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Custom Wheels/Rims	430	1,043	3	738	2	66.7%	1	33.3%	0	0.0%
Auto Parts & Supplies - New	11,591	87	110	56	68	61.8%	42	38.2%	0	0.0%
Auto Parts & Supplies - Rebuilt	33	2,322	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Used	86	1,867	4	657	4	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Used & Rebuilt	2,241	390	15	319	10	66.7%	5	33.3%	0	0.0%
Auto Parts & Supplies - Wholesale & Manufacturers	1,120	638	9	430	8	88.9%	1	11.1%	0	0.0%
Auto Perform, Race & Sport Equipment	982	682	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Race Cars	305	1,235	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Sales & Repair	1,402	552	2	897	2	100.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Wholesale & Manufacturers	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Renting & Leasing	13,448	71	211	30	2	6.2%	77	36.5%	3	1.4%
Auto Repair - Mobile	2	1,219	2	897	2	100.0%	0	0.0%	0	0.0%
Auto Repair - Vintage	104	1,771	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Repair - Windshield, Glass Shops	7,683	130	19	265	16	84.2%	3	15.8%	0	0.0%
Auto Repair & Service	84,434	8	334	19	241	72.2%	92	27.5%	1	0.3%
Auto Repair & Service - Airbags	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Repair & Service - Diesel	200	1,437	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Repair & Service - Equipment & Supplies	828	739	6	546	3	50.0%	3	50.0%	0	0.0%
Auto Repairing - Foreign	728	797	2	897	1	50.0%	1	50.0%	0	0.0%
Auto Restoration	1,199	614	3	738	0	0.0%	3	100.0%	0	0.0%
Auto Salvage Yards	1,573	515	5	600	5	100.0%	0	0.0%	0	0.0%
Auto Seat Covers, Tops & Upholstery	1,418	1,418	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Service - Rust proofing Shops	2,754	329	6	546	6	100.0%	0	0.0%	0	0.0%
Auto Service - Sound Systems Sales & Service	862	862	2	738	2	66.7%	0	0.0%	1	33.3%
Auto Service - Specialty Parts	448	1,026	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Service - Steam Cleaning	45	2,182	1	1,116	1	100.0%	0	0.0%	0	0.0%
Auto Service - Window Tinting	1,438	542	2	897	1	50.0%	1	50.0%	0	0.0%
Auto Service Contract Companies	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Services	19,096	51	120	52	89	74.2%	29	24.2%	2	1.7%
Auto Services - Oil & Lube	6	2,897	2	897	0	0.0%	2	100.0%	0	0.0%
Auto Smog Inspection	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Sunroofs	59	2,058	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Transporters & Drive-Away Companies	3,397	269	48	112	19	39.6%	29	60.4%	0	0.0%
Auto Upholstery Cleaning	185	1,487	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Warranty Plans	155	1,576	0	1,593	0	0.0%	0	0.0%	0	0.0%
Auto Warranty Processing Service	5,756	176	34	167	31	91.2%	3	8.8%	0	0.0%
Auto Warranty Service	490	982	2	897	2	100.0%	0	0.0%	0	0.0%
Auto Wrecking	3,581	260	11	382	9	81.8%	1	9.1%	1	9.1%
Autograph Dealers	16	2,581	1	1,116	1	100.0%	0	0.0%	0	0.0%
Automated Teller Machines	981	981	2	897	2	100.0%	0	0.0%	0	0.0%
Automation Consultants	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Automation Systems & Equipment	369	1,128	0	1,593	0	0.0%	0	0.0%	0	0.0%
Automobile Dealers - Imported Cars	258	1,325	1	1,116	1	100.0%	0	0.0%	0	0.0%
Aviation Consultants	74	1,940	0	1,593	0	0.0%	0	0.0%	0	0.0%
Aviation Services	118	1,707	0	1,593	0	0.0%	0	0.0%	0	0.0%
Awards - Production & Engraving	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Awnings & Canopies	2,126	406	8	462	6	75.0%	2	25.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Baby Accessories - Wholesale & Manufacturers	53	2,113	0	1,593	0	0.0%	0	0.0%	0	0.0%
Baby Accessories & Services	1,451	537	28	194	14	50.0%	14	50.0%	0	0.0%
Baby Car Seats, Carriages & Strollers	43	2,207	0	1,593	0	0.0%	0	0.0%	0	0.0%
Baby Carriages & Strollers	161	1,557	3	738	3	100.0%	0	0.0%	0	0.0%
Baby Foods	38	2,259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Baby Sitters	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Backflow Prevention Devices & Services	56	2,085	0	1,593	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Badges	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Badets	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bags - Burlap, Canvas & Cotton	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bags - Paper	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bags - Plastic	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bail Bonds	751	784	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bakers - Retail	2,595	345	12	368	8	66.7%	4	33.3%	0	0.0%
Bakers - Wholesale	606	888	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bakers Equipment	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bakers Supplies	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Balloons - Manned	372	1,123	10	404	10	100.0%	0	0.0%	0	0.0%
Balloons - Novelty & Toy	152	1,586	0	1,593	0	0.0%	0	0.0%	0	0.0%
Balrooms	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bank Equipment & Supplies	4,141	233	54	99	54	100.0%	0	0.0%	0	0.0%
Banking Services	565	919	1	1,116	0	0.0%	1	100.0%	0	0.0%
Bankruptcy Assistance & Services	513	963	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bankruptcy Counseling - Federally Certified	131	1,662	1	1,116	1	100.0%	0	0.0%	0	0.0%
Banks	12,777	79	113	55	96	85.0%	17	15.0%	0	0.0%
Banquet Facilities	2,365	375	8	462	3	37.5%	4	50.0%	1	12.5%
Bar Coding Service	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bar Supplies	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Barbecue	411	1,066	0	1,593	0	0.0%	0	0.0%	0	0.0%
Barbecue Equipment & Supplies	546	935	8	462	4	50.0%	4	50.0%	0	0.0%
Barber Schools	0	1,336	0	1,593	0	0.0%	0	0.0%	0	0.0%
Barbers	794	755	3	738	3	100.0%	0	0.0%	0	0.0%
Barbers Equipment & Supplies	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bars & Taverns	500	974	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bartending Instruction	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bartending Service	696	820	1	1,116	0	0.0%	1	100.0%	0	0.0%
Barter & Trade Exchanges	220	1,389	2	897	1	50.0%	1	50.0%	0	0.0%
Baseball Batting Ranges	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Baseball Cards & Sports Memorabilia	110	1,745	1	1,116	1	100.0%	0	0.0%	0	0.0%
Baseball Clubs	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Basement - Contractors	3,925	244	13	351	6	46.2%	6	46.2%	1	7.7%
Basement - Finishing	210	1,422	0	1,593	0	0.0%	0	0.0%	0	0.0%
Basement - Remodeling	1,146	629	1	1,116	0	0.0%	1	100.0%	0	0.0%
Basketball Clubs	0	3,329	0	1,116	0	0.0%	1	100.0%	0	0.0%
Baskets - Retail	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bathroom Accessories	2,841	321	20	248	11	55.0%	9	45.0%	0	0.0%
Bathroom Remodeling	5,061	200	10	404	8	80.0%	2	20.0%	0	0.0%
Bathroom Remodeling - Walk-In Tubs	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Baths	1,487	532	6	546	5	83.3%	1	16.7%	0	0.0%
Baths - Equipment & Supplies	1,191	616	1	1,116	0	0.0%	1	100.0%	0	0.0%
Bathtub Refinishing	723	804	8	462	3	37.5%	5	62.5%	0	0.0%
Bathtubs & Sinks - Repair & Refinish	6,743	147	18	275	8	44.4%	9	50.0%	1	5.6%
Batteries - Dry Cell - Wholesale & Manufacturers	308	1,229	2	897	2	100.0%	0	0.0%	0	0.0%
Batteries - Storage-Retail	488	983	0	1,593	0	0.0%	0	0.0%	0	0.0%
Batteries - Storage-Wholesale & Manufacturers	105	1,767	0	1,593	0	0.0%	0	0.0%	0	0.0%
Battery Charging Equipment	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Battery Repairing & Rebuilding	181	1,496	0	1,593	0	0.0%	0	0.0%	0	0.0%
Battery Supplies	2,041	423	13	351	11	84.6%	1	7.7%	1	7.7%
Beads	132	1,658	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bearings	262	1,315	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beauty Consultant	376	1,112	2	897	1	50.0%	1	50.0%	0	0.0%
Beauty Pageants	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beauty Salons	29,040	32	194	36	113	58.2%	69	35.6%	12	6.2%
Beauty Schools	4,059	238	11	382	4	36.4%	7	63.6%	0	0.0%
Beauty Supplies & Equipment	5,174	194	17	284	10	58.8%	7	41.2%	0	0.0%
Bed & Breakfast	1,784	464	17	284	8	47.1%	8	47.1%	1	5.9%
Bed Bug Removal	44	2,195	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bedding	1,869	450	20	248	18	90.0%	2	10.0%	0	0.0%
Beds - Retail	2,852	318	32	176	20	62.5%	7	21.9%	5	15.6%
Beds - Wholesale & Manufacturers	181	1,771	1	1,116	1	100.0%	0	0.0%	0	0.0%
Beds ? Electric & Adjustable	43	2,207	0	1,116	0	0.0%	0	0.0%	0	0.0%
Bedsprads - Retail	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beer & Ale - Retail	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beer & Ale - Wholesale	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beer Dispensing & Cleaning Equipment - Repair	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beer Home Brewing Equipment & Supplies	923	709	1	1,116	1	100.0%	0	0.0%	0	0.0%
Better Business Bureaus	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beverage Dispensers	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Beverages	328	1,189	1	1,116	1	100.0%	0	0.0%	0	0.0%
Beverages - Wholesale & Distribution	66	1,998	0	1,116	1	100.0%	0	0.0%	0	0.0%
Bibles	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bicycle - Dealers	2,683	326	19	265	16	84.2%	3	15.8%	0	0.0%
Bicycle Racks & Security Systems	48	2,154	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bicycles - Renting	37	2,268	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bicycles - Repair	790	758	6	546	4	66.7%	2	33.3%	0	0.0%
Bicycles - Wholesale & Manufacturers	105	1,767	2	897	1	50.0%	1	50.0%	0	0.0%
Bill Paying Service	92	1,823	1	1,116	1	100.0%	0	0.0%	0	0.0%
Billiard Equipment & Supplies	938	703	1	1,116	1	100.0%	0	0.0%	0	0.0%
Billiard Parlors	119	1,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Billing Service	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Binders - Loose Leaf	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Binco & Gaming Halls	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Binoculars	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Bins	637	865	1	1,116	1	100.0%	0	0.0%	0	0.0%
Biofeedback Therapists	58	2,065	1	1,116	1	100.0%	0	0.0%	0	0.0%
Biological Products	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bird & Wildlife Supply Shops	273	1,296	1	1,116	0	0.0%	1	100.0%	0	0.0%
Bird Barriers, Repellents & Controls	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bird Feeders & Houses	42	2,221	0	1,593	0	0.0%	0	0.0%	0	0.0%
Birth Centers	9	2,762	1	1,116	0	0.0%	1	100.0%	0	0.0%
Blacksmiths	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blankets	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	65	2,011	1	1,116	0	0.0%	1	100.0%	0	0.0%
Bleachers & Grandstands	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blinds	3,264	285	12	368	9	75.0%	3	25.0%	0	0.0%
Blinds - Cleaning	88	1,854	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blood Banks & Centers	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blowers & Blower Systems	138	1,637	0	1,593	0	0.0%	0	0.0%	0	0.0%
Blueprinting	37	2,268	1	1,116	1	100.0%	0	0.0%	0	0.0%
Boarding - Horses	5	2,946	1	1,116	1	100.0%	0	0.0%	0	0.0%
Boarding Houses	236	1,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boards Of Trade	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat - Charter	1,245	602	3	738	3	100.0%	0	0.0%	0	0.0%
Boat - Excursion	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat Builders	850	730	1	1,116	0	0.0%	1	100.0%	0	0.0%
Boat Cleaning	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat Covers, Tops & Upholstery	211	1,415	1	1,116	0	0.0%	1	100.0%	0	0.0%
Boat Dealers	2,799	325	21	240	16	76.2%	5	23.8%	0	0.0%
Boat Equipment & Supplies	671	835	1	1,116	1	100.0%	0	0.0%	0	0.0%
Boat Launching	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat Lifts	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat Renting & Leasing	247	1,338	3	738	2	66.7%	1	33.3%	0	0.0%
Boat Repair	880	720	2	897	0	0.0%	2	100.0%	0	0.0%
Boat Storage	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boat Transporting	210	1,422	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boating Instruction	309	1,226	5	600	5	100.0%	0	0.0%	0	0.0%
Boating Instruction - Canoe & Kayak	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Body Care Products	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boilers - New & Used	376	1,112	2	897	1	50.0%	1	50.0%	0	0.0%
Boilers - Rental	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boilers - Repair & Cleaning	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boilers - Supplies & Parts	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bolts & Nuts	77	1,919	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Book, Compact Disc, & DVD Clubs	1,318	577	31	182	12	38.7%	17	54.8%	2	6.5%
Bookbinders	234	1,357	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bookbinders Equipment & Supplies	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bookcases	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bookkeeping Service	5,014	201	10	404	6	60.0%	3	30.0%	1	10.0%
Books - New	513	1,578	15	319	10	66.7%	5	33.3%	0	0.0%
Books - Textbooks New & Used	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Books - Used & Rare	1,109	641	15	319	14	93.3%	1	6.7%	0	0.0%
Books - Wholesale	320	1,205	3	738	2	66.7%	1	33.3%	0	0.0%
Booths - Toll, Parking	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boots	392	1,092	9	430	5	55.6%	4	44.4%	0	0.0%
Bottle Caps & Seals	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bottle Return Depot	356	1,151	3	738	2	66.7%	1	33.3%	0	0.0%
Bottlers Equipment & Supplies	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bottles - Used	31	2,341	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bottles - Wholesale & Manufacturers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bounce Houses	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boutique - Battling Cancer Related Products	60	2,047	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boutique Items - Wholesale & Manufacturers	27	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boutiques	337	1,177	2	897	1	50.0%	1	50.0%	0	0.0%
Bowling	642	861	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bowling Lane Refinish & Repair	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Box Manufacturers Equipment & Supplies	97	1,794	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boxes - Corrugated & Fiber	233	1,360	1	1,116	0	0.0%	1	100.0%	0	0.0%
Boxes - Paper	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boxes - Plastic & Transparent	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boxes - Wooden	43	2,207	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boxing Gym	23	2,457	1	1,116	1	100.0%	0	0.0%	0	0.0%
Boy & Girl Organizations - Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Braille Supplies	84	1,874	2	897	2	100.0%	0	0.0%	0	0.0%
Brake Service	3,988	272	18	275	12	66.7%	6	33.3%	0	0.0%
Brakes - Lining - Manufacturers & Distributors	5	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brakes - Manufacturers & Distributors	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bras	48	2,154	2	897	1	50.0%	1	50.0%	0	0.0%
Brass Fabricators	43	2,207	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brass Products	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brewers	788	760	3	738	2	66.7%	1	33.3%	0	0.0%
Brewers Equipment & Supplies	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brick - Concrete, Pumice	485	987	4	657	1	25.0%	3	75.0%	0	0.0%
Brick - Fire	110	1,745	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brick - Used	24	2,441	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bridal & Millinery Supplies	57	2,076	1	1,116	1	100.0%	0	0.0%	0	0.0%
Bridal Registries	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bridal Shops	5,831	172	59	89	30	50.8%	24	40.7%	5	8.5%
Bridal Supplies - Wholesale & Manufacturing	227	1,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bridge Builders	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bronzing	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Broom Manufacturers Equipment & Supplies	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Brushes	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buckles	57	2,076	0	1,593	0	0.0%	0	0.0%	0	0.0%
Building Cleaning - Exterior	277	1,284	0	1,593	0	0.0%	0	0.0%	0	0.0%
Building Construction Consultants	2,258	388	7	504	4	57.1%	3	42.9%	0	0.0%
Building Contractors	15,670	68	46	116	32	69.6%	14	30.4%	0	0.0%
Building Inspection	4,908	208	9	430	9	100.0%	0	0.0%	0	0.0%

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Building Inspection - Commercial	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Building Materials	12,421	82	37	149	21	56.8%	15	40.5%	1	2.7%
Building Materials - Used	191	1,467	0	1,593	0	0.0%	0	0.0%	0	0.0%
Building Restoration & Preservation	3,170	294	6	546	5	83.3%	1	16.7%	0	0.0%
Buildings - Concrete	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buildings - Metal	235	1,355	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buildings - Pole & Post Frame	284	1,273	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buildings - Portable	76	1,925	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	2,394	369	4	657	4	100.0%	0	0.0%	0	0.0%
Buildozers	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bulletin & Directory Boards	95	1,801	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bullion Coin Dealers	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Burglar Alarm Systems - Dealers, Monitoring & Service	16,599	62	67	80	54	80.6%	10	14.9%	3	4.5%
Burial Vaults	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Bus Lines	691	823	3	738	2	66.7%	1	33.3%	0	0.0%
Bus Lines Ticket Agencies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buses - Charter & Rental	928	707	8	462	5	62.5%	3	37.5%	0	0.0%
Buses - Distributors & Manufacturers	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buses - Repair & Service	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Business & Trade Organizations	2,391	370	5	600	3	60.0%	2	40.0%	0	0.0%
Business Brokers	1,377	560	2	897	1	50.0%	1	50.0%	0	0.0%
Business Consultants	5,683	178	20	248	7	35.0%	13	65.0%	0	0.0%
Business Forms & Systems	214	1,407	0	1,593	0	0.0%	0	0.0%	0	0.0%
Business Opportunity Companies	727	799	2	897	1	50.0%	0	0.0%	1	50.0%
Business Plan Preparation	10	2,734	1	1,116	0	0.0%	1	100.0%	0	0.0%
Business Promotions - General	1,756	469	4	657	0	0.0%	3	75.0%	1	25.0%
Business Services - General	3,250	286	21	240	21	100.0%	0	0.0%	0	0.0%
Butchering	731	793	5	600	1	20.0%	4	80.0%	0	0.0%
Butchers Equipment & Supplies	195	1,454	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buttons - Manufacturers Equipment & Supplies	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Buying Clubs & Group Purchasing Service	3,391	271	36	155	30	83.3%	6	16.7%	0	0.0%
Cabin, Cottage & Chalet - Rentals	122	1,696	9	430	5	55.6%	4	44.4%	0	0.0%
Cabinet Equipment & Supplies	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cabinet Hardware	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cabinet Maker	2,454	367	9	430	3	33.3%	6	66.7%	0	0.0%
Cabinet Manufacturer	6,162	165	17	284	7	41.2%	8	47.1%	2	11.8%
Cabinet Organizers	1	3,188	3	738	0	0.0%	3	100.0%	0	0.0%
Cabinet Refacing	226	1,374	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cabinet Refinishers	136	1,646	2	897	0	0.0%	2	100.0%	0	0.0%
Cabinets	6,522	153	17	284	11	64.7%	6	35.3%	0	0.0%
Cable Networking	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cable Splicing	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cable TV, Internet & Telephone Installation Service	1,294	582	74	77	65	87.8%	9	12.2%	0	0.0%
Cabs - Tractor, Truck	88	1,854	1	1,116	0	0.0%	1	100.0%	0	0.0%
Cake Decorating Equipment & Supplies	153	1,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Calendars	28	2,380	3	738	2	66.7%	1	33.3%	0	0.0%
Call Centers	941	698	0	1,593	0	0.0%	0	0.0%	0	0.0%
Calligraphers	7	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campers - Dealers	64	2,021	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campers - Rent & Lease	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campers - Service & Repair	114	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campers - Supplies & Parts	144	1,614	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campers - Wholesale & Manufacturers	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Campgrounds & RV Parks	1,722	476	20	248	11	55.0%	9	45.0%	0	0.0%
Camping Equipment	518	959	2	897	1	50.0%	1	50.0%	0	0.0%
Camps	680	830	9	430	4	44.4%	5	55.6%	0	0.0%
Cams - Grinding & Cutting	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Candles - Retail	486	1,986	2	897	2	100.0%	0	0.0%	0	0.0%
Candles - Wholesale & Manufacturers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery - Retail	446	1,029	1	1,116	0	0.0%	1	100.0%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery Brokers	19	2,528	1	1,116	0	0.0%	1	100.0%	0	0.0%
Candy & Confectionery Manufacturers Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Canvas - Wholesale & Manufacturers	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Canvas Goods	17	2,566	1	1,116	0	0.0%	1	100.0%	0	0.0%
Car Loading & Unloading	50	2,134	0	1,593	0	0.0%	0	0.0%	0	0.0%
Car Wash & Polish	3,022	301	26	207	15	57.7%	11	42.3%	0	0.0%
Car Wash & Polish Equipment & Supplies	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carburetors	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Career & Outplacement Counseling	1,796	461	4	657	3	75.0%	1	25.0%	0	0.0%
Caregivers Resources	58	2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cargo & Freight Containers	413	1,063	5	600	1	20.0%	4	80.0%	0	0.0%
Carport Stabilizing Devices	2	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carnivals	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpenters	5,587	182	11	382	5	45.5%	5	45.5%	1	9.1%
Carpet & Rug Binding Machines	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaners	33,685	28	73	78	55	75.3%	17	23.3%	1	1.4%
Carpet & Rug Cleaning Equipment - Rental	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaning Equipment & Supplies	73	1,943	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - New	16,008	65	80	71	65	81.3%	14	17.5%	1	1.3%
Carpet & Rug Dealers - Used	146	1,609	3	738	1	33.3%	2	66.7%	0	0.0%
Carpet & Rug Distributors & Manufacturers	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dyers	128	1,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	67	886	4	657	4	100.0%	0	0.0%	0	0.0%
Carpet & Rug Renting	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Repair	338	1,174	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Weavers	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet Installation	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Carpet Layers	460	1,015	5	600	3	60.0%	2	40.0%	0	0.0%
Carpet Layers Equipment & Supplies	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cash Registers & Supplies	322	1,199	4	657	2	50.0%	2	50.0%	0	0.0%
Casinos	821	745	2	897	2	100.0%	0	0.0%	0	0.0%
Caskets	51	2,127	0	1,593	0	0.0%	0	0.0%	0	0.0%
Casters & Glides	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Catalog Showrooms	31	2,341	0	1,593	0	0.0%	0	0.0%	0	0.0%
Caterers	5,274	192	7	504	6	85.7%	1	14.3%	0	0.0%

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Caulking Contractors	298	1,250	2	897	0	0.0%	2	100.0%	0	0.0%
Caulking Materials & Equipment	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ceiling Cleaning	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ceiling Materials	100	1,781	1	1,116	1	100.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	2	3,104	1	1,116	0	0.0%	1	100.0%	0	0.0%
Cellular Telephone Services & Equipment	22,374	38	1,669	1	1,630	97.7%	37	2.2%	2	0.1%
Cellulite Treatment - Endermologie	31	2,341	3	738	3	100.0%	0	0.0%	0	0.0%
Cement - Retail	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cement - Wholesale & Manufacturers	17	2,566	1	1,116	0	0.0%	1	100.0%	0	0.0%
Cemeteries	361	1,140	1	1,116	0	0.0%	1	100.0%	0	0.0%
Cemetery Equipment & Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Centrifugal Machinery	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ceramic Products - Decorative	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ceramic Products - Industrial	61	2,038	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ceramics - Equipment & Supplies	69	1,970	2	897	0	0.0%	2	100.0%	0	0.0%
Cereals	2	3,104	1	1,116	1	100.0%	0	0.0%	0	0.0%
Chain Letters	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chain Link Fence Sales, Service & Contractors	322	1,199	2	897	2	100.0%	0	0.0%	0	0.0%
Chains	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chairs - Orthopedic & Lift	7	2,076	3	738	0	0.0%	3	100.0%	0	0.0%
Chairs - Rent	199	1,444	1	1,116	0	0.0%	1	100.0%	0	0.0%
Chairs - Wholesale & Manufacturers	231	1,362	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chambers Of Commerce	1,975	420	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chamois Skins	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Advertising for Publications	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Community Development & Civic Organizations	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Health	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Local	874	721	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - National	2,598	343	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Other Charitable Organizations	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Relief & Development	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Charity - Religious	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chauffeur Service	263	1,312	0	1,593	0	0.0%	0	0.0%	0	0.0%
Check Cashing Protection Systems	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Check Cashing Service	2,801	324	27	1,908	25	92.6%	1	3.7%	1	3.7%
Check Protection & Signing Machines	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Checks - Printing	626	873	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cheerleading Instruction	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cheese	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chemical Plant Equipment & Supplies	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chemicals	492	978	1	1,116	0	0.0%	1	100.0%	0	0.0%
Chemicals - Reclaiming	79	1,904	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chemists - Analytical & Consulting	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chemists - Manufacturers	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Child Care - In Home	195	1,454	2	897	2	100.0%	0	0.0%	0	0.0%
Child Care - Infant	128	1,676	2	897	1	50.0%	1	50.0%	0	0.0%
Child Care Centers	5,808	174	25	211	17	68.0%	8	32.0%	0	0.0%
Child Care Referral	86	1,867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Child Parent Development Centers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Childproofing Services	88	1,854	1	1,116	1	100.0%	0	0.0%	0	0.0%
Children's Play Programs Instruction	189	1,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Children's & Family Entertainment	308	1,229	1	1,116	1	100.0%	0	0.0%	0	0.0%
Children's & Infants Wear - Retail	1,451	537	23	228	15	65.2%	5	21.7%	3	13.0%
Children's & Infants Wear - Wholesale & Manufacturing	88	1,854	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chimes & Bells	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chimney Builders & Repair	4,791	212	10	404	7	70.0%	3	30.0%	0	0.0%
Chimney Cleaning	6,516	155	11	382	6	54.5%	5	45.5%	0	0.0%
Chimney Cleaning Equipment & Supplies	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chimney Sweeper	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chimneys - Prefabricated	0	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
China - Wholesale & Manufacturers	49	2,144	1	1,116	1	100.0%	0	0.0%	0	0.0%
China & Glassware - Retail	475	995	1	1,116	0	0.0%	1	100.0%	0	0.0%
Chinese Food Products	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chiropractor Information Bureaus	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chiropractors D.C.	1,673	491	3	738	2	66.7%	0	0.0%	1	33.3%
Chiropractors Equipment & Supplies	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Chocolate & Cocoa	395	1,090	1	1,116	1	100.0%	0	0.0%	0	0.0%
Christmas Lights & Decorations	80	1,897	1	1,116	0	0.0%	0	0.0%	1	100.0%
Christmas Trees	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Church Furnishings	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Church Supplies	56	2,085	0	1,593	0	0.0%	0	0.0%	0	0.0%
Churches	124	1,689	1	1,116	0	0.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Retail	411	1,066	1	1,593	0	0.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cigars and Cigar Accessories	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cistern Builders	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cleaning Compounds	363	1,139	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cleaning Services	8,359	121	49	109	23	46.9%	26	53.1%	0	0.0%
Cleaning Services - Commercial Office	682	827	4	657	1	25.0%	3	75.0%	0	0.0%
Cleaning Supplies	428	1,045	1	1,116	1	100.0%	0	0.0%	0	0.0%
Cleaning Supplies by Internet	104	1,771	1	1,116	1	100.0%	0	0.0%	0	0.0%
Cleaning Supplies by Mail	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cleaning Systems Press, Chemical	743	789	4	657	1	25.0%	3	75.0%	0	0.0%
Clinics	2,660	338	17	284	9	52.8%	8	47.1%	0	0.0%
Clinics - Pain Management	43	2,207	1	1,116	0	0.0%	1	100.0%	0	0.0%
Clocks - Components	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Clocks - Dealers	56	2,085	3	738	2	66.7%	1	33.3%	0	0.0%
Clocks - Service & Repair	518	959	3	738	1	33.3%	2	66.7%	0	0.0%
Clocks - Wholesale & Manufacturers	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Closet Systems & Accessories	1,346	569	5	600	2	40.0%	3	60.0%	0	0.0%
Clothes - Consignment & Resale	1,261	595	16	301	8	50.0%	8	50.0%	0	0.0%
Clothing - Retail	5,399	189	95	64	38	40.0%	53	55.8%	4	4.2%
Clubs	966	687	8	462	4	50.0%	4	50.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Clutches	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coaching - Business	383	1,101	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coaching - Life	38	2,259	1	1,116	1	100.0%	0	0.0%	0	0.0%
Coated Fabrics	561	926	12	368	12	100.0%	0	0.0%	0	0.0%
Coatings - Protective	929	706	2	897	2	100.0%	0	0.0%	0	0.0%
Coats - Wholesale & Manufacturers	6	2,897	1	1,116	0	0.0%	0	0.0%	1	100.0%
Cocktail Lounges	365	1,135	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coffee & Tea	1,389	556	5	600	4	80.0%	1	20.0%	0	0.0%
Coffee & Tea Shops	285	1,272	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coffee Break Service & Supplies	665	838	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coffee Brewing Devices	173	1,524	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coffee Roasting & Handling Equipment	303	1,242	1	1,116	1	100.0%	0	0.0%	0	0.0%
Coin & Bill Change Machines	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coin & Bill Count, Sort, Wrap Machines	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coin Cards	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coin Dealers, Supplies	1,940	438	7	504	6	85.7%	1	14.3%	0	0.0%
Coins & Tokens - Manufacturers	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coins, Stamps & Precious Metals Dealer	41	2,230	2	897	2	100.0%	0	0.0%	0	0.0%
Collectibles	1,087	647	12	368	11	91.7%	1	8.3%	0	0.0%
Collection Agencies	28,212	33	612	6	527	86.1%	83	13.6%	2	0.3%
Collection Systems	7	2,858	1	1,116	1	100.0%	0	0.0%	0	0.0%
College Savings Plans	37	2,268	5	600	5	100.0%	0	0.0%	0	0.0%
Colon Hydrotherapy - Colon Therapy	18	2,547	1	1,116	1	100.0%	0	0.0%	0	0.0%
Color Consultants	80	1,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Columns	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Comic Books	114	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Commercial Blueprint Design	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Commercial Painting Contractor	240	1,348	4	657	2	50.0%	2	50.0%	0	0.0%
Commercial Products Manufacturers	1,417	548	0	1,593	0	0.0%	0	0.0%	0	0.0%
Commercial Products Wholesale & Distributor	738	790	6	546	3	50.0%	3	50.0%	0	0.0%
Commercial Roofing	343	1,168	1	1,116	1	100.0%	0	0.0%	0	0.0%
Commodity Brokers	1,136	631	8	462	8	100.0%	0	0.0%	0	0.0%
Communication Consultants	590	902	4	657	4	100.0%	0	0.0%	0	0.0%
Compact Discs, Tapes & Records - Retail	1,029	667	5	600	3	60.0%	2	40.0%	0	0.0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	37	2,268	1	1,116	0	0.0%	1	100.0%	0	0.0%
Compactors - Waste - Household - Dealers	5	2,946	2	897	1	50.0%	1	50.0%	0	0.0%
Compactors - Waste - Industrial & Commercial	81	1,889	1	1,116	1	100.0%	0	0.0%	0	0.0%
Compliance Consulting	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Composting Systems	10	2,734	1	1,116	1	100.0%	0	0.0%	0	0.0%
Compressors	128	1,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Compressors - Repair	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Computer Assisted Design Services	57	2,076	2	897	1	50.0%	1	50.0%	0	0.0%
Computer Consultant	1,389	556	5	600	3	60.0%	2	40.0%	0	0.0%
Computer Gaming Centers	87	1,860	0	1,593	0	0.0%	0	0.0%	0	0.0%
Computer Printers Sales & Service	148	1,601	0	1,593	0	0.0%	0	0.0%	0	0.0%
Computer Software Publishers & Developers	3,876	246	27	198	22	81.5%	3	11.1%	2	7.4%
Computers - Cable & Installation	1	1,209	1	1,116	1	100.0%	0	0.0%	0	0.0%
Computers - Dealers	21,460	39	174	40	148	85.1%	24	13.8%	2	1.1%
Computers - Disaster Recovery	417	1,059	0	1,593	0	0.0%	0	0.0%	0	0.0%
Computers - Furniture	263	1,312	1	1,116	1	100.0%	0	0.0%	0	0.0%
Computers - Graphics	155	1,576	5	600	0	0.0%	3	60.0%	2	40.0%
Computers - Multimedia	421	1,054	3	738	3	100.0%	0	0.0%	0	0.0%
Computers - Network Security	213	1,411	1	1,116	1	100.0%	0	0.0%	0	0.0%
Computers - Networks	1,922	440	2	897	1	50.0%	1	50.0%	0	0.0%
Computers - Rent & Lease	126	1,681	3	738	0	0.0%	3	100.0%	0	0.0%
Computers - Rooms - Installation & Equipment	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Computers - Security Equip & Systems	139	1,635	2	897	1	50.0%	1	50.0%	0	0.0%
Computers - Service & Repair	11,238	91	61	87	49	80.3%	10	16.4%	2	3.3%
Computers - Supplies & Parts	7,323	135	46	116	36	78.3%	10	21.7%	0	0.0%
Computers - Sys Designers & Consult	3,572	261	16	301	14	87.5%	1	6.3%	1	6.3%
Computers - Training	1,075	653	6	546	6	100.0%	0	0.0%	0	0.0%
Computers - Used	595	897	2	897	1	50.0%	0	0.0%	1	50.0%
Computers - Wholesale & Manufacturers	649	855	4	657	3	75.0%	1	25.0%	0	0.0%
Computers Hardware, Software & Services	72,922	12	153	42	114	74.5%	32	20.9%	7	4.6%
Concert Halls	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concierge Services	217	1,400	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete - Custom	361	1,140	3	738	1	33.3%	2	66.7%	0	0.0%
Concrete - Prestressed	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete - Ready Mixed	645	859	1	1,116	1	100.0%	0	0.0%	0	0.0%
Concrete - Restoration, Sealing & Cleaning	356	1,151	6	546	2	33.3%	1	16.7%	3	50.0%
Concrete - Stamped & Decorative	465	1,009	2	897	2	100.0%	0	0.0%	0	0.0%
Concrete Aggregates	172	1,526	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Block & Product Molding Machine	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Blocks & Shapes	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking, Cutting, Sawing	843	732	1	1,116	1	100.0%	0	0.0%	0	0.0%
Concrete Construction Forms & Accessories	265	1,307	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Contractors	43,951	21	122	49	63	51.6%	56	45.9%	3	2.5%
Concrete Curing & Treating Materials	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Patching Compounds	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Products	1,497	529	4	657	4	100.0%	0	0.0%	0	0.0%
Concrete Pumping Service	199	1,444	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Reinforcements	93	1,815	0	1,593	0	0.0%	0	0.0%	0	0.0%
Concrete Repair/Leveling	637	865	0	1,593	0	0.0%	0	0.0%	0	0.0%
Condiments & Sauces	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Condominiums	2,059	419	8	462	5	62.5%	3	37.5%	0	0.0%
Conference Centers	483	988	0	1,593	0	0.0%	0	0.0%	0	0.0%
Connectors - Electric	97	1,794	1	1,116	1	100.0%	0	0.0%	0	0.0%
Consignment Service	473	998	11	382	7	63.6%	1	9.1%	3	27.3%
Consignment Service - Online	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Construction & Remodeling Services	38,202	25	87	67	42	48.3%	43	49.4%	2	2.3%
Construction Equipment Sales / Services	163	1,550	0	1,593	0	0.0%	0	0.0%	0	0.0%
Construction Estimates	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Construction Management	4,187	232	3	738	2	66.7%	1	33.3%	0	0.0%
Construction Supplies	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Consultant - Employee Benefit Plans	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultant - Planning	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultant - Strategic Planning	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultants - Medical	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultants - Pharmaceutical	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultants - Security	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultants - Social Media	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Consultants - Telecommunication	58	2,065	1	1,116	1	100.0%	0	0.0%	0	0.0%
Consumer Finance & Loan Companies	6,880	144	45	120	41	91.1%	4	8.9%	0	0.0%
Consumers Cooperative Organizations	19	2,428	1	1,116	1	100.0%	0	0.0%	0	0.0%
Contact Lenses	1,077	652	11	382	11	100.0%	0	0.0%	0	0.0%
Containerized Freight Service	90	1,836	2	897	2	100.0%	0	0.0%	0	0.0%
Contest Arranging & Judging	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contract Manufacturing	87	1,860	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Commercial	1,669	493	1	1,116	1	100.0%	0	0.0%	0	0.0%
Contractor - Decorative & Specialty Concrete	357	1,150	3	738	0	0.0%	2	66.7%	1	33.3%
Contractor - Disabled Access	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Electrical	531	946	1	1,116	0	0.0%	1	100.0%	0	0.0%
Contractor - Flat Roof	954	954	1	1,116	0	0.0%	1	100.0%	0	0.0%
Contractor - Gas	159	1,593	0	1,116	0	0.0%	0	0.0%	1	100.0%
Contractor - General Green Builder	160	1,534	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Hauling	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Home Performance	243	1,345	3	738	1	33.3%	2	66.7%	0	0.0%
Contractor - Industrial	647	857	5	600	5	100.0%	0	0.0%	0	0.0%
Contractor - Insulation	19,127	50	19	265	15	78.9%	3	15.8%	1	5.3%
Contractor - Interior Trim	85	1,873	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Low Voltage Systems	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Mechanical Insulation	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Metal Roofing	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Remodel & Repair	821	745	5	600	0	0.0%	5	100.0%	0	0.0%
Contractor - Sheetrock	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractor - Spray Foam Insulation	821	745	1	1,116	0	0.0%	1	100.0%	0	0.0%
Contractor - Water Conditioning	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - Acoustical Ceiling	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - Ceiling	346	1,163	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - Flooring	3,191	291	25	1,116	16	64.0%	9	36.0%	0	0.0%
Contractors - Framing	452	1,022	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - General	139,491	3	387	17	163	42.1%	207	53.5%	17	4.4%
Contractors - Gutters	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - Retaining Wall	126	1,681	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors - Solar Energy	316	1,213	0	1,593	0	0.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies - Dealers & Ser	322	1,199	2	897	0	0.0%	2	100.0%	0	0.0%
Contractors Equipment & Supplies - Rent & Lease	500	974	2	897	2	100.0%	0	0.0%	0	0.0%
Controls, Control Sys & Regulators	583	906	0	1,593	0	0.0%	0	0.0%	0	0.0%
Convenience Stores	1,396	554	11	382	4	36.4%	7	63.6%	0	0.0%
Convention Services & Facilities	286	1,268	2	897	1	50.0%	1	50.0%	0	0.0%
Convents & Monasteries	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Converters - Electric	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Conveyors & Conveying Equipment	50	2,134	2	897	0	0.0%	2	100.0%	0	0.0%
Cookies & Crackers	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cooking Instruction	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cooking Utensils	2,872	315	16	301	12	75.0%	4	25.0%	0	0.0%
Cooling Towers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Copiers & Copier Supplies	472	1,002	1	1,116	0	0.0%	1	100.0%	0	0.0%
Copper Products	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Copy & Duplicating Service	1,972	431	5	600	4	80.0%	1	20.0%	0	0.0%
Copyright Service	114	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cord Blood Storage	15	2,604	1	1,116	1	100.0%	0	0.0%	0	0.0%
Corn Products	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Corporate Awards	1	1,571	0	1,593	0	0.0%	0	0.0%	0	0.0%
Correspondence Schools	13,016	76	10	404	10	100.0%	0	0.0%	0	0.0%
Corsets & Girdles	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cosmetic & Toiletry Preparations - Manufacturers	57	2,076	1	1,116	1	100.0%	0	0.0%	0	0.0%
Cosmetic Sales	521	957	6	546	2	33.3%	0	0.0%	4	66.7%
Cosmetic Sales by Internet	827	741	6	546	4	66.7%	1	16.7%	1	16.7%
Cosmetic Sales by Mail	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cosmetics - Wholesale & Manufacturers	337	1,177	4	657	0	0.0%	4	100.0%	0	0.0%
Cosmetics & Perfumes - Retail	1,239	603	6	546	3	50.0%	3	50.0%	0	0.0%
Costume Fabrics, Trim & Accessories	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Costumes - Masquerade & Theatrical	475	995	2	897	1	50.0%	1	50.0%	0	0.0%
Cotton Ginning Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Countertop - Fabrication	67	1,985	1	1,116	0	0.0%	1	100.0%	0	0.0%
Countertops	10,627	97	35	163	13	37.1%	20	57.1%	2	5.7%
Countertops - Concrete	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Coupon Book Promotions	300	1,247	10	404	7	70.0%	3	30.0%	0	0.0%
Coupon Services	3,563	263	46	116	39	84.8%	7	15.2%	0	0.0%
Couriers	286	1,268	6	546	3	50.0%	3	50.0%	0	0.0%
Court Reporters	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Covers - Protective	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
CPR Training & Certification	130	1,667	0	1,593	0	0.0%	0	0.0%	0	0.0%
Craft Galleries & Dealers	294	1,255	1	1,116	0	0.0%	1	100.0%	0	0.0%
Craft Instruction	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Craft Supplies	940	700	10	404	5	50.0%	3	30.0%	2	20.0%
Crane Service	155	1,576	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cranes	207	1,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cranes - Accessories & Parts	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cranksaft Grinding	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Credit - Debt Consolidation Services	6,409	158	4	657	3	75.0%	0	0.0%	1	25.0%
Credit & Debt Counseling	26,490	34	33	171	32	97.0%	1	3.0%	0	0.0%
Credit Card ? Merchant Services	839	734	19	265	19	100.0%	0	0.0%	0	0.0%
Credit Card Processing Service	3,731	250	25	211	23	92.0%	2	8.0%	0	0.0%
Credit Cards - Protection Service	153	1,581	8	462	7	87.5%	1	12.5%	0	0.0%
Credit Cards & Plans	2,767	328	44	123	36	81.8%	7	15.9%	1	2.3%
Credit Cards & Plans - Equipment & Supplies	262	1,315	0	1,593	0	0.0%	0	0.0%	0	0.0%
Credit Repair Services - Advance Fee	192	1,461	0	1,593	0	0.0%	0	0.0%	0	0.0%
Credit Reporting Agencies	3,660	256	1	1,116	1	100.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Credit Services	534	943	6	546	5	83.3%	1	16.7%	0	0.0%
Credit Unions	9,590	109	5	600	5	100.0%	0	0.0%	0	0.0%
Cremation Services	661	844	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cremation Urns	64	2,021	0	1,593	0	0.0%	0	0.0%	0	0.0%
Crematories	170	1,532	0	1,593	0	0.0%	0	0.0%	0	0.0%
Crime Scene/Trauma Clean Up	120	1,701	0	1,593	0	0.0%	0	0.0%	0	0.0%
Crisis Intervention Service	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cruises	1,680	488	4	657	3	75.0%	1	25.0%	0	0.0%
Cryogenics	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Culverts	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cupolas	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Currency Exchange	1,628	500	4	657	4	100.0%	0	0.0%	0	0.0%
Curtains - Wholesale & Manufacturers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Custom Brokers	537	940	2	897	2	100.0%	0	0.0%	0	0.0%
Custom Framing	246	1,339	0	1,593	0	0.0%	0	0.0%	0	0.0%
Customs Consultant	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cutlery	70	1,964	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cutting & Slitting Service	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cylinders - Air & Hydraulic	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Cylinders - Gas	9	2,762	1	1,116	1	100.0%	0	0.0%	0	0.0%
Dairies	179	1,504	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dairy Products - Wholesale	84	1,874	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dance Apparel	30	2,352	1	1,116	0	0.0%	1	100.0%	0	0.0%
Dance Companies	620	879	15	319	7	46.7%	8	53.3%	0	0.0%
Dancing Instruction	1,543	522	7	504	5	71.4%	2	28.6%	0	0.0%
Dancing Supplies	199	1,444	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Communications Equipment & Systems	304	1,238	3	738	1	33.3%	2	66.7%	0	0.0%
Data Processing Equipment	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment - Maintenance	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Processing Service	262	1,315	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Processing Supplies	70	1,964	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Recovery	2	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	266	1,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dating Service	5,843	171	78	741	58	74.4%	20	25.6%	0	0.0%
Day Care - Adults	1	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Day Spas	9,289	113	70	79	26	37.1%	39	55.7%	5	7.1%
Debt Relief Services	358	1,148	0	1,593	0	0.0%	0	0.0%	0	0.0%
Debt Settlement - Canada	852	653	0	1,593	0	0.0%	0	0.0%	0	0.0%
Decals	129	1,670	1	1,116	0	0.0%	1	100.0%	0	0.0%
Deck - Repair	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Deck Builder	360	1,142	2	897	1	50.0%	1	50.0%	0	0.0%
Deck Cleaning & Sealing	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Decoration Contractors - Party, Convention	598	895	3	738	2	66.7%	1	33.3%	0	0.0%
Delicatessens	394	1,091	1	1,116	1	100.0%	0	0.0%	0	0.0%
Delivery Service	10,815	95	121	50	85	70.2%	35	28.9%	1	0.8%
Demographic Research	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Demolition Contractors	1	1,026	1	1,116	0	0.0%	1	100.0%	0	0.0%
Dental Equipment - Repair & Refinish	109	1,750	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dental Equipment & Supplies	854	728	1	1,116	1	100.0%	0	0.0%	0	0.0%
Dental Hygienists	202	1,435	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dental Laboratories	751	784	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dental Service Plans	149	1,596	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dentist - Dental Implants	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dentist - Dental Surgery	322	1,199	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dentist - Orthodontist	420	1,056	1	1,116	1	100.0%	0	0.0%	0	0.0%
Dentist - Periodontist	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dentistry - Children	44	2,195	1	1,116	1	100.0%	0	0.0%	0	0.0%
Dentistry - Cosmetic	791	757	1	1,116	0	0.0%	1	100.0%	0	0.0%
Dentists	7,299	127	20	248	15	75.0%	5	25.0%	0	0.0%
Denturist	1,938	439	3	738	3	100.0%	0	0.0%	0	0.0%
Deodorants	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Deodorizing & Disinfecting	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Department Stores	2,697	331	397	16	384	96.7%	13	3.3%	0	0.0%
Designers - Apparel	236	1,352	2	897	1	50.0%	0	0.0%	1	50.0%
Designers - Industrial	159	1,565	0	1,593	0	0.0%	0	0.0%	0	0.0%
Desktop Publishing	106	1,763	3	738	2	66.7%	1	33.3%	0	0.0%
Developmental Disability Services	35	2,297	0	1,593	0	0.0%	0	0.0%	0	0.0%
Diamond Buyers	60	2,047	4	657	3	75.0%	1	25.0%	0	0.0%
Diamonds	2,768	327	1	1,116	1	100.0%	0	0.0%	0	0.0%
Diaper Service	108	1,754	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Die Casters	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Die Cutting	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Diesel Fuel	73	1,943	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dietitians	22	2,470	1	1,116	1	100.0%	0	0.0%	0	0.0%
Digital Media	35	2,297	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dinner Theatres	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Disability Access Equipment	163	1,550	0	1,593	0	0.0%	0	0.0%	0	0.0%
Disc Jockeys	2,317	381	10	404	3	30.0%	6	60.0%	1	10.0%
Discount Stores	19,225	49	149	44	113	75.8%	35	23.5%	1	0.7%
Dishwashing Machines - Dealers	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Service & Repair	2	1,761	2	897	1	50.0%	1	50.0%	0	0.0%
Display Designers & Producers	746	787	3	738	0	0.0%	3	100.0%	0	0.0%
Display Fixtures & Materials	58	2,065	1	1,116	0	0.0%	1	100.0%	0	0.0%
Disposable Products	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Disillers	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Distributing Service - Circular, Sample	21	2,492	1	1,116	1	100.0%	0	0.0%	0	0.0%
Divers	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Divers Equipment & Supplies	261	1,318	2	897	2	100.0%	0	0.0%	0	0.0%
Diving & Marine Services	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Diving Instruction	270	1,298	4	657	3	75.0%	1	25.0%	0	0.0%
Divorce Assistance	3,327	279	3	738	3	100.0%	0	0.0%	0	0.0%
DNA Testing	231	1,362	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dock Builders	87	1,860	0	1,593	0	0.0%	0	0.0%	0	0.0%
Docks	61	2,038	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Document Imaging & Scanning Service	62	2,027		1,116	1	100.0%	0	0.0%	0	0.0%
Dog Breeders	1,577	514	11	382	5	45.5%	6	54.5%	0	0.0%
Doll Clothing & Accessories	79	1,904	0	1,593	0	0.0%	0	0.0%	0	0.0%
Doll Houses & Accessories	104	1,771	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dolls - Collectors	159	1,565	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dolls - Retail	156	1,571	3	738	0	0.0%	3	100.0%	0	0.0%
Dome Structures	2	3,104	1	1,116	0	0.0%	1	100.0%	0	0.0%
Door & Gate Operating Devices	310	1,223	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door Closers & Checks	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door Frames	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door Manufacturer - High Performance	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Doors	15,739	67	44	123	32	72.7%	12	27.3%	0	0.0%
Doors - Installation	135	1,651	1	1,116	0	0.0%	1	100.0%	0	0.0%
Doors - Repair	3,038	299	10	404	5	50.0%	5	50.0%	0	0.0%
Door-to-Door Sales - Cleaning Supplies	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Cosmetics	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Magazines	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Photography	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Doughnuts	241	1,347	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	2	3,104	2	1,593	0	0.0%	0	0.0%	0	0.0%
Drafting Services	806	753	2	897	2	100.0%	0	0.0%	0	0.0%
Drainage Contractors	4,685	215	15	319	8	53.3%	7	46.7%	0	0.0%
Drama/Acting Instruction	209	1,426	0	1,593	0	0.0%	0	0.0%	0	0.0%
Draperies - Wholesale & Manufacturers	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Draperies & Curtains - Retail & Custom	3,409	268	9	430	4	44.4%	5	55.6%	0	0.0%
Drapery & Curtain Cleaners	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	838	735	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fixtures	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drapery Installation Service	682	827	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dredging	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dressmakers	513	963	6	546	3	50.0%	2	33.3%	1	16.7%
Dressmaking Schools	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drilling & Boring Contractors	665	838	2	897	1	50.0%	1	50.0%	0	0.0%
Drilling & Boring Equipment & Supplies	1	1,623	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drive Shafts	97	1,794	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drivers Education	488	983	4	657	1	25.0%	3	75.0%	0	0.0%
Driveway Installation, Paving & Repair	1	3,188	1	1,116	0	0.0%	1	100.0%	0	0.0%
Driving Instruction	8,225	123	28	194	9	32.1%	19	67.9%	0	0.0%
Driving Proficiency Test Service	1,623	501	3	738	2	66.7%	1	33.3%	0	0.0%
Driving Training Equipment	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drug & Alcohol Screening & Testing	92	1,823	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	651	854	2	897	2	100.0%	0	0.0%	0	0.0%
Drug Manufacturers	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Druggists - Wholesale	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners	8,083	126	135	47	67	49.6%	63	46.7%	5	3.7%
Dry Cleaners - Equipment - Wholesales	94	1,899	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners - Self Service	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dry Goods - Retail	18	2,547	1	1,116	1	100.0%	0	0.0%	0	0.0%
Dry Ice	192	1,461	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dryer Vent Cleaning	320	1,205	1	1,116	1	100.0%	0	0.0%	0	0.0%
Drying Equipment - Industrial	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drying Service	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drywall - Inspectors	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors	13,140	73	10	404	5	50.0%	5	50.0%	0	0.0%
Drywall Contractors Equipment & Supplies	186	1,482	0	1,593	0	0.0%	0	0.0%	0	0.0%
Duct & Duct Fittings	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Duct Cleaning	16,351	64	50	105	37	74.0%	13	26.0%	0	0.0%
Dune Buggies	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Duplicating Machines & Supplies	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Dust Collecting Systems	5	2,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Duty Free Shops	66	1,998	1	1,116	1	100.0%	0	0.0%	0	0.0%
DVD sales & service	61	2,038	3	738	0	0.0%	3	100.0%	0	0.0%
Ear & Body Piercing	321	1,203	0	1,593	0	0.0%	0	0.0%	0	0.0%
e-cigarettes	111	1,741	0	1,593	0	0.0%	0	0.0%	0	0.0%
Economic Development Organizations	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Economic Research & Analysis	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Editorial Services	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Educational Consultants	1,764	466	2	897	2	100.0%	0	0.0%	0	0.0%
Educational Research	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Eggs	50	2,134	0	1,593	0	0.0%	0	0.0%	0	0.0%
Elderly/Senior Specialty Services	1,941	160	3	738	2	65.7%	1	33.3%	0	0.0%
E-Learning	721	963	6	546	6	100.0%	0	0.0%	0	0.0%
Electric Bikes	131	1,662	3	738	0	0.0%	3	100.0%	0	0.0%
Electric Companies	1,600	508	30	188	30	100.0%	0	0.0%	0	0.0%
Electric Equipment - Manufacturers	54	2,105	1	1,116	1	100.0%	0	0.0%	0	0.0%
Electric Equipment - Service & Repair	2,122	409	15	319	9	60.0%	6	40.0%	0	0.0%
Electric Equipment - Used	93	1,815	1	1,116	0	0.0%	1	100.0%	0	0.0%
Electric Equipment & Supplies - Retail	1,253	600	6	546	4	66.7%	2	33.3%	0	0.0%
Electric Equipment & Supplies - Wholesale	670	836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Heating Elements	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Heating Equipment - Wholesale & Manufacturers	391	1,096	5	600	1	20.0%	4	80.0%	0	0.0%
Electric Instruments	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Motor Controls - Wholesales & Manufacturers	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Dealers & Repairing	359	1,143	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Manufacturers & Distributors	57	2,076	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Supplies & Parts	93	1,815	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Power Line Construction	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Scooters	12	2,676	1	1,116	0	0.0%	1	100.0%	0	0.0%
Electric Supplies - Manufacturers	107	1,761	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Switchboards	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electric Vehicles	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electrical Power Systems (Residential & Commercial) - Backup Systems	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electrical Power Systems Maintenance	142	1,622	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electricians	57,578	15	49	109	33	67.3%	14	28.6%	2	4.1%
Electricians - Commercial	716	811	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Electrolysis	1,168	620	1	1,116	1	100.0%	0	0.0%	0	0.0%
Electronic Equipment & Suppliers - Service & Repair	4,296	229	40	1,355	31	77.5%	8	20.0%	1	2.5%
Electronic Equipment & Supplies - Dealers	13,029	75	321	21	258	80.4%	62	19.3%	1	0.3%
Electronic Equipment & Supplies - Wholesale & Manufacturers	1,785	462	108	58	100	92.6%	8	7.4%	0	0.0%
Electronic Instruments	264	1,309	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electronic Power Supplies	50	2,134	1	1,116	0	0.0%	1	100.0%	0	0.0%
Electronic Testing Equipment	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Electronics Research & Development	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Elevator Consultants	59	2,058	0	1,593	0	0.0%	0	0.0%	0	0.0%
Elevator Installation	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Elevators - Parts	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Elevators - Sales & Service	565	919	1	1,116	0	0.0%	1	100.0%	0	0.0%
Email Service Provider	465	1,009	1	1,116	1	100.0%	0	0.0%	0	0.0%
Embroideries - Uniform	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Embroidery	591	900	0	1,593	0	0.0%	0	0.0%	0	0.0%
Embroidery Design Punching	43	2,207	1	1,116	0	0.0%	1	100.0%	0	0.0%
Embroidery Supplies	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Emergency Disaster Preparedness Equipment & Supplies	275	1,290	1	1,116	1	100.0%	0	0.0%	0	0.0%
Emergency Shelters	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employee Benefit Plans	436	1,037	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Agencies	12,790	78	16	301	13	81.3%	2	12.5%	1	6.3%
Employment Contractors - Temporary Help	866	724	3	738	3	100.0%	0	0.0%	0	0.0%
Employment Counseling	3	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Service	598	895	2	897	0	0.0%	2	100.0%	0	0.0%
Employment Service - Administrative Assistant	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Service - Employee Leasing	115	1,722	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Service - Government, Co, Fraternal	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Service - Virtual Assistant	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Employment Training	1,255	599	0	1,593	0	0.0%	0	0.0%	0	0.0%
Encyclopedias	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Energy Audits	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Energy Conservation Products - Wholesale & Manufacturers	95	1,801	3	738	3	100.0%	0	0.0%	0	0.0%
Energy Conservation Products & Services	2,505	357	14	333	11	78.6%	3	21.4%	0	0.0%
Energy Management & Conservation Consultant	3,663	255	23	211	16	64.0%	9	36.0%	0	0.0%
Energy Service Companies	1,428	545	16	301	15	93.0%	1	6.3%	0	0.0%
Engineering Consultants	718	809	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineering Contractors - General	336	1,180	2	897	0	0.0%	2	100.0%	0	0.0%
Engineering Equipment & Supplies	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineering Reports	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineers - Civil	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineers - Electrical	216	1,403	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineers - Mechanical	166	1,542	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineers - Professional	2,091	415	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engineers - Structural	215	1,405	2	897	1	50.0%	1	50.0%	0	0.0%
Engines - Diesel	623	875	3	738	2	66.7%	1	33.3%	0	0.0%
Engines - Fuel Conversion	74	1,940	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engines - Fuel Injection Service & Parts	267	1,303	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engines - Gas	1	1,124	1	1,116	1	100.0%	0	0.0%	0	0.0%
Engines - Gasoline	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engines - Rebuild & Exchange	3,359	275	16	301	7	43.8%	8	50.0%	1	6.3%
Engines - Supplies, Equipment & Parts	529	950	2	897	0	0.0%	2	100.0%	0	0.0%
Engravers - Mechanical	143	1,616	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engravers - Metal	95	1,801	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engravers - Plastic, Wood	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engravers - Stationery	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Engraving Equipment & Supplies	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Entertainers	1,279	591	2	897	1	50.0%	1	50.0%	0	0.0%
Entertainment Bureaus	231	1,362	1	1,116	0	0.0%	1	100.0%	0	0.0%
Envelopes - Wholesale & Manufacturers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Environmental & Ecological Services	3,335	277	6	546	2	33.3%	4	66.7%	0	0.0%
Environmental Consulting & Contracting	958	690	1	1,116	1	100.0%	0	0.0%	0	0.0%
Environmental Testing & Consulting	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Environmental, Conservationist & Ecol Org	359	1,143	0	1,593	0	0.0%	0	0.0%	0	0.0%
Equestrian Services	280	1,278	0	1,593	0	0.0%	0	0.0%	0	0.0%
Equine Therapy	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Equipment Calibration	9	2,762	1	1,116	0	0.0%	1	100.0%	0	0.0%
Ergonomic Products & Services	86	1,867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Erosion Control	161	1,557	0	1,593	0	0.0%	0	0.0%	0	0.0%
Escort Service - Personal	148	1,601	0	1,593	0	0.0%	0	0.0%	0	0.0%
Escrow Service	227	1,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Estate Liquidators	56	2,085	1	1,116	1	100.0%	0	0.0%	0	0.0%
Estate Planning & Management	903	590	0	1,593	0	0.0%	0	0.0%	0	0.0%
Estates - Appraisals, Sales & Auctions	405	1,075	3	738	2	100.0%	0	0.0%	0	0.0%
Estheticians	564	921	3	738	2	66.7%	1	33.3%	0	0.0%
Etched Products - Metal, Glass	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Event Planners	2,315	382	19	265	4	21.1%	15	78.9%	0	0.0%
Event Planners - Corporate	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Eviction Service	410	1,068	2	897	1	50.0%	1	50.0%	0	0.0%
Excavating Contractors	15,779	66	19	265	10	52.6%	7	36.8%	2	10.5%
Excavating Equipment	246	1,339	2	897	2	100.0%	0	0.0%	0	0.0%
Executive Search Consultants	245	1,343	0	1,593	0	0.0%	0	0.0%	0	0.0%
Executive Suites	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Exercise & Physical Fitness Programs	4,113	235	50	105	32	64.0%	13	26.0%	5	10.0%
Exercise Equipment	2,519	354	12	368	12	100.0%	0	0.0%	0	0.0%
Explosives	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Export Management	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Exporters	640	862	2	897	2	100.0%	0	0.0%	0	0.0%
Express & Transfer Service	58	2,065	1	1,116	0	0.0%	1	100.0%	0	0.0%
Extended Warranty Contract Service Companies	198	1,449	10	404	9	90.0%	1	10.0%	0	0.0%
Exterior Designers	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Exterior Structures - Barn Construction	98	1,793	1	1,116	0	0.0%	1	100.0%	0	0.0%
Eyeglass Suppliers	147	1,606	2	897	0	0.0%	2	100.0%	0	0.0%
Fabric Laminating & Bonding	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fabric Shops	1,522	526	5	600	4	80.0%	1	20.0%	0	0.0%
Fabrics - Wholesale & Manufacturers	34	2,305	1	1,116	0	0.0%	1	100.0%	0	0.0%
Facility Maintenance	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Fairgrounds	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Family Planning - Abortion Alternatives	1	3,188	0	0	0	0.0%	0	0.0%	0	0.0%
Fans - Household	3	3,040	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fans - Industrial & Commercial	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fare Registers & Meters	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Farm Equipment	1,321	576	1	1,116	1	100.0%	0	0.0%	0	0.0%
Farm Equipment - Repair & Parts	257	1,326	0	1,593	0	0.0%	0	0.0%	0	0.0%
Farm Management	25	2,428	1	1,593	0	0.0%	0	0.0%	0	0.0%
Farm Supplies	177	1,511	1	1,116	1	100.0%	0	0.0%	0	0.0%
Farmers Market	23	2,470	3	738	2	33.3%	2	66.7%	0	0.0%
Farming Service	42	2,221	0	1,593	0	0.0%	0	0.0%	0	0.0%
Farms	263	1,312	1	1,116	1	100.0%	0	0.0%	0	0.0%
Farms - Urban	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fashion Consultants	56	2,085	1	1,116	0	0.0%	1	100.0%	0	0.0%
Fashion Designers	148	1,601	1	1,116	0	0.0%	1	100.0%	0	0.0%
Fashion Show Producers	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fasteners - Industrial & Construction	402	1,079	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fax Equipment & Systems	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fax Transmission Service	344	1,165	6	546	5	83.3%	1	16.7%	0	0.0%
Feed Concentrates & Supplements	11	2,705	1	1,593	0	0.0%	0	0.0%	0	0.0%
Feed Dealers	392	1,092	1	1,116	1	100.0%	0	0.0%	0	0.0%
Felt & Felt Products	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fence - Sales, Service & Contractors	2,063	417	5	600	2	40.0%	3	60.0%	0	0.0%
Fence Contractors	18,938	52	59	89	32	54.2%	24	40.7%	3	5.1%
Fence Material	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fence Posts & Fittings	613	882	4	657	3	75.0%	1	25.0%	0	0.0%
Fences - Rental	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fences - Vinyl	276	1,287	2	897	2	100.0%	0	0.0%	0	0.0%
Fencing Instruction	131	1,662	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ferries	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fertility Specialists	3	3,040	2	897	1	50.0%	1	50.0%	0	0.0%
Fertilizer Plant Equipment	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fertilizers	320	1,205	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fiber Glass Fabricators	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Materials	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Products	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fiber Optics	35	2,297	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fiberglass - Fabrication & Repair	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Filing Equipment, Systems & Supplies	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Filing Machinery	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Filtering Materials & Supplies	167	1,539	0	1,593	0	0.0%	0	0.0%	0	0.0%
Filters - Air & Gas	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Filters Air & Gas Cleaning	707	814	5	600	4	80.0%	1	20.0%	0	0.0%
Financial Consultants - No License Required	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Financial Planning Consultants	6,745	146	12	368	10	83.3%	1	8.3%	1	8.3%
Financial Services	19,977	46	79	72	64	81.0%	12	15.2%	3	3.8%
Finance	2,936	310	3	738	2	66.7%	1	33.3%	0	0.0%
Finance Consultants	1,112	640	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fingerprinting	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire & Smoke & Water Clean Up	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire & Smoke Alarm Systems	1,325	574	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire & Water Damage Restoration	19,467	47	35	163	33	94.3%	2	5.7%	0	0.0%
Fire Damage Restoration	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire Department Equipment & Supplies	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire Extinguishers	382	1,105	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fire Hydrants	48	2,154	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire Protection Consultants	413	1,062	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire Protection Contractor	287	1,266	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fire Protection Equipment & Supplies	1,631	497	3	738	2	66.7%	1	33.3%	0	0.0%
Fireplace Equipment - Retail	1,415	549	10	404	10	100.0%	0	0.0%	0	0.0%
Fireplace Equipment - Wholesale & Manufacturers	189	1,470	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fireplaces	8,425	120	24	224	19	79.2%	4	16.7%	1	4.2%
Fireproofing	42	2,221	1	1,116	0	0.0%	0	0.0%	1	100.0%
Firewood	1,716	480	10	404	3	30.0%	2	20.0%	5	50.0%
Fireworks	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
First Aid Instruction	1,044	659	0	1,593	0	0.0%	0	0.0%	0	0.0%
First Aid Supplies	195	1,454	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood - Retail	693	822	3	738	2	66.7%	1	33.3%	0	0.0%
Fish & Seafood - Wholesale	260	1,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood Brokers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fish Hatcheries	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fish Processors	113	1,732	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fishermen's Supplies	200	1,437	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fishing Bait	0	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fishing Charters	160	1,561	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fishing Tackle - Repair & Parts	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fishing Tackle - Wholesale & Manufacturers	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fishing Tackle Dealers	456	1,019	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fitness Centers	3,636	258	114	54	107	93.9%	6	5.3%	1	0.9%
Fix-It Shops	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Flag Poles	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Flags & Banners	234	1,357	1	1,116	1	100.0%	0	0.0%	0	0.0%
Flatware - Table	1,470	535	1	1,116	1	100.0%	0	0.0%	0	0.0%
Flea Markets	66	1,998	1	1,116	1	100.0%	0	0.0%	0	0.0%
Flight Instructor	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Flight School	143	1,616	2	897	2	100.0%	0	0.0%	0	0.0%
Flood Control Equipment	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floor Coverings & Installation	10,228	101	32	176	24	75.0%	7	21.9%	1	3.1%
Floor Laying, Refinishing & Resurfacing	11,249	90	33	171	18	54.5%	13	39.4%	2	6.1%
Floor Machines	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Repair	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floor Materials - Retail	8,795	116	17	284	7	41.2%	9	52.9%	1	5.9%
Floor Refinishing	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floor Removal	91	1,830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floor Treatment Compounds	189	1,470	3	738	1	33.3%	2	66.7%	0	0.0%
Floor Waxing, Polishing & Cleaning	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Floors - Garage	88	1,854	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floors - Hardwood	2,227	392	27	198	15	55.6%	11	40.7%	1	3.7%
Floors - Industrial	444	1,031	1	1,116	1	100.0%	0	0.0%	0	0.0%
Floors - Raised	31	2,341	0	1,593	0	0.0%	0	0.0%	0	0.0%
Floral Design Instruction	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Florist - Funeral Bouquets & Wreaths	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Florists - Retail	5,424	187	140	45	49	35.0%	87	62.1%	4	2.9%
Florists - Wholesale	900	714	31	182	2	6.5%	28	90.3%	1	3.2%
Florists Supplies	53	2,113	1	1,116	1	100.0%	0	0.0%	0	0.0%
Flour	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Flowers - Preserved	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Foam & Sponge Rubber	92	1,823	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food - Sales & Delivery	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food & Beverage Consultants	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food & Beverage Services	762	777	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food Brokers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food Facilities Consultants	78	1,911	1	1,116	1	100.0%	0	0.0%	0	0.0%
Food Manufacturers, Wholesalers, Distributors	7,474	132	10	404	4	40.0%	5	50.0%	1	10.0%
Food Plans	3,326	281	25	211	12	48.0%	13	52.0%	0	0.0%
Food Processing Equipment & Supplies	417	1,059	0	1,593	0	0.0%	0	0.0%	0	0.0%
Food Products - Organic	2,283	385	1	1,116	1	100.0%	0	0.0%	0	0.0%
Food Products - Manufacturing Equipment	817	748	15	319	15	100.0%	0	0.0%	0	0.0%
Food Service/Management	156	1,571	1	1,116	1	100.0%	0	0.0%	0	0.0%
Foods - Carry Out	77	1,919	0	1,593	0	0.0%	0	0.0%	0	0.0%
Foods - Dehydrated & Freeze-Dried	1,202	611	4	657	3	75.0%	1	25.0%	0	0.0%
Foot Appliances	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Football Clubs	112	1,737	1	1,116	0	0.0%	1	100.0%	0	0.0%
Foreign Currency Exchange Broker	100	1,781	2	897	0	0.0%	2	100.0%	0	0.0%
Foresters - Consulting	1,903	445	2	897	2	100.0%	0	0.0%	0	0.0%
Forklift Repair & Maintenance	227	1,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Formal Wear	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Foundation Contractors	563	924	3	738	3	100.0%	0	0.0%	0	0.0%
Foundations - Education, Philanthropy, Research	20,032	45	39	140	17	43.6%	21	53.8%	1	2.6%
Foundries	176	1,516	0	1,593	0	0.0%	0	0.0%	0	0.0%
Foundry Equipment & Supplies	222	1,386	1	1,116	0	100.0%	0	0.0%	0	0.0%
Fountains - Garden, Display	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Franchising	340	1,174	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fraternal Organizations	409	1,070	3	738	1	33.3%	2	66.7%	0	0.0%
Fraternal Organizations	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fraternal Organizations	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Freight Consolidating	186	1,482	0	1,593	0	0.0%	0	0.0%	0	0.0%
Freight Forwarding	2,529	353	7	504	4	57.1%	3	42.9%	0	0.0%
Freight Traffic Service	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Frozen Foods - Retail	582	907	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fruit & Vegetable Growers & Shippers	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables - Retail	179	1,504	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables - Wholesale	71	1,954	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fuel Economizers	128	1,676	1	1,593	0	0.0%	0	0.0%	0	0.0%
Fuel Injection Equipment	100	1,781	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fulfillment Services	131	1,662	4	657	4	100.0%	0	0.0%	0	0.0%
Fumigation Services	1	3,188	1	1,116	0	0.0%	1	100.0%	0	0.0%
Fund Raising Counselors & Orgs	1,488	531	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fund Raising Games, Merchandise, Supplies	57	2,076	0	1,593	0	0.0%	0	0.0%	0	0.0%
Funeral Directors	3,325	282	3	738	2	66.7%	1	33.3%	0	0.0%
Funeral Directors Equipment & Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Funeral Homes	1,951	435	3	738	3	100.0%	0	0.0%	0	0.0%
Funeral Related Services	2,248	389	3	738	2	66.7%	1	33.3%	0	0.0%
Funiquides	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fur Business - Retail	838	735	2	897	2	100.0%	0	0.0%	0	0.0%
Fur Business - Wholesale & Manufacturers	199	1,444	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Retail	18	2,547	1	1,116	1	100.0%	0	0.0%	0	0.0%
Fur Designers	227	1,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fur Finishers & Liners	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fur Skin Dealers & Brokers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Fur Storage	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Furnace Cleaning	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Furnace Sales & Service	9,295	112	16	301	10	62.5%	6	37.5%	0	0.0%
Furnaces - Industrial	1,899	447	5	600	4	80.0%	1	20.0%	0	0.0%
Furniture - Childrens	1,246	1,246	8	462	3	37.5%	4	50.0%	1	12.5%
Furniture - Outdoor	635	868	3	738	1	33.3%	2	66.7%	0	0.0%
Furniture - Retail	51,714	16	901	9	664	73.6%	225	24.9%	13	1.4%
Furniture - Rustic	37	1,278	11	382	0	90.9%	1	9.1%	0	0.0%
Furniture - Unfinished	297	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Furniture - Used	645	859	1	1,116	1	100.0%	0	0.0%	0	0.0%
Furniture - Wholesale	1,286	589	14	333	11	78.6%	2	14.3%	1	7.1%
Furniture Assembly Services	3	3,040	1	1,116	0	0.0%	1	100.0%	0	0.0%
Furniture Cleaning	111	1,741	2	897	2	100.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	132	1,658	0	1,593	0	0.0%	0	0.0%	0	0.0%
Furniture Designers & Custom Builders	3,021	302	13	351	9	69.2%	4	30.8%	0	0.0%
Furniture Manufacturers	4,491	221	14	333	12	85.7%	2	14.3%	0	0.0%
Furniture Manufacturers Equipment & Supplies	9	2,762	1	1,116	0	0.0%	1	100.0%	0	0.0%
Furniture Rent & Lease	1,155	627	25	211	16	64.0%	9	36.0%	0	0.0%
Furniture Repair & Refinish	2,215	396	7	504	5	71.4%	2	28.6%	0	0.0%
Furniture Repair & Refinish Supplies	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	8	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Game - Birds, Venison	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Games & Supplies	1,909	444	9	430	4	44.4%	5	55.6%	0	0.0%
Gaming Tables	220	1,389	0	1,593	0	0.0%	0	0.0%	0	0.0%
Garage Builders	4,796	211	9	430	4	44.4%	4	44.4%	1	11.1%
Garage Door Repair	566	918	1	1,116	0	0.0%	0	0.0%	0	0.0%
Garage Doors & Openers	2,201	397	14	333	6	42.9%	7	50.0%	1	7.1%
Garage Organizers	725	801	1	1,116	0	0.0%	1	100.0%	0	0.0%
Garbage Disposal Equipment - Industrial & Commercial	573	911	2	897	1	50.0%	1	50.0%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	1,378	558	6	546	5	83.3%	1	16.7%	0	0.0%
Garbage Disposals - Household	340	1,174	2	897	1	50.0%	1	50.0%	0	0.0%

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Garden Centers	2,217	395	6	546	4	66.7%	1	16.7%	1	16.7%
Gardeners	631	870	0	1,593	0	0.0%	0	0.0%	0	0.0%
Garments - Printing & Lettering	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk	105	1,767	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gas - Propane	2,272	387	27	198	24	88.9%	3	11.1%	0	0.0%
Gas - Propane - Equipment & Supplies	862	725	6	546	5	83.3%	1	16.7%	0	0.0%
Gas Burners	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gas Detectors	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gas Plant Equipment	45	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gaskets	45	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gasoline - Wholesale	177	1,511	1	1,116	1	100.0%	0	0.0%	0	0.0%
Gasoline Additives - Manufacturers & Distributors	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gates	75	1,929	1	1,116	1	100.0%	0	0.0%	0	0.0%
Gazebos	860	726	2	897	2	100.0%	0	0.0%	0	0.0%
Genealogists	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Genealogy Services	712	812	9	430	3	33.3%	6	66.7%	0	0.0%
General Merchandise - Retail	9,176	114	98	62	57	58.2%	28	28.6%	13	13.3%
General Merchandise - Wholesale	99	1,789	2	897	2	100.0%	0	0.0%	0	0.0%
Generators - Electric	547	933	0	1,593	0	0.0%	0	0.0%	0	0.0%
Generators - Maintenance	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Generators - Steam	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geographers	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geologists	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geologists Supplies	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geophysical Apparatus	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geophysicists	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geotechnical Engineering	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Geothermal Heating & Cooling	1,018	669	8	462	8	100.0%	0	0.0%	0	0.0%
Gift Baskets & Parcels	868	723	4	657	3	75.0%	1	25.0%	0	0.0%
Gift Certificates/Cards	502	971	480	11	123	25.6%	357	74.4%	0	0.0%
Gift Shops	2,894	314	13	351	7	53.8%	4	30.8%	2	15.4%
Gift Wrapping Materials	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Giftware - Wholesale & Manufacturers	756	780	3	738	3	100.0%	0	0.0%	0	0.0%
Glass - Beveled, Carved, Ornamental	365	1,135	1	503	1	50.0%	0	0.0%	1	50.0%
Glass - Block	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glass - Broken	6	2,897	1	1,116	1	100.0%	0	0.0%	0	0.0%
Glass - Plate and Window	10,914	94	23	228	15	65.2%	7	30.4%	1	4.3%
Glass - Repair	383	1,101	2	897	0	0.0%	2	100.0%	0	0.0%
Glass - Stained & Leaded	1,006	673	3	738	2	66.7%	1	33.3%	0	0.0%
Glass Blowers	120	1,701	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glass Board - Up Service	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glass Circles & Specialty Shapes	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glass Coating & Tinting	396	1,087	1	1,116	0	0.0%	1	100.0%	0	0.0%
Glass Coating & Tinting Materials	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glass, Mirror & Screen Companies	97	1,794	1	1,116	0	0.0%	1	100.0%	0	0.0%
Glassware - Wholesale & Manufacturers	290	1,262	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glassware Decorators	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Glaziers	60	2,047	1	1,116	1	100.0%	0	0.0%	0	0.0%
Glaziers Supplies	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Global Positioning Systems	141	1,627	1	1,116	1	100.0%	0	0.0%	0	0.0%
Gloves - Work & Industrial	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gloves & Mittens - Dress	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Go-Karts	173	1,524	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gold Buyers	833	737	1	1,116	1	100.0%	0	0.0%	0	0.0%
Gold, Silver & Platinum Dealers	4,820	210	37	149	10	27.0%	25	67.6%	2	5.4%
Golf Caddies	0	3,329	1	1,116	0	0.0%	1	100.0%	0	0.0%
Golf Carts	125	1,686	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Course Construction	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Course Equipment & Supplies	15	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Miniature	27	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Private	689	824	4	657	4	100.0%	0	0.0%	0	0.0%
Golf Courses - Public	654	851	8	462	3	37.5%	5	62.5%	0	0.0%
Golf Equipment & Supplies - Retail	841	733	5	600	3	60.0%	2	40.0%	0	0.0%
Golf Equipment & Supplies - Wholesale & Manufacturers	84	1,874	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Instruction	214	1,407	0	1,593	0	0.0%	0	0.0%	0	0.0%
Golf Practice Ranges	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gourmet Corporate Gifts	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gourmet Shops	227	1,369	1	1,116	0	0.0%	1	100.0%	0	0.0%
Government - Auctions & Job Listing Services	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Government - City, Village & Township	184	1,489	2	897	2	100.0%	0	0.0%	0	0.0%
Government - County	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Government - State	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Government - US	31	2,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Government Grant Services	36	2,286	1	1,116	0	0.0%	1	100.0%	0	0.0%
Government Offices	420	1,056	0	1,593	0	0.0%	0	0.0%	0	0.0%
Graffiti Removal	153	1,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grain Brokers	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grain Dealers	26	2,411	1	1,116	1	100.0%	0	0.0%	0	0.0%
Grain Elevators	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grain Inspection	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Granite	13,374	72	38	145	17	44.7%	19	50.0%	2	5.3%
Grant - Scholarship - Financial Aid Finder Service	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grant Writers	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Graphic Designers	2,041	423	5	600	4	80.0%	1	20.0%	0	0.0%
Gratings	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grease Traps	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Greenhouse Builders	352	1,156	0	1,593	0	0.0%	0	0.0%	0	0.0%
Greenhouse Equipment & Supplies	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Greenhouses	674	833	2	897	1	50.0%	1	50.0%	0	0.0%
Greeting Cards - Retail	309	1,226	0	1,593	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Wholesale & Manufacturers	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grinding - Precision & Production	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grocers - Retail	4,406	225	24	224	19	79.2%	5	20.8%	0	0.0%
Grocers - Wholesale	658	847	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grocery - Bulk Food Stores	2,410	366	20	248	20	100.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ground Maintenance	11	2,705	1	1,116	1	100.0%	0	0.0%	0	0.0%
Group Homes	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grout Resurfacing & Repair	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Grouting Compounds	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Guard Dogs	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Guardian Services - Adult & Child	4	2,991	1	1,116	1	100.0%	0	0.0%	0	0.0%
Guards - Door & Window	317	1,211	1	1,116	0	0.0%	1	100.0%	0	0.0%
Guards - Machine	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Guest Ranch	27	2,399	1	1,116	1	100.0%	0	0.0%	0	0.0%
Guide Service	43	2,207	1	1,116	0	0.0%	1	100.0%	0	0.0%
Guitars & Amplifiers	1	3,188	1	1,116	0	0.0%	0	0.0%	1	100.0%
Gun Dealers	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gun Safety & Marksmanship Instruction	28	2,380	2	897	1	50.0%	1	50.0%	0	0.0%
Gun sights, Scopes & Mounts	10	2,734	1	1,116	1	100.0%	0	0.0%	0	0.0%
Guns - Air, BB and Pellet	17	2,566	1	1,116	0	0.0%	1	100.0%	0	0.0%
Guns & Gunsmiths	1,487	532	1	1,116	0	0.0%	1	100.0%	0	0.0%
Gutter Cleaning	1,003	676	1	1,116	0	0.0%	1	100.0%	0	0.0%
Gutters & Downspouts	20,882	41	40	135	30	75.0%	10	25.0%	0	0.0%
Gymnasiums	454	1,020	3	738	3	100.0%	0	0.0%	0	0.0%
Gymnasiums - Equipment & Supplies	121	1,698	2	897	1	50.0%	0	0.0%	1	50.0%
Gymnastic Equipment & Supplies	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Gymnastic Instruction	547	933	6	546	4	66.7%	1	16.7%	1	16.7%
Gypsum & Gypsum Products	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hair Curlers	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hair Ornaments	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hair Products and Equipment	132	1,658	4	657	2	50.0%	1	25.0%	1	25.0%
Hair Removal - Laser & Electrolysis	6,726	149	25	211	13	52.0%	12	48.0%	0	0.0%
Hair Removing Equipment & Supplies	134	1,654	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hair Replacement	2,225	393	3	738	0	0.0%	2	66.7%	1	33.3%
Hair Styling and Services	3,549	264	40	135	25	62.5%	13	32.5%	2	5.0%
Hair Weaving	83	1,880	2	897	1	50.0%	1	50.0%	0	0.0%
Halloween Supplies	2	3,104	3	738	0	0.0%	0	0.0%	3	100.0%
Halls & Auditoriums	145	1,612	1	738	1	33.3%	2	66.7%	0	0.0%
Hand Painting & Decorating	129	1,670	1	1,116	0	0.0%	1	100.0%	0	0.0%
Handbags	428	1,045	0	1,593	0	0.0%	0	0.0%	0	0.0%
Handball Courts	180	1,501	1	1,116	1	100.0%	0	0.0%	0	0.0%
Handmade Art	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Handwriting Analysts	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Handyman Services	7,693	129	25	211	11	44.0%	14	56.0%	0	0.0%
Hardware - Builders	23	2,457	1	1,116	1	100.0%	0	0.0%	0	0.0%
Hardware - Marine	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hardware - Retail	4,312	228	32	176	25	78.1%	7	21.9%	0	0.0%
Hardware - Wholesale & Manufacturers	146	1,609	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hardware Consultants	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hardwood Floor Contractors	4,419	224	26	207	10	38.5%	15	57.7%	1	3.8%
Hatcheries - Poultry	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hats - Retail	42	2,221	2	897	1	50.0%	1	50.0%	0	0.0%
Hazardous & Medical Waste Services	180	1,501	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hazardous Material Control & Removal	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Health & Diet Food Products - Wholesale & Manufacturing	3,681	254	28	194	4	14.3%	3	10.7%	21	75.0%
Health & Diet Products - Retail	11,890	86	18	275	12	66.7%	5	27.8%	1	5.6%
Health & Fitness Program Consultants	2,500	359	33	171	24	72.2%	9	27.3%	0	0.0%
Health & Medical - General	8,162	125	23	228	14	60.9%	7	30.4%	2	8.7%
Health & Medical Products	2,905	313	756	4	749	99.1%	7	0.9%	0	0.0%
Health & Wellness	901	713	3	738	2	66.7%	1	33.3%	0	0.0%
Health Care - Placement	146	1,609	0	1,593	0	0.0%	0	0.0%	0	0.0%
Health Care - Staffing	91	1,830	1	1,116	1	100.0%	0	0.0%	0	0.0%
Health Care Management	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Health Care Referral	122	1,696	0	738	1	33.3%	2	66.7%	0	0.0%
Health Clubs	18,462	54	549	8	440	81.5%	99	18.3%	1	0.2%
Health Maintenance Organizations	299	1,248	3	738	2	66.7%	1	33.3%	0	0.0%
Health Resorts	378	1,108	10	404	2	20.0%	7	70.0%	1	10.0%
Hearing Aids & Assistive Devices	5,993	169	7	504	7	100.0%	0	0.0%	0	0.0%
Hearing Aids Parts & Repairing	1	3,188	1	1,116	0	0.0%	1	100.0%	0	0.0%
Heat Exchangers	184	1,489	0	1,593	0	0.0%	0	0.0%	0	0.0%
Heat Pumps	1,359	566	7	504	7	100.0%	0	0.0%	0	0.0%
Heat Supply Companies	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Heaters - Automotive	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Heating & Air Conditioning	81,983	10	219	28	157	71.7%	58	26.5%	4	1.8%
Heating & Air Conditioning - Filters	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Heating Contractors	18	46,706	109	57	80	73.4%	28	25.7%	1	0.8%
Heating Equipment	9,815	105	39	140	30	76.9%	4	10.3%	5	12.8%
Heating Equipment & Systems Cleaning & Repair	13,454	70	42	129	22	52.4%	20	47.6%	0	0.0%
Heavy Duty Equipment Repair	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Herbs	209	1,426	2	897	1	50.0%	1	50.0%	0	0.0%
Historical Places	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Retail	1,322	575	8	462	7	87.5%	1	12.5%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	84	1,874	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hockey Clubs	301	1,245	2	897	1	50.0%	1	50.0%	0	0.0%
Hog Farms	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hoists	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Holding Companies	371	1,124	0	1,593	0	0.0%	0	0.0%	0	0.0%
Holistic Practitioners	1,275	592	0	1,593	0	0.0%	0	0.0%	0	0.0%
Home Accessories	179	1,504	3	738	3	100.0%	0	0.0%	0	0.0%
Home Automation	482	390	2	897	1	50.0%	1	50.0%	0	0.0%
Home Builders	83,792	9	223	97	171	76.7%	45	20.2%	7	3.1%
Home Centers	304	1,238	6	546	5	83.3%	0	0.0%	1	16.7%
Home Décor, Accessories & Gifts - Online Retailer	3,229	288	196	35	195	99.5%	1	0.5%	0	0.0%
Home Demonstrations	51	2,127	1	1,116	1	100.0%	0	0.0%	0	0.0%
Home Design & Planning	2,495	360	5	600	2	40.0%	3	60.0%	0	0.0%
Home Electronics	759	778	35	163	31	88.6%	4	11.4%	0	0.0%
Home Electronics - Designers	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Home Health Services	7,383	133	3	738	2	66.7%	1	33.3%	0	0.0%
Home Health Services - Skilled	250	1,333	0	1,593	0	0.0%	0	0.0%	0	0.0%
Home Improvements	115,906	5	208	31	120	57.7%	80	38.5%	8	3.8%

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Home Improvements - Additions	2,195	399	6	546	1	16.7%	5	83.3%	0	0.0%
Home Inspection Service	17,634	55	32	1,76	9	68.8%	9	28.1%	1	3.1%
Home Sitting Services	520	958	0	1,593	0	0.0%	0	0.0%	0	0.0%
Home Staging	397	1,086	1	1,116	1	100.0%	0	0.0%	0	0.0%
Home Theater	2,119	411	7	504	5	71.4%	2	28.6%	0	0.0%
Home Warranty Plans	473	998	6	1,546	1	16.7%	5	83.3%	0	0.0%
Homeopaths	163	1,550	0	1,593	0	0.0%	0	0.0%	0	0.0%
Honey	11	2,705	0	1,116	1	100.0%	1	100.0%	0	0.0%
Horse Breeders	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Horse Dealers	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Horse Equipment & Supplies	112	1,737	0	1,593	0	0.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	152	1,586	2	897	2	100.0%	0	0.0%	0	0.0%
Horse Shoeing	16	2,581	1	1,116	0	0.0%	1	100.0%	0	0.0%
Horse Training	156	1,571	0	1,593	0	0.0%	0	0.0%	0	0.0%
Horse Transporting	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	4	2,991	1	1,116	1	100.0%	0	0.0%	0	0.0%
Horticultural Consultants	310	1,223	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Rubber & Plastic	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hose Couplings & Fittings	110	1,745	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hosiery - Retail	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hospices	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hospital & Medical Equipment & Supplies	2,276	386	4	657	2	50.0%	2	50.0%	0	0.0%
Hospitalization, Medical & Surgical Plans	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hospitals	63	2,023	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hostels	80	1,897	2	897	1	50.0%	1	50.0%	0	0.0%
Hotel Product Sales	87	1,860	2	897	1	50.0%	1	50.0%	0	0.0%
Hotels	5,590	181	108	58	80	74.1%	28	25.9%	0	0.0%
Hotels - Reservations	330	1,186	0	1,593	0	0.0%	0	0.0%	0	0.0%
House & Building Movers	1,144	630	3	738	2	66.7%	1	33.3%	0	0.0%
House Cleaning	17,522	58	36	155	28	77.8%	8	22.2%	0	0.0%
House Cleaning Equipment & Supplies	198	1,449	1	1,116	1	100.0%	0	0.0%	0	0.0%
House Furnishings & Services	810	752	5	600	2	40.0%	3	60.0%	0	0.0%
Housewares - Retail	947	697	5	600	3	60.0%	2	40.0%	0	0.0%
Housewares - Wholesale & Manufacturers	95	1,801	1	1,116	0	0.0%	1	100.0%	0	0.0%
Housing Authorities	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Housing Consultants & Referral Service	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Human Factors - Research & Development	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Human Resources	909	711	2	897	1	50.0%	1	50.0%	0	0.0%
Human Services Organizations	299	1,248	0	1,593	0	0.0%	0	0.0%	0	0.0%
Humane Societies	44	2,195	1	1,116	1	100.0%	0	0.0%	0	0.0%
Humidifying Apparatus	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hunting & Fishing Services	507	967	5	600	3	60.0%	2	40.0%	0	0.0%
Hydraulic Equipment & Supplies	449	1,025	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hydraulic Equipment Repair	153	1,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hydronic Heating	374	1,119	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hydroponics - Equipment & Supplies	188	1,474	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hydroseeding	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Hypnotherapists - Hypnotists	727	799	5	600	4	80.0%	1	20.0%	0	0.0%
Ice	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ice Cream & Frozen Desserts - Dealers	392	1,092	1	1,116	0	0.0%	1	100.0%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	86	1,867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ice Cream Freezers	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ice Cream Mixes	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ice Making Equipment & Machines	50	2,134	1	1,116	1	100.0%	0	0.0%	0	0.0%
Identification Card Service	621	878	5	600	5	100.0%	0	0.0%	0	0.0%
Identification Equipment & Supplies	593	898	0	1,593	0	0.0%	0	0.0%	0	0.0%
Identity Theft Protection & Prevention Services	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Image & Graphics Printing	8	786	8	462	5	62.5%	3	37.5%	0	0.0%
Immigration & Naturalization Consultants	8,529	119	36	155	21	58.2%	8	36.1%	2	5.6%
Import Representatives	2,646	3	0	1,593	0	0.0%	0	0.0%	0	0.0%
Importers	2,058	420	6	546	2	33.3%	4	66.7%	0	0.0%
Imprinting	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Incense	2	3,104	1	1,116	1	100.0%	0	0.0%	0	0.0%
Incentive Programs	95	1,801	6	546	6	100.0%	0	0.0%	0	0.0%
Incorporating Companies	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Indian Goods	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Industrial Consultants	224	1,382	2	897	0	0.0%	2	100.0%	0	0.0%
Industrial Developments	92	1,823	0	1,593	0	0.0%	0	0.0%	0	0.0%
Industrial Equipment & Supplies	1,367	563	3	738	1	33.3%	2	66.7%	0	0.0%
Industrial Hygiene Consultants	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Industrial Manufacturers	2,063	417	8	462	2	87.5%	1	12.5%	0	0.0%
Industrial Products Wholesalers & Distributors	587	905	0	462	4	50.0%	4	50.0%	0	0.0%
Infomercials	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Information Bureaus	1,201	612	5	600	4	80.0%	0	0.0%	1	20.0%
Information Processing & Retrieval Equipment & Systems	29	2,369	1	1,116	0	0.0%	1	100.0%	0	0.0%
Information Technology Services	1,548	520	2	897	1	50.0%	1	50.0%	0	0.0%
Infrared Inspection	58	2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
In-Home Care	948	696	1	1,116	1	100.0%	0	0.0%	0	0.0%
Ink Cartridge - Refill & Sales	1,072	654	12	368	8	66.7%	4	33.3%	0	0.0%
Inks - Manufacturers Materials	59	2,058	1	1,116	1	100.0%	0	0.0%	0	0.0%
Inks - Print & Lithograph	23	2,457	1	1,116	0	0.0%	1	100.0%	0	0.0%
Inks - Writing & Marking	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insect Control Devices	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insulation Contractors Equipment & Supplies	108	1,754	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insulation Materials	847	731	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Accident & Health	292	1,257	2	897	1	50.0%	1	50.0%	0	0.0%
Insurance - Auto	2,542	351	3	738	3	100.0%	0	0.0%	0	0.0%
Insurance - Bonding	162	1,554	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Crop	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Dental	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Disability	475	995	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Employee Benefits	420	1,056	1	1,116	0	0.0%	1	100.0%	0	0.0%
Insurance - Fire & Flood Specialists	728	797	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Funeral	1,829	458	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Health	2,115	412	7	504	7	100.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Insurance - Homeowners	282	1,275	3	738	3	100.0%	0	0.0%	0	0.0%
Insurance - Liability	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Life	5,145	195	10	404	9	90.0%	1	10.0%	0	0.0%
Insurance - Long Term Care	2,508	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Marine	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Property	174	1,521	1	1,116	1	100.0%	0	0.0%	0	0.0%
Insurance - Rental	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Senior Products	161	1,557	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance - Travel	492	978	2	897	1	50.0%	1	50.0%	0	0.0%
Insurance - Viatical	517	961	2	897	2	100.0%	0	0.0%	0	0.0%
Insurance - Workers Compensation	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance Agency	1,450	540	17	284	13	76.5%	4	23.5%	0	0.0%
Insurance Agents	177	1,511	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance Claim Processing Services	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance Companies	33,081	29	121	50	109	90.1%	12	9.9%	0	0.0%
Insurance Consultants	2,852	318	3	738	2	66.7%	1	33.3%	0	0.0%
Insurance Inspection & Audits	141	1,627	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance Rating Bureaus	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insurance Services	12,394	83	41	133	37	90.2%	4	9.8%	0	0.0%
Insurance Services ? Commercial	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Insured Property Replacement Service	110	1,745	1	1,116	1	100.0%	0	0.0%	0	0.0%
Intercom Systems & Services	140	1,632	0	1,593	0	0.0%	0	0.0%	0	0.0%
Interior Decorators & Designers	6,161	166	20	48	10	50.0%	10	50.0%	0	0.0%
Interior Decorators & Designers - Workroom	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Interior Decorators & Designers Supplies	473	998	3	738	1	33.3%	2	66.7%	0	0.0%
Interior Designers - Architectural	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Interior Designers - Registered/Licensed	24	2,441	1	1,116	1	100.0%	0	0.0%	0	0.0%
International Trade Consultants	195	1,454	0	1,593	0	0.0%	0	0.0%	0	0.0%
Internet - Web Hosting	10,111	103	63	82	51	81.0%	11	17.5%	1	1.6%
Internet Access Provider	2,612	342	16	301	9	56.3%	4	25.0%	3	18.8%
Internet Auction Service	17,209	59	173	41	162	93.6%	11	6.4%	0	0.0%
Internet Cafes	0	3,329	1	1,116	0	0.0%	0	0.0%	0	0.0%
Internet Gaming	24,679	36	14	333	10	71.4%	2	14.3%	2	14.3%
Internet Marketing Services	11,290	88	123	48	76	61.8%	46	37.4%	1	0.8%
Internet Selling Services	1,080	651	17	284	11	64.7%	6	35.3%	0	0.0%
Internet Services	42,192	23	474	12	391	82.5%	76	16.0%	7	1.5%
Internet Shopping	19,398	48	203	32	168	82.8%	35	17.2%	0	0.0%
Internet-Based Telephone Service	1,166	622	14	333	8	57.1%	6	42.9%	0	0.0%
Inventors	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Inventory Service	143	1,616	0	1,593	0	0.0%	0	0.0%	0	0.0%
Investigators	3,039	298	15	319	10	66.7%	5	33.3%	0	0.0%
Investment Advisory Service	4,935	206	14	333	13	92.9%	1	7.1%	0	0.0%
Investment Castings	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Investment Management	656	849	1	1,116	1	100.0%	0	0.0%	0	0.0%
Investment Securities	2,328	378	14	333	11	78.6%	2	14.3%	1	7.1%
Investment Seminars	1,912	443	0	1,593	0	0.0%	0	0.0%	0	0.0%
Invitations & Announcements	78	1,911	1	1,116	1	100.0%	0	0.0%	0	0.0%
Iron	44	2,195	1	1,116	0	0.0%	0	0.0%	1	100.0%
Iron Work	1,016	670	3	738	2	66.7%	1	33.3%	0	0.0%
Irrigation Consultants	886	886	0	1,593	0	0.0%	0	0.0%	0	0.0%
Irrigation Systems & Equipment	2,167	401	6	546	3	50.0%	3	50.0%	0	0.0%
Janitor Service	13,059	74	13	351	9	69.2%	3	23.1%	1	7.7%
Janitors Equipment & Supplies	1,746	471	54	99	52	96.3%	2	3.7%	0	0.0%
Japanese Food Products	0	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Jeans	57	2,076	0	1,593	0	0.0%	0	0.0%	0	0.0%
Jewelers - Retail	24,832	35	106	60	63	59.4%	43	40.6%	0	0.0%
Jewelers - Supplies	214	1,407	1	1,116	1	100.0%	0	0.0%	0	0.0%
Jewelers - Wholesale	2,846	320	2	897	2	100.0%	0	0.0%	0	0.0%
Jewelry Buyers	1,590	509	0	1,593	0	0.0%	0	0.0%	0	0.0%
Jewelry Designers	1,855	452	4	657	3	75.0%	1	25.0%	0	0.0%
Jewelry Engravers	0	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Jewelry Manufacturers	2,550	349	8	462	5	62.5%	3	37.5%	0	0.0%
Jewelry Polishing & Plating	0	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Jewelry Repair	328	1,189	3	738	2	66.7%	1	33.3%	0	0.0%
Jewels - Imitation	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Job Listing & Advisory Services	988	679	3	738	2	66.7%	1	33.3%	0	0.0%
Job Listing & Advisory Services - Advanced Fee	314	1,216	0	1,593	0	0.0%	0	0.0%	0	0.0%
Juice Extractors	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Juices	133	1,656	1	1,116	0	0.0%	1	100.0%	0	0.0%
Junk Dealers	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Junk Removal	628	871	14	333	7	50.0%	7	50.0%	0	0.0%
Karaoke Machines & Tapes	2,693	33	0	1,593	0	0.0%	0	0.0%	0	0.0%
Kennels Equipment & Supplies	0	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Kitchen & Bath - Design & Remodeling	23,836	37	50	105	34	68.0%	10	20.0%	6	12.0%
Kitchen & Bath Design	454	1,020	1	1,116	0	0.0%	1	100.0%	0	0.0%
Kitchen Accessories	1,282	590	11	382	8	72.7%	3	27.3%	0	0.0%
Kitchen Cabinet Refacing	261	1,318	2	897	1	50.0%	1	50.0%	0	0.0%
Kitchen Cabinets & Equipment - Household	13,004	77	38	145	27	71.1%	10	26.3%	1	2.6%
Kitchen Remodeling	682	827	9	430	3	33.3%	4	44.4%	2	22.2%
Kite Boarding	43	2,207	1	1,116	0	0.0%	1	100.0%	0	0.0%
Knife Sharpening Devices	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Retail	35	2,297	1	1,116	1	100.0%	0	0.0%	0	0.0%
Knitted Fabrics	7	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Knitting Instruction	0	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	42	2,421	1	1,116	1	100.0%	0	0.0%	0	0.0%
Knives - Machine	291	1,260	2	897	1	50.0%	1	50.0%	0	0.0%
Labeling	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Labeling Equipment	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Labels - Paper	136	1,646	1	1,116	1	100.0%	0	0.0%	0	0.0%
Labels - Plastic, Metal, Foil	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Labor Organizations	144	1,614	1	1,116	0	0.0%	1	100.0%	0	0.0%
Laboratories - Medical	337	1,177	1	1,116	1	100.0%	0	0.0%	0	0.0%
Laboratories - Research & Development	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laboratories - Testing	178	1,508	2	897	1	50.0%	1	50.0%	0	0.0%
Laboratories - Veterinary	2	3,104	1	1,116	1	100.0%	0	0.0%	0	0.0%
Laboratory Equipment & Supplies	111	1,741	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Ladders	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laminated Structural Products	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laminations - Plastic, Paper	191	1,467	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lamps & Lamp Shades - Retail	126	1,681	0	1,593	0	0.0%	0	0.0%	0	0.0%
Land Clearing & Leveling	280	1,278	3	738	3	100.0%	0	0.0%	0	0.0%
Land Companies	3,691	253	3	738	0	0.0%	3	100.0%	0	0.0%
Landscape Architects	3,925	244	6	546	3	50.0%	3	50.0%	0	0.0%
Landscape Contractors	76,902	11	182	38	70	38.5%	98	53.8%	14	7.2%
Landscape Contractors - Commercial	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Landscape Designers	3,206	289	7	504	6	85.7%	1	14.3%	0	0.0%
Landscape Lighting	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Landscape Maintenance	2,859	316	34	167	5	14.7%	29	85.3%	0	0.0%
Landscaping Equipment & Supplies	1,433	544	8	462	4	50.0%	4	50.0%	0	0.0%
Language Schools	1,952	434	7	504	5	71.4%	2	28.6%	0	0.0%
Language Training Aids	31	2,341	3	738	3	100.0%	0	0.0%	0	0.0%
Lapidaries	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lapidary Equipment & Supplies	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laser Cosmetic Services	2,946	308	18	275	6	33.3%	12	66.7%	0	0.0%
Laser Therapy	367	1,132	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laser Vision Correction	572	912	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lasers	1,373	561	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laundries	1,137	1,642	2	897	2	100.0%	0	0.0%	0	0.0%
Laundries - Self Service	349	1,159	1	1,116	1	100.0%	0	0.0%	0	0.0%
Laundry Consultants	186	1,482	3	738	3	100.0%	0	0.0%	0	0.0%
Laundry Equipment	206	1,430	0	1,593	0	0.0%	0	0.0%	0	0.0%
Laundry Supplies	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies	2,172	400	12	368	7	58.3%	3	25.0%	2	16.7%
Lawn & Garden Equipment & Supplies - Rental	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Pond Dealers & Supplies	50	2,134	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Sprinkler Systems	1,631	497	4	657	2	50.0%	2	50.0%	0	0.0%
Lawn & Tree Care	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lawn Installation Service	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lawn Maintenance	30,982	31	374	18	332	88.8%	40	10.7%	2	0.5%
Lawn Mowers	757	729	6	546	3	50.0%	3	50.0%	0	0.0%
Lawn Mowers - Sharpen & Repair	827	741	2	897	2	100.0%	0	0.0%	0	0.0%
Layouts - Office, Factory	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lead Products	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Leak Detecting Instruments	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Leak Detection	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Leasing Service	1,832	457	13	351	8	61.5%	5	38.5%	0	0.0%
Leather	106	1,763	0	1,593	0	0.0%	0	0.0%	0	0.0%
Leather Cleaning	94	1,809	1	1,116	1	100.0%	0	0.0%	0	0.0%
Leather Clothing - Retail	396	1,087	3	738	2	66.7%	1	33.3%	0	0.0%
Leather Goods - Dealers	659	846	2	897	1	50.0%	1	50.0%	0	0.0%
Leather Goods - Repair	108	1,754	1	1,116	1	100.0%	0	0.0%	0	0.0%
Leather Goods - Wholesale & Manufacturers	138	1,637	0	1,593	0	0.0%	0	0.0%	0	0.0%
Leather Restoration	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lecture & Seminar Bureaus	438	1,033	6	546	5	83.3%	1	16.7%	0	0.0%
Legal Clinics	162	1,554	0	1,593	0	0.0%	0	0.0%	0	0.0%
Legal Document Assistance	72	1,948	0	1,593	0	0.0%	0	0.0%	0	0.0%
Legal Forms	6,415	157	57	91	57	100.0%	0	0.0%	0	0.0%
Legal Information Services	251	1,332	1	1,116	1	100.0%	0	0.0%	0	0.0%
Legal Services Plans	710	813	2	897	0	0.0%	2	100.0%	0	0.0%
Lenses	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Letters - Sign	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Libraries - Public	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Library Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
License Services	1,094	646	5	600	4	80.0%	1	20.0%	0	0.0%
Lie Detection Service	31	2,341	1	1,593	0	0.0%	0	0.0%	0	0.0%
Lifts	211	1,415	1	1,116	1	100.0%	0	0.0%	0	0.0%
Lifts/Elevators - In Home	14	2,629	1	1,116	1	100.0%	0	0.0%	0	0.0%
Lighting Consultants	223	1,383	2	897	1	50.0%	1	50.0%	0	0.0%
Lighting Equipment - Emergency	18	2,547	1	1,116	0	0.0%	1	100.0%	0	0.0%
Lighting Fixtures - Repair & Maintenance	280	1,278	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Retail	2,136	404	10	404	7	70.0%	3	30.0%	0	0.0%
Lighting Fixtures - Supplies & Parts	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers	407	1,073	2	897	0	0.0%	2	100.0%	0	0.0%
Lighting Systems & Equipment	695	821	8	462	1	12.5%	7	87.5%	0	0.0%
Lights Bulbs & Tubes	658	847	7	504	5	71.4%	2	28.6%	0	0.0%
Limestone	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Limousine Service	11,994	85	60	88	32	53.3%	27	45.0%	1	1.7%
Linen Supply Service	447	1,028	5	600	2	40.0%	3	60.0%	0	0.0%
Linens - Retail	297	1,252	4	657	2	50.0%	2	50.0%	0	0.0%
Linens - Wholesale & Manufacturers	38	2,259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lingerie	1,162	624	8	462	3	37.5%	5	62.5%	0	0.0%
Linings - Clothing	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Linings - Plastic, Membrane	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Linoleum Dealers	53	2,113	0	1,593	0	0.0%	0	0.0%	0	0.0%
Liquidators	2,501	358	8	462	3	37.5%	5	62.5%	0	0.0%
Liquor Stores	600	893	3	738	3	100.0%	0	0.0%	0	0.0%
Liquors - Wholesale	53	2,113	0	1,593	0	0.0%	0	0.0%	0	0.0%
Literary Agents	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lithographers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Livestock Auction Markets	145	1,612	0	1,593	0	0.0%	0	0.0%	0	0.0%
Livestock Breeders	210	1,422	0	1,593	0	0.0%	0	0.0%	0	0.0%
Livestock Equipment & Supplies	116	1,717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Livestock Feeding	82	1,857	0	1,593	0	0.0%	0	0.0%	0	0.0%
Livestock Hauling	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Loan Modification	384	1,099	2	897	2	100.0%	0	0.0%	0	0.0%
Loans	9,621	108	79	72	64	81.0%	13	16.5%	2	2.5%
Loans - Farm & Ranch	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Loans - Small Business	697	819	13	351	13	100.0%	0	0.0%	0	0.0%
Lobbyists	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lockers	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Locks - Wholesale & Manufacturers	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Locks & Locksmiths	10,148	102	23	228	13	56.5%	8	34.8%	2	8.7%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Locksmiths Equipment & Supplies	96	1,800	0	1,593	0	0.0%	0	0.0%	0	0.0%
Locomotives	1	3,188	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Log Cabins, Homes & Buildings	1,658	495	1	1,116	1	100.0%	0	0.0%	0	0.0%
Logging Companies	236	1,352	1	1,116	0	0.0%	1	100.0%	0	0.0%
Logging Equipment & Supplies	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Logistics	274	1,294	2	897	2	100.0%	0	0.0%	0	0.0%
Lotteries - Foreign	4,196	231	2	897	0	0.0%	1	50.0%	1	50.0%
Lotteries - Local	229	1,365	2	897	2	100.0%	0	0.0%	0	0.0%
Lotteries - State	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lubricants	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	68	1,927	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lubricating Service - Automotive	2,771	326	19	265	9	47.4%	9	47.4%	1	5.3%
Luggage - Retail	567	917	2	897	2	100.0%	0	0.0%	0	0.0%
Luggage Carriers	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	34	2,305	1	1,116	1	100.0%	0	0.0%	0	0.0%
Luggage Repair	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lumber - Drying	152	1,586	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lumber - Retail	1,976	429	21	240	20	95.2%	1	4.8%	0	0.0%
Lumber - Used	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lumber - Wholesale	287	1,266	1	1,116	1	100.0%	0	0.0%	0	0.0%
Lumber Carriers	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Lumber Inspectors	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Machine Shops	1,585	512	1	1,116	0	0.0%	1	100.0%	0	0.0%
Machine Tools	199	1,444	3	738	2	66.7%	1	33.3%	0	0.0%
Machine Tools - Repair & Rebuild	93	1,815	2	897	1	50.0%	1	50.0%	0	0.0%
Machinery - New	298	1,250	1	1,116	1	100.0%	0	0.0%	0	0.0%
Machinery - Specially Designed	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Machinery - Used	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Machinery Movers & Erectors	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Machinery Rebuild & Repair	117	1,709	3	738	1	33.3%	2	66.7%	0	0.0%
Magazine Sales	1,208	610	16	301	11	68.8%	5	31.3%	0	0.0%
Magazine Sales by Mail	42	2,221	1	1,116	1	100.0%	0	0.0%	0	0.0%
Magazine Sales by Telephone	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Magazines - Dealers	104	1,771	0	1,593	0	0.0%	0	0.0%	0	0.0%
Magazines - Distributors	267	772	19	265	11	57.9%	8	42.1%	0	0.0%
Magazines - Subscription Agents	676	832	7	504	5	71.4%	2	28.6%	0	0.0%
Magicians	450	1,024	0	1,593	0	0.0%	0	0.0%	0	0.0%
Magicians Supplies	197	1,451	3	738	1	33.3%	2	66.7%	0	0.0%
Magnetic Inspection Service	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Magnets & Magnetic Devices	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Maids & Butlers Service	2,689	335	14	333	6	42.9%	7	50.0%	1	7.1%
Mail Box Rental & Receiving	204	1,433	4	657	3	75.0%	1	25.0%	0	0.0%
Mail Boxes - Manufacturers & Distributors	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mail Order & Catalog Shopping	3,334	278	46	116	36	78.3%	9	19.6%	1	2.2%
Mailing Containers	31	2,341	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mailing Lists	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mailing Machines & Equipment	3	1,448	3	738	1	33.3%	2	66.7%	0	0.0%
Mailing Services	3,198	292	9	430	3	55.6%	3	33.3%	1	11.1%
Mailing Services - Drop Shipper	63	2,023	2	897	1	50.0%	1	50.0%	0	0.0%
Mailing Services - International	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Management Consultants	1,853	453	1	1,116	0	0.0%	1	100.0%	0	0.0%
Management Training	283	1,274	1	1,116	0	0.0%	1	100.0%	0	0.0%
Manicuring	59	2,058	3	738	1	33.3%	2	66.7%	0	0.0%
Manufactured Home Dealers	373	1,121	1	1,116	1	100.0%	0	0.0%	0	0.0%
Manufactured Homes - Dealers	1,039	662	8	462	5	62.5%	3	37.5%	0	0.0%
Manufactured Homes - Equipment & Parts	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Manufactured Homes - Parks	120	1,701	1	1,116	0	0.0%	1	100.0%	0	0.0%
Manufactured Homes - Rent & Lease	61	2,038	1	1,116	1	100.0%	0	0.0%	0	0.0%
Manufactured Homes - Repair & Service	113	1,732	4	657	4	100.0%	0	0.0%	0	0.0%
Manufactured Homes - Transporting	44	2,195	4	657	3	75.0%	1	25.0%	0	0.0%
Manufactured Homes Distributors & Manufacturers	1,084	649	4	657	3	75.0%	1	25.0%	0	0.0%
Manufactured Homes Equipment & Supplies (Manufacturers)	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Manufactured Offices & Commercial Units	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Manufacturers & Producers	6,418	156	45	120	25	55.6%	20	44.4%	0	0.0%
Manufacturers Agents & Representatives	1,671	492	44	123	42	95.5%	2	4.5%	0	0.0%
Mapping Services	81	1,889	1	1,116	1	100.0%	0	0.0%	0	0.0%
Maps - Dealers	57	2,076	1	1,116	0	0.0%	1	100.0%	0	0.0%
Maps - Publishers & Distributors	7	2,858	1	1,116	1	100.0%	0	0.0%	0	0.0%
Marble - Cultured	544	936	1	1,116	1	100.0%	0	0.0%	0	0.0%
Marble - Natural	350	1,158	4	657	2	50.0%	2	50.0%	0	0.0%
Marble & Granite Installation, Stonework Fabrication	3,201	290	21	240	13	61.9%	8	38.1%	0	0.0%
Marble & Terrazzo Cleaning & Service	161	1,557	1	1,593	0	0.0%	0	0.0%	0	0.0%
Marines	936	705	4	657	1	25.0%	3	75.0%	0	0.0%
Marine Contractors	124	1,689	0	1,116	0	0.0%	1	100.0%	0	0.0%
Marine Electronic Equipment & Supplies	175	1,520	0	1,593	0	0.0%	0	0.0%	0	0.0%
Marine Equipment & Supplies	313	1,217	2	897	1	50.0%	1	50.0%	0	0.0%
Marine Sales & Service	1,463	536	8	462	7	87.5%	1	12.5%	0	0.0%
Marine Surveyors	75	1,929	0	1,593	0	0.0%	0	0.0%	0	0.0%
Market Research & Analysis	3,998	241	18	275	17	94.4%	1	5.6%	0	0.0%
Market Survey Companies	1,214	608	2	897	2	100.0%	0	0.0%	0	0.0%
Marketing Consultants	4,212	230	14	333	4	28.6%	10	71.4%	0	0.0%
Marketing Programs & Services	4,999	202	27	198	18	66.7%	9	33.3%	0	0.0%
Marriage, Family, Child, Individual Counselors	1,544	521	0	1,593	0	0.0%	0	0.0%	0	0.0%
Martial Arts	2,658	339	20	248	10	50.0%	10	50.0%	0	0.0%
Martial Arts Supplies & Equipment	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mason Contractors	10,041	104	17	284	8	47.1%	9	52.9%	0	0.0%
Mason Contractors Equipment & Supplies	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Masonry Panels - Prefabricated	192	1,461	2	897	1	50.0%	1	50.0%	0	0.0%
Massage Equipment & Supplies	764	774	3	738	1	33.3%	2	66.7%	0	0.0%
Massage School	11	2,705	1	1,116	1	100.0%	0	0.0%	0	0.0%
Massage Therapeutic	852	729	4	657	4	100.0%	0	0.0%	0	0.0%
Massage Therapists	2,508	355	8	462	6	75.0%	2	25.0%	0	0.0%
Material Handling Equipment	123	1,693	1	1,116	0	0.0%	1	100.0%	0	0.0%
Maternity Clothes	99	1,789	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mats & Matting	67	1,985	2	897	0	0.0%	2	100.0%	0	0.0%
Mattress Makers Supplies	611	884	3	738	3	100.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Mattresses	4,008	239	39	140	27	69.2%	12	30.8%	0	0.0%
Mausoleums	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meal Preparation Service	578	908	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meat - Processing	0	3,329	1	1,116	1	100.0%	0	0.0%	0	0.0%
Meat - Retail	2,388	371	3	738	3	100.0%	0	0.0%	0	0.0%
Meat - Wholesale	289	1,263	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meat Choppers & Grinders	9	2,762	1	1,116	1	100.0%	0	0.0%	0	0.0%
Meat Packers	525	954	1	1,116	1	100.0%	0	0.0%	0	0.0%
Meat Packers Equipment & Supplies	379	1,107	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mechanical Contractors	6,222	161	11	392	9	81.8%	2	18.2%	0	0.0%
Media Consultant	530	948	7	504	0	0.0%	3	42.9%	4	57.1%
Mediation Services	276	1,287	2	897	2	100.0%	0	0.0%	0	0.0%
Medical Alarms	200	1,437	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Business Administration	296	1,253	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Equipment & Supplies	1,274	593	9	430	6	66.7%	3	33.3%	0	0.0%
Medical Imaging Services	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Record Service	119	1,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Service Organizations	214	1,407	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Staffing	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medical Testing Companies	529	950	0	1,593	0	0.0%	0	0.0%	0	0.0%
Medicines - Patent & Proprietary	149	1,318	13	351	0	0.0%	12	92.3%	1	7.7%
Meditation Instruction	1	1,593	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meeting Management	0	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mens Clothing & Furnishings - Retail	1,168	620	7	504	4	57.1%	3	42.9%	0	0.0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	591	900	7	504	2	28.6%	5	71.4%	0	0.0%
Mental Health Services	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mentally Disabled Services	5,215	193	7	504	6	85.7%	1	14.3%	0	0.0%
Merchandise Brokers	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Merchandising Service	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Messenger Service	881	719	2	897	2	100.0%	0	0.0%	0	0.0%
Metal Cleaning	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Detecting Equipment	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Fabricators	452	1,022	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Finishers	1	1,294	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Powder Fabricators	253	1,329	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Salvage Yards	61	2,058	2	897	0	0.0%	2	100.0%	0	0.0%
Metal Specialties	524	956	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metal Stamping	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metals - Base	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metals - Clad	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metals - Precious - Sheet, Wire, Tubing	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metaphysicians	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meteorological Instruments	80	1,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Meters	95	1,801	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mezzanines & Platforms	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Microfilm Service, Equipment & Supplies	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Dealers	1	3,188	1	1,116	1	100.0%	0	0.0%	0	0.0%
Microwaves	2	3,104	1	1,116	0	0.0%	1	100.0%	0	0.0%
Millinery - Retail	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Milling Cutters	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Milling Machines	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Millwork	1,331	572	1	1,116	1	100.0%	0	0.0%	0	0.0%
Millwrights	246	1,339	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mineral Exploration	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Minerals	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Miniatures - Collectors	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mining Companies	52	2,122	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mining Consultants	48	2,154	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mining Development	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mining Equipment & Supplies	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mirrors	570	913	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mirrors - Manufacturers Supplies	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mirrors - Resilver	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mobile Apps	23	2,457	1	1,116	1	100.0%	0	0.0%	0	0.0%
Mobile Refrigeration	187	1,477	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mobile Telephone Equipment & Supplies	67	1,985	2	897	0	0.0%	1	50.0%	1	50.0%
Mobile Telephone Service	306	1,233	4	657	3	75.0%	1	25.0%	0	0.0%
Modeling - Advance Fee	410	1,068	2	897	2	100.0%	0	0.0%	0	0.0%
Modeling & Acting - Training	0	3,329	1	1,116	0	0.0%	1	100.0%	0	0.0%
Modeling & Simulation	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Modeling & Talent Agencies	12,588	80	20	248	11	55.0%	8	40.0%	1	5.0%
Modeling Schools	825	708	15	319	3	20.0%	10	66.7%	2	13.3%
Modular Homes	0	727	3	738	1	33.3%	2	66.7%	1	33.3%
Mold & Mildew Inspection/Removal/Remediation	2,094	414	2	897	1	50.0%	1	50.0%	0	0.0%
Mold Consulting & Testing	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Moldings	448	1,026	1	1,116	1	100.0%	0	0.0%	0	0.0%
Molds	814	750	2	897	2	100.0%	0	0.0%	0	0.0%
Money Order Systems	16	2,581	3	738	0	0.0%	3	100.0%	0	0.0%
Money Orders & Transfers	938	703	4	657	1	25.0%	3	75.0%	0	0.0%
Monoarams	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Monuments	1,559	516	8	462	6	75.0%	2	25.0%	0	0.0%
Monuments - Cleaning & Restoration	22	2,470	1	1,116	0	0.0%	1	100.0%	0	0.0%
Mopedes	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mortgage Bankers	552	932	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mortgage Brokers	20,572	42	15	319	14	93.3%	1	6.7%	0	0.0%
Mosaics	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Consultants	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Equipment & Supplies	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Management	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Metals	2,362	376	57	91	32	56.1%	25	43.9%	0	0.0%
Metals - Reservation Service	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Distributors & Exchange	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Editing	25	2,428	1	1,116	1	100.0%	0	0.0%	0	0.0%
Motion Picture Film Storage	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motion Picture Producers & Studios	35	2,297	1	1,116	0	0.0%	1	100.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Motion Picture Representatives	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motion Picture Special Effects	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motivational & Self Improvement Training	180	1,501	1	1,116	1	100.0%	0	0.0%	0	0.0%
Motor coach Companies	143	1,616	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motor Homes	206	1,430	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motor Homes - Rent & Lease	142	1,622	1	1,116	0	0.0%	1	100.0%	0	0.0%
Motor Scooters - Dealers	141	1,627	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motorcycle Riding Instruction	42	2,221	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motorcycle Sales - Consignments	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Customizing	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Dealers	6,777	145	38	145	30	78.9%	7	18.4%	1	2.6%
Motorcycles - Renting & Leasing	118	1,707	0	1,593	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Repairing & Service	1,401	553	4	657	4	100.0%	0	0.0%	0	0.0%
Motorcycles - Supplies & Parts	2,405	368	10	404	5	50.0%	5	50.0%	0	0.0%
Mountain Climbing Equipment	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mountain/Rock Climbing Instruction	43	2,207	1	1,116	1	100.0%	0	0.0%	0	0.0%
Movers	139,548	2	612	6	383	62.6%	221	36.1%	8	1.3%
Movers - Office	294	1,255	2	897	2	100.0%	0	0.0%	0	0.0%
Movers ? International	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Moving & Storage Company	18,847	53	63	82	47	74.6%	16	25.4%	0	0.0%
Moving Brokers	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Moving Equipment Rental	576	909	0	1,593	0	0.0%	0	0.0%	0	0.0%
Moving Services - Labor & Materials	2,806	373	39	140	22	56.4%	17	43.6%	0	0.0%
Moving Supplies	102	1,780	0	1,593	0	0.0%	0	0.0%	0	0.0%
MRI (Magnetic Resonance Imaging)	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mud Jacking Contractors	1,619	502	1	1,116	0	0.0%	1	100.0%	0	0.0%
Mufflers & Exhaust Systems	2,013	426	14	333	8	57.1%	6	42.9%	0	0.0%
Mulches	217	1,400	0	1,593	0	0.0%	0	0.0%	0	0.0%
Multi-Level Selling Companies	6,331	160	1	1,116	1	100.0%	0	0.0%	0	0.0%
Murals	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Museums	36	2,286	1	1,116	1	100.0%	0	0.0%	0	0.0%
Mushrooms	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Music - Sheet	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Music & Messaging Services	1,412	551	223	26	219	98.2%	4	1.8%	0	0.0%
Music Arrangers & Composers	19	2,288	0	1,593	0	0.0%	0	0.0%	0	0.0%
Music Boxes	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Music Distribution Service	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Music Instruction - Instrumental	1,942	436	7	504	3	42.9%	4	57.1%	0	0.0%
Music Instruction - Vocal	67	1,985	1	1,116	0	0.0%	1	100.0%	0	0.0%
Music Publishers	29	2,369	1	1,116	0	0.0%	1	100.0%	0	0.0%
Musical Instruments - Dealers	3,936	243	11	382	6	54.5%	5	45.5%	0	0.0%
Musical Instruments - Rental	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Repair	82	1,887	1	1,116	0	0.0%	1	100.0%	0	0.0%
Musical Instruments - Supplies & Accessories	1,683	487	40	135	10	25.0%	30	75.0%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	1	2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
Musicians	115	1,722	0	1,593	0	0.0%	0	0.0%	0	0.0%
Mutual Funds	117	1,709	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nail Salons	6,555	151	22	236	10	45.5%	11	50.0%	1	4.5%
Nailing Machinery	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Name Plates	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nanny Service	4,125	234	11	382	4	36.4%	7	63.6%	0	0.0%
Natural Gas Companies	21,173	40	456	14	424	93.0%	32	7.0%	0	0.0%
Naturopaths	1,857	451	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nautical Instruments	8	2,811	1	1,116	0	0.0%	1	100.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	108	1,754	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nets & Netting	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
News Publications - Trade, Association	194	1,459	2	897	2	100.0%	0	0.0%	0	0.0%
News Service	46	2,167	1	1,116	1	100.0%	0	0.0%	0	0.0%
Newspaper Distributors	40	2,239	0	1,116	0	0.0%	1	100.0%	0	0.0%
Newspapers	3,279	283	55	96	49	83.0%	6	10.9%	0	0.0%
Night Clubs	772	768	8	462	4	50.0%	4	50.0%	0	0.0%
Noise Control Consultants	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Non Profit Organizations - General Membership	1,785	462	6	546	6	100.0%	0	0.0%	0	0.0%
Not Elsewhere Classified	63,377	14	487	10	257	52.8%	211	43.3%	19	3.9%
Not Elsewhere Classified After Investigation	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Notaries Public	346	1,163	2	897	1	50.0%	1	50.0%	0	0.0%
Novelties - Retail	986	680	3	738	3	100.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Numismatics	2,123	408	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nurseries - Plants, Trees	2,995	305	4	657	2	50.0%	2	50.0%	0	0.0%
Nursery Stock Dealers	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nurses	187	1,477	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nurses Registries	436	1,027	1	1,116	1	100.0%	0	0.0%	0	0.0%
Nurses Schools	34	2,305	1	1,593	0	0.0%	0	0.0%	0	0.0%
Nursing Home Information & Referral	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nursing Homes	604	890	1	1,116	1	100.0%	0	0.0%	0	0.0%
Nutrition	113	1,732	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nutritionists	268	1,301	0	1,593	0	0.0%	0	0.0%	0	0.0%
Nuts - Edible	4	2,991	1	1,593	0	0.0%	0	0.0%	0	0.0%
Observatories	60	2,047	1	1,116	1	100.0%	0	0.0%	0	0.0%
Occupational Health - Nursing Services	537	940	0	1,593	0	0.0%	0	0.0%	0	0.0%
Occupational Therapists	58	2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oceanographic Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office & Desk Space Rental Service	502	971	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office Buildings	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment	3,541	265	14	333	10	71.4%	4	28.6%	0	0.0%
Office Furniture & Equipment - Installation	348	1,161	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Rental & Leasing	398	1,083	1	1,116	1	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	108	1,754	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Used	211	1,415	1	1,116	1	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	34	2,305	1	1,116	0	0.0%	1	100.0%	0	0.0%
Office Records - Destruction	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Office Records Stored	823	744	2	897	2	100.0%	0	0.0%	0	0.0%
Office Supplies	2,962	307	53	102	45	84.9%	8	15.1%	0	0.0%
Office Supplies - Sale by Deceptive Telemarketing	311	1,221	1	1,116	0	0.0%	1	100.0%	0	0.0%
Oil - Crude - Purchasing	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Oil & Gas Exploration & Development	407	1,073	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Land Leases	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Operators	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Producers	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Refiners	77	1,919	3	738	3	100.0%	0	0.0%	0	0.0%
Oil Tank Removal & Installation	1,853	453	2	897	2	100.0%	0	0.0%	0	0.0%
Oil Well Drilling	130	1,667	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	135	1,651	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Well Loading & Perforating	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oil Well Services	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oilfield Consultants	167	1,539	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oilfield Equipment	719	807	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oilfield Equipment & Supplies	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oilfield Hauling	468	1,006	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oilfield Service	4,647	217	2	897	0	0.0%	2	100.0%	0	0.0%
Oilfield Supplies	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oils - Essential	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oils - Fuel	4,070	237	20	248	16	80.0%	3	15.0%	1	5.0%
Oils - Fuel - Treatment Compounds	275	1,290	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oils - Lubricating	138	1,637	3	738	3	100.0%	0	0.0%	0	0.0%
Oils - Petroleum	160	1,561	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oils - ReRefined	129	1,670	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oils - Waste	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Online Drug & Prescription Services	5,777	175	22	236	2	9.1%	4	18.2%	16	72.7%
Online Drug & Prescription Services - Unapproved Foreign	492	978	6	546	1	16.7%	4	66.7%	1	16.7%
Online Education	7	2,858	2	897	1	50.0%	1	50.0%	0	0.0%
Online Networking	662	843	6	546	6	100.0%	0	0.0%	0	0.0%
Online Travel Agency	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Optical Equipment & Supplies	369	1,128	1	1,116	1	100.0%	0	0.0%	0	0.0%
Optical Goods - Retail	3,166	295	33	171	21	63.6%	11	33.3%	1	3.0%
Optical Goods - Service & Repair	4,389	227	18	275	13	72.2%	5	27.8%	0	0.0%
Optical Goods - Wholesale & Manufacturers	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Opticians	3,165	296	17	284	13	76.5%	4	23.5%	0	0.0%
Optometrists	731	793	9	430	6	66.7%	3	33.3%	0	0.0%
Orchards	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Orchestras & Bands	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ore	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Organic Soil Fertilizer	0	3,329	1	1,116	1	100.0%	0	0.0%	0	0.0%
Organic/Green Products	19	2,528	1	1,116	0	0.0%	1	100.0%	0	0.0%
Organizing Services - Household & Business	470	1,004	4	657	3	75.0%	1	25.0%	0	0.0%
Organs	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Organs - Tune & Repair	77	1,919	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oriental Goods - Retail	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ornamental Metal Work	222	1,386	3	738	1	33.3%	2	66.7%	0	0.0%
Orthopedic Appliances	1,449	628	3	738	3	100.0%	0	0.0%	0	0.0%
Outboard Motors	347	1,162	2	897	2	100.0%	0	0.0%	0	0.0%
Outboard Motors - Repair	100	1,781	0	1,593	0	0.0%	0	0.0%	0	0.0%
Outlets - Stores, Factory, Mills	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Outplacement Consultants	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oxygen	255	1,328	0	1,593	0	0.0%	0	0.0%	0	0.0%
Oxygen Therapy Equipment	164	1,547	2	897	2	100.0%	0	0.0%	0	0.0%
Ozone Machines	106	1,763	0	1,593	0	0.0%	0	0.0%	0	0.0%
Package Design & Development	112	1,737	0	1,593	0	0.0%	0	0.0%	0	0.0%
Packaging Machinery	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Packaging Materials	481	992	1	1,116	1	100.0%	0	0.0%	0	0.0%
Packaging Service	310	1,223	2	897	2	100.0%	0	0.0%	0	0.0%
Packing - Mechanical	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Packing & Crating Service	116	1,717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paging Equipment & Service	200	1,437	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pain Management Services	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paint - Retail	1,719	478	6	546	4	66.7%	1	16.7%	1	16.7%
Paint - Wholesale & Manufacturers	112	1,737	1	1,116	1	100.0%	0	0.0%	0	0.0%
Paint Manufacturing Equipment & Materials	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paint Removing	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paintball - Games & Supplies	34	2,305	2	897	2	100.0%	0	0.0%	0	0.0%
Painters - Commercial or Residential	123	1,693	2	897	1	50.0%	1	50.0%	0	0.0%
Painters Equipment & Supplies	108	1,754	0	1,593	0	0.0%	0	0.0%	0	0.0%
Painting - Faux Finishing	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Painting Contractors	44,464	19	91	155	59	64.8%	25	27.5%	7	7.7%
Pallets & Skids	1	1,348	0	1,593	0	0.0%	0	0.0%	0	0.0%
Panelling	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper & Document Shredding	788	760	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper & Plastic Cups, Containers	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Brokers & Mill Reps	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Converters	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Distributors	138	1,637	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Manufacturers	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Products	136	1,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paper Shredding Machines	60	2,047	0	1,593	0	0.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	192	1,461	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paralegals	5,345	190	24	224	16	66.7%	6	25.0%	2	8.3%
Parapsychologists	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Parcel Post Assembly Service	31	2,341	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pardon Services	5,523	185	56	34	48	85.7%	8	14.3%	0	0.0%
Parking Area Maintenance & Marking	649	855	4	657	4	100.0%	0	0.0%	0	0.0%
Parking Attendant Service	957	691	27	198	18	66.7%	9	33.3%	0	0.0%
Parking Facilities	3,617	259	136	46	101	74.3%	33	24.3%	2	1.5%
Parking Meters	18	2,547	1	1,116	1	100.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	39	2,250	0	1,593	0	0.0%	0	0.0%	0	0.0%
Parks	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Parties - Children	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Partitions	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Party Facilities	18	2,547	3	738	2	66.7%	1	33.3%	0	0.0%

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Party Planning	609	885	6	546	3	50.0%	3	50.0%	0	0.0%
Party Plans - In-Home	496	976	0	1,593	0	0.0%	0	0.0%	0	0.0%
Party Supplies	1,229	604	1	1,116	1	100.0%	0	0.0%	0	0.0%
Party Supplies - Renting	950	693	4	657	3	75.0%	1	25.0%	0	0.0%
Passport & Visa Services	778	766	7	504	4	57.1%	3	42.9%	0	0.0%
Patent Agents	1,403	216	0	1,593	0	0.0%	0	0.0%	0	0.0%
Patent Searchers	317	1,211	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paternity Tests & Services	68	1,977	0	1,593	0	0.0%	0	0.0%	0	0.0%
Patio & Deck Builders	4,778	214	9	430	7	77.8%	2	22.2%	0	0.0%
Patio Builder	2,359	38	2	897	0	0.0%	2	100.0%	0	0.0%
Patio Equipment & Supplies	1,294	582	3	738	3	100.0%	0	0.0%	0	0.0%
Patio, Porch & Deck Enclosures	9,470	111	39	140	22	56.4%	17	43.6%	0	0.0%
Pattern Makers	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pavement & Floor Marking Services	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paving Contractors	49,613	17	261	23	136	52.1%	112	42.9%	13	5.0%
Paving Equipment	52	2,122	0	1,593	0	0.0%	0	0.0%	0	0.0%
Paving Materials	542	937	1	1,116	1	100.0%	0	0.0%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	28	2,380	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pawnbrokers	2,355	377	6	546	3	50.0%	3	50.0%	0	0.0%
Payday Loans	4,526	219	54	426	21	38.9%	32	59.3%	1	1.9%
Payment Processing Service	1,757	468	16	301	10	62.5%	6	37.5%	0	0.0%
Payroll Service	756	0	0	1,593	0	0.0%	0	0.0%	0	0.0%
Reads	156	1,571	0	1,593	0	0.0%	0	0.0%	0	0.0%
Penny Auctions	1,695	485	6	546	5	83.3%	1	16.7%	0	0.0%
Pens & Pencils - Retail	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pension & Profit Sharing Plans	1,717	1,717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Perfume - Wholesale & Manufacturers	61	2,038	0	1,593	0	0.0%	0	0.0%	0	0.0%
Permanent Make Up	182	1,493	2	897	2	100.0%	0	0.0%	0	0.0%
Personal Chef	18	2,547	1	1,116	1	100.0%	0	0.0%	0	0.0%
Personal Organizer	31	2,341	1	1,116	0	0.0%	1	100.0%	0	0.0%
Personal Security Guard Service	200	1,437	0	1,593	0	0.0%	0	0.0%	0	0.0%
Personal Services	4,960	205	14	333	4	28.6%	1	7.1%	9	64.3%
Personal Trainers	537	940	3	738	0	0.0%	3	100.0%	0	0.0%
Personal Consultants	949	695	2	897	2	100.0%	0	0.0%	0	0.0%
Pest Control Services	20,546	43	36	1,515	25	63.4%	11	30.6%	0	0.0%
Pest Control Supplies & Equipment	888	717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pet Boarding - Dogs	1,188	617	2	897	1	50.0%	1	50.0%	0	0.0%
Pet Boarding & Kennels	7,998	127	15	319	13	86.7%	1	6.7%	1	6.7%
Pet Cemeteries, Crematories & Supplies	745	788	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pet Day Care	638	864	1	1,116	0	0.0%	1	100.0%	0	0.0%
Pet Exercising Service	950	693	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pet Fencing & Containment Systems	207	1,428	8	462	8	100.0%	0	0.0%	0	0.0%
Pet Foods - Wholesale & Manufacturers	404	1,077	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pet Grooming	5,810	173	25	211	19	76.0%	6	24.0%	0	0.0%
Pet Grooming - Mobile	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pet Health Plans	1,915	441	23	228	23	100.0%	0	0.0%	0	0.0%
Pet Services	941	698	16	301	4	25.0%	12	75.0%	0	0.0%
Pet Shops	3,567	262	31	182	19	61.2%	11	35.5%	1	3.2%
Pet Sitting Services	2,673	337	41	657	2	50.0%	2	50.0%	0	0.0%
Pet Supplies & Foods - Retail	2,547	350	26	207	13	50.0%	13	50.0%	0	0.0%
Pet Supplies & Foods - Wholesale	320	1,205	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pet Training	1,897	448	2	897	2	100.0%	0	0.0%	0	0.0%
Pet Training - Dog	968	686	5	600	3	60.0%	2	40.0%	0	0.0%
Pet Transporting	574	910	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pet Waste Removal	149	1,596	0	1,593	0	0.0%	0	0.0%	0	0.0%
Petroleum	405	1,075	0	1,593	0	0.0%	0	0.0%	0	0.0%
Petroleum Products	16	2,581	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pewterware	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Products - Research	59	2,058	1	1,116	0	0.0%	1	100.0%	0	0.0%
Pharmaceutical Products - Wholesale & Manufacturing	441	1,009	2	897	1	50.0%	1	50.0%	0	0.0%
Pharmacies	31,345	30	48	1,116	40	83.3%	8	16.7%	0	0.0%
Pharmacy - Compounding	1,312	579	2	897	0	0.0%	2	100.0%	0	0.0%
Photo Booth Rentals	1,681	126	0	1,116	0	0.0%	0	0.0%	1	100.0%
Photo Copying	99	1,789	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photo Finishing - Retail	1,100	643	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photo Imaging Service	174	1,521	6	546	3	50.0%	1	16.7%	2	33.3%
Photo Retouching	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographers	159	1,565	17	284	6	35.3%	11	64.7%	0	0.0%
Photographers - Aerial	253	1,329	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographers - Commercial	3,013	304	17	284	10	58.8%	6	35.3%	1	5.9%
Photographers - Pet	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographers - Portrait	3,368	274	75	275	24	32.0%	41	54.7%	10	13.3%
Photographers - Wedding	56	2,085	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographers - Wedding	2,425	363	42	129	11	26.2%	29	69.0%	2	4.8%
Photographic Color Prints & Trans.	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment - Repair	53	2,113	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies - Retail	2,507	356	22	236	16	72.7%	6	27.3%	0	0.0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	70	1,964	2	897	2	100.0%	0	0.0%	0	0.0%
Photographic Research Service	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photographs - Stock	556	929	5	600	5	100.0%	0	0.0%	0	0.0%
Photography Sales	507	967	1	1,116	1	100.0%	0	0.0%	0	0.0%
Photography Sales on the Internet	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Photography Schools	81	1,889	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physical Therapists	1,256	598	1	1,116	1	100.0%	0	0.0%	0	0.0%
Physical Therapy Equipment	2,547	38	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians - Specialists	981	683	1	1,116	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Anesthesiologists	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Cardiology Services	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	1,721	477	2	897	2	100.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Dermatology	487	985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Ear, Nose & Throat	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Family Practice	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Gastroenterology	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Medical-M.D.	1,226	605	1	1,116	1	100.0%	0	0.0%	0	0.0%
Physicians & Surgeons - OB/GYN	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Ophthalmology	311	1,221	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Physicians & Surgeons - Orthopedic Surgery	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Osteopathic-D.O.	754	782	0	1,593	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Weight Reduction	177	1,511	1	1,116	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons Equipment & Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Piano & Organ Moving	1,293	584	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pianos	817	748	1	1,116	0	0.0%	1	100.0%	0	0.0%
Pianos - Parts	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pianos - Restoration & Refinishing	0	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pianos - Tuning & Repair	235	1,355	0	1,593	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Dealers	939	702	3	738	1	33.3%	2	66.7%	0	0.0%
Picture Frames - Manufacturers Supplies	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Restore & Repair	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Wholesale & Manufacturers	72	1,948	0	1,593	0	0.0%	0	0.0%	0	0.0%
Picture Framing	87	1,860	1	1,116	0	0.0%	1	100.0%	0	0.0%
Picture Hanging Service	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Picture Restoring	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pictures	77	1,919	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pies	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pilates	29	2,369	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pile Driving	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Piling	413	1,062	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pillows	223	1,383	11	382	5	45.5%	6	54.5%	0	0.0%
Pilot Car Service	0	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe	328	1,189	13	351	12	92.3%	1	7.7%	0	0.0%
Pipe & Boiler Covering Contractors	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	663	842	2	897	2	100.0%	0	0.0%	0	0.0%
Pipe Bending & Fabricating	91	1,830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	179	1,504	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Inspection	142	1,622	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Joint Compounds	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Line Companies	60	2,047	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Line Contractors	680	830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Line Equipment	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	1,913	442	7	504	7	100.0%	0	0.0%	0	0.0%
Pipe Lining & Coating	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipe Thread Protector	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pipes & Smokers Articles	60	2,047	0	1,593	0	0.0%	0	0.0%	0	0.0%
Piping Contractors	169	1,534	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pizza	1,958	433	37	149	20	54.1%	17	45.9%	0	0.0%
Plants - Interior Design & Maintenance	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plants - Retail	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plants - Wholesale	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plaques	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plaster	66	1,998	2	897	0	0.0%	2	100.0%	0	0.0%
Plaster Craft Products & Supplies	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastering Contractors	392	1,092	1	1,116	1	100.0%	0	0.0%	0	0.0%
Plastics - Extruders	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Fabricating, Finishing & Decor	143	1,616	1	1,116	1	100.0%	0	0.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	38	2,259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Foam	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - High Pressure Laminates	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Machinery & Equipment	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Molders	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers	278	1,282	1	1,116	0	0.0%	1	100.0%	0	0.0%
Plastics - Raw Materials, Powder, Liquid	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Reinforced	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Research & Consulting	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Rods, Sheets - Sup Center	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plastics - Vacuum, Pressure, Thermoform	42	2,271	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plating	147	1,606	2	897	0	0.0%	2	100.0%	0	0.0%
Plating Equipment & Supplies	260	1,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Playground Equipment	445	1,030	3	738	2	66.7%	1	33.3%	0	0.0%
Playgrounds	374	1,119	0	1,593	0	0.0%	0	0.0%	0	0.0%
Playing Cards	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plumbers	110,740	6	255	24	181	71.0%	71	27.8%	3	1.2%
Plumbers - Commercial	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plumbing Drains & Sewer Cleaning	5,652	180	20	248	16	80.0%	4	20.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Retail	2,114	413	7	504	7	100.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Used	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	589	904	3	738	2	66.7%	1	33.3%	0	0.0%
Plumbing Plan Services	541	939	1	1,116	1	100.0%	0	0.0%	0	0.0%
Plumwood & Veneers	17	2,566	2	897	2	100.0%	0	0.0%	0	0.0%
Podiatrists	772	768	4	400	657	100.0%	0	0.0%	0	0.0%
Point of Sale Systems	4,404	226	43	128	39	90.7%	4	9.3%	0	0.0%
Pole Fitness	68	1,977	1	1,116	1	100.0%	0	0.0%	0	0.0%
Pole Line Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Police & Fire Organizations	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Police Departments	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Police Equipment	53	2,113	0	1,593	0	0.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pool Tables Sales	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Popcorn & Supplies	33	2,322	5	600	5	100.0%	0	0.0%	0	0.0%
Popcorn Machines	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Porcelain Enamel Repair & Refinish	1,742	474	9	430	9	100.0%	0	0.0%	0	0.0%
Post Authorities	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Post Offices	94	1,809	0	1,593	0	0.0%	0	0.0%	0	0.0%
Post-Construction Clean Up	184	1,489	0	1,593	0	0.0%	0	0.0%	0	0.0%
Posters	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Potato Chips	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Potatoes - Processed	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pottery	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	15	2,604	1	1,116	1	100.0%	0	0.0%	0	0.0%
Poultry - Retail	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Poultry - Wholesale	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Poultry Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Poultry Farms		291	1,260	0	1,593	0	0.0%	0	0.0%	0	0.0%
Powder Processing - Industrial		4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment - Repairing		2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Power Transmission Equipment	140		1,632	0	1,593	0	0.0%	0	0.0%	0	0.0%
Precious, Semi-Precious & Synthetic		3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Prepaid Debit/Credit Cards		31	2,341	2	897	2	100.0%	0	0.0%	0	0.0%
Pressure Washing	1,187		618	3	738	2	66.7%	1	33.3%	0	0.0%
Printed & Etched Circuits		66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Printers	6,523		152	25	211	20	80.0%	5	20.0%	0	0.0%
Printers - Business Forms		260	1,333	1	1,116	1	100.0%	0	0.0%	0	0.0%
Printing Brokers	707		814	0	1,593	0	0.0%	0	0.0%	0	0.0%
Printing Equipment	460		1,015	8	462	4	50.0%	4	50.0%	0	0.0%
Printing Supplies	192		1,461	0	1,593	0	0.0%	0	0.0%	0	0.0%
Prize Promotions	724		802	23	228	6	26.1%	16	69.6%	1	4.3%
Process Servers	277		1,284	4	657	3	75.0%	1	25.0%	0	0.0%
Product Development & Marketing	2,378		373	12	368	4	33.3%	8	66.7%	0	0.0%
Product Sales - General	1,064		656	13	351	7	53.8%	6	46.2%	0	0.0%
Professional Organizations	21		2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Professional Services - General	2,221		394	5	600	4	80.0%	1	20.0%	0	0.0%
Programmed Instruction	3		3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Project Management	502		971	1	1,116	0	0.0%	1	100.0%	0	0.0%
Protection Apparatus	325		1,196	1	1,116	1	100.0%	0	0.0%	0	0.0%
Promotional Products	43		2,707	0	1,593	0	0.0%	0	0.0%	0	0.0%
Promotional Products - Wearable	2,120		410	10	404	7	70.0%	3	30.0%	0	0.0%
Proofreading	91		1,830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Propane Gas Plumbing	1		3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Propellers	4		2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Property Maintenance	10,425		99	34	167	20	58.8%	10	29.4%	4	11.8%
Property Management	36,317		26	120	52	99	82.5%	21	17.5%	0	0.0%
Property Management - Industrial & Commercial	1,517		528	3	738	3	100.0%	0	0.0%	0	0.0%
Prosthetic Devices	136		1,646	1	1,116	1	100.0%	0	0.0%	0	0.0%
Psychiatrists & Psychiatric Services	2		3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Psychics	724		802	5	600	2	40.0%	3	60.0%	0	0.0%
Psychologists	811		751	0	1,593	0	0.0%	0	0.0%	0	0.0%
Psychotherapist	45		2,127	0	1,593	0	0.0%	0	0.0%	0	0.0%
Public Relations Counselors	464		1,012	2	897	1	50.0%	1	50.0%	0	0.0%
Public Utility Consultants	622		877	22	236	21	95.5%	1	4.5%	0	0.0%
Publicity Service	9		2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Publishers - Book	8,562		117	33	171	13	39.4%	20	60.6%	0	0.0%
Publishers - Directory & Guide	2,618		341	150	43	123	82.0%	27	18.0%	0	0.0%
Publishers - Magazine	2,126		406	14	333	6	42.9%	7	50.0%	1	7.1%
Publishers - Periodical	1,518		527	12	368	3	25.0%	9	75.0%	0	0.0%
Publishers Representatives	11		2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Publishing Consultants	181		1,496	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	13		2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pumping Contractors	13		2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pumps - Dealers	515		962	3	738	1	33.3%	2	66.7%	0	0.0%
Pumps - Service & Repair	805		722	1	1,116	0	0.0%	0	0.0%	0	0.0%
Pumps - Supplies & Parts	73		1,943	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pumps - Wholesale & Manufacturers	172		1,526	0	1,593	0	0.0%	0	0.0%	0	0.0%
Pyramid Companies	70		1,964	0	1,593	0	0.0%	0	0.0%	0	0.0%
Quarries	16		2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Quilting	70		1,964	4	657	0	0.0%	4	100.0%	0	0.0%
Quilting Materials & Supplies	211		1,415	0	1,593	0	0.0%	0	0.0%	0	0.0%
Quilts	58		2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
Race Track Equipment & Supplies	1		3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Race Tracks	47		2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Racks	28		2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Racquetball Courts - Public	13		2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Radiator Sales	6		2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Radiators - Automotive	1,123		637	3	738	2	66.7%	1	33.3%	0	0.0%
Radio Communication Equipment & Systems	855		727	45	120	38	84.4%	7	15.6%	0	0.0%
Radio Station Equipment	9		2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Radio Stations & Broadcast Companies	790		758	5	600	4	80.0%	1	20.0%	0	0.0%
Radios - Citizen Band	9		2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communication - Equipment & Systems	68		1,977	1	1,116	0	0.0%	1	100.0%	0	0.0%
Radiotelephone Communications - Common Carrier	33		2,322	1	1,116	1	100.0%	0	0.0%	0	0.0%
Raft Trips & Tours	5		2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Railings	2,583		346	5	600	1	20.0%	1	20.0%	3	60.0%
Railroad Contractors	38		2,259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Railroad Equipment & Supplies	1		3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Railroads	212		1,413	4	657	4	100.0%	0	0.0%	0	0.0%
Railroads - Freight	23		2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rails & Accessories	23		2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ranches	137		1,642	1	1,116	1	100.0%	0	0.0%	0	0.0%
Range Hoods & Canopies	5		2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ranges & Ovens - Dealers	8		2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Real Estate	16,382		63	47	114	31	66.0%	15	31.9%	1	2.1%
Real Estate - Commercial	219		1,393	0	1,593	0	0.0%	0	0.0%	0	0.0%
Real Estate - Rent to Own	332		1,183	0	1,593	0	0.0%	0	0.0%	0	0.0%
Real Estate - Rentals by Individuals	373		1,121	4	657	1	25.0%	3	75.0%	0	0.0%
Real Estate Agents	2,920		311	16	301	7	43.8%	9	56.3%	0	0.0%
Real Estate Appraisers	1,994		427	3	738	3	100.0%	0	0.0%	0	0.0%
Real Estate Consultants	2,314		383	4	657	4	100.0%	0	0.0%	0	0.0%
Real Estate Developers	9,663		107	27	198	13	48.5%	14	51.5%	0	0.0%
Real Estate Investors	1,629		499	3	600	2	60.0%	2	40.0%	0	0.0%
Real Estate Loans	215		1,405	3	738	3	100.0%	0	0.0%	0	0.0%
Real Estate Maintenance Protection Plan	292		1,257	2	897	2	100.0%	0	0.0%	0	0.0%
Real Estate Rental Service	4,791		212	13	351	5	38.5%	8	61.5%	0	0.0%
Real Estate Schools	309		1,226	1	1,116	1	100.0%	0	0.0%	0	0.0%
Real Estate Services	272		1,297	1	1,116	1	100.0%	0	0.0%	0	0.0%
Recording Instruments - Industrial & Scientific	1		3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Recording Service - Sound & Video	376		1,112	5	600	3	60.0%	2	40.0%	0	0.0%
Recording Studio Equipment	117		1,709	2	897	0	0.0%	2	100.0%	0	0.0%
Records Management	32		2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Recreation Centers	984		681	6	546	5	83.3%	1	16.7%	0	0.0%

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Recreation Program Consultants	50	2,134	3	738	3	100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Dealers	10,238	100	84	68	72	85.7%	12	14.3%	0	0.0%
Recreational Vehicles - Equipment, Parts, Supplies	1,612	504	2	897	0	0.0%	2	100.0%	0	0.0%
Recreational Vehicles - Rent & Lease	1,526	525	27	198	5	18.5%	14	51.9%	8	29.6%
Recreational Vehicles - Repair & Service	1,439	541	16	301	15	93.8%	1	6.3%	0	0.0%
Recreational Vehicles - Storage	1,194	326	1	1,116	0	0.0%	1	100.0%	0	0.0%
Recruiting - Armed Forces	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Recruiting - Technical	7	2,858	2	1,593	0	0.0%	0	0.0%	0	0.0%
Recruitment Services	444	1,031	2	897	1	50.0%	1	50.0%	0	0.0%
Recycling - Computers & Other Electronics	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Recycling Centers	779	764	1	1,116	0	0.0%	1	100.0%	0	0.0%
Recycling Services	1,491	530	11	382	0	0.0%	10	90.9%	1	9.1%
Reels	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Referral - Auto Repair	0	3,329	1	1,116	1	100.0%	0	0.0%	0	0.0%
Referral - Contractor	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Referral - Doctor	369	1,128	0	1,593	0	0.0%	0	0.0%	0	0.0%
Referral - Storage Facility	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Reflexologists	95	1,801	0	1,593	0	0.0%	0	0.0%	0	0.0%
Refractories	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Refrigeration Equipment - Commercial - Sales & Service	1,697	484	10	404	5	50.0%	4	40.0%	1	10.0%
Refrigeration Equipment - Supplies & Parts	183	1,492	1	1,116	0	0.0%	1	100.0%	0	0.0%
Refrigerators & Freezers - Dealers	376	1,126	2	897	0	0.0%	2	100.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	13	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Service & Repair	136	1,646	1	1,116	0	0.0%	0	0.0%	1	100.0%
Refrigerators & Freezers - Wholesale & Manufacturers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rehabilitation Services	1,127	634	2	897	2	100.0%	0	0.0%	0	0.0%
Reiki Therapy	12	2,676	1	1,116	1	100.0%	0	0.0%	0	0.0%
Religious Goods	79	1,904	0	1,593	0	0.0%	0	0.0%	0	0.0%
Religious Organizations	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Relocation Service	3,232	287	14	333	10	71.4%	3	21.4%	1	7.1%
Remodeling Services	138	1,637	1	1,116	0	0.0%	1	100.0%	0	0.0%
Rendering Companies	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Renewable Energy	187	1,477	0	1,593	0	0.0%	0	0.0%	0	0.0%
Renovation Inspection	24	2,443	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rental Service Stores & Yards	1,717	479	9	430	5	55.6%	4	44.4%	0	0.0%
Rental Vacancy Listing Service	1,095	645	8	462	4	50.0%	4	50.0%	0	0.0%
Repossession Service	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Reptiles	26	2,411	1	1,116	1	100.0%	0	0.0%	0	0.0%
Resins	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Resorts	3,109	297	21	240	14	66.7%	7	33.3%	0	0.0%
Respirators	67	1,985	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rest Homes	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rest Homes - Info & Placement Bureaus	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Restaurant Equipment - Repair & Service	248	1,337	0	1,593	0	0.0%	0	0.0%	0	0.0%
Restaurant Equipment & Supplies	1,006	673	6	546	4	66.7%	1	16.7%	1	16.7%
Restaurant Management	149	1,596	0	1,593	0	0.0%	0	0.0%	0	0.0%
Restaurants	9,724	106	98	62	54	55.3%	41	41.8%	3	3.1%
Restaurants - Breakfast	259	259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Resume Service	1,217	607	3	738	2	66.7%	1	33.3%	0	0.0%
Retail Stores	73	1,943	5	546	5	83.3%	1	16.7%	0	0.0%
Retirement & Life Care Communities & Homes	1,900	446	1	1,116	1	100.0%	0	0.0%	0	0.0%
Retirement Planning Service	181	1,496	0	1,593	0	0.0%	0	0.0%	0	0.0%
Retreat Facilities	124	1,689	1	1,116	1	100.0%	0	0.0%	0	0.0%
Ribbon Printing	30	2,352	2	897	1	50.0%	1	50.0%	0	0.0%
Ribbons	38	2,259	0	1,593	0	0.0%	0	0.0%	0	0.0%
Riding Academies	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Riding Apparel & Equipment	150	1,593	2	897	2	100.0%	0	0.0%	0	0.0%
Rifle & Pistol Ranges	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Riders	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Riggers Equipment & Supplies	10	2,734	1	1,116	0	0.0%	1	100.0%	0	0.0%
Right of Way Acquisition Service	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Road Building Contractors	636	867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Road Building Equipment	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Road Oiling & Dust Control	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Road Service - Automotive	2,054	421	3	738	3	100.0%	0	0.0%	0	0.0%
Robots	68	1,977	1	1,116	1	100.0%	0	0.0%	0	0.0%
Rock Shops	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rolling Mill Machinery	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Roof Cleaning & Stain Removal	720	806	0	1,593	0	0.0%	0	0.0%	0	0.0%
Roof Decks	1,049	1,049	1	1,116	1	100.0%	0	0.0%	0	0.0%
Roof Structures	427	1,477	0	1,593	0	0.0%	0	0.0%	0	0.0%
Roofing Contractors	187	1,477	1	1,593	0	0.0%	0	0.0%	0	0.0%
Roofing Equipment & Supplies	249,019	1	492	9	298	60.6%	173	35.2%	21	4.3%
Roofing Materials	2,421	1,112	0	1,593	0	0.0%	0	0.0%	0	0.0%
Roofing Service Consultants	2,048	364	8	462	8	100.0%	0	0.0%	0	0.0%
Rooming Houses	6	2,897	0	1,593	1	50.0%	1	50.0%	0	0.0%
Roommate Referral Service	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rope	80	1,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rubber Bands	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rubber Products	20	2,508	1	1,116	1	100.0%	0	0.0%	0	0.0%
Rubber Stamps	159	1,565	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps - Manufacturers Equipment & Supplies	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rubbish & Garbage Removal	4,422	223	36	155	24	66.7%	12	33.3%	0	0.0%
Rubbish & Garbage Removal Contractors Equipment	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating - Auto	702	817	1	1,116	0	0.0%	1	100.0%	0	0.0%
Saddlery & Harness	764	774	2	897	1	50.0%	1	50.0%	0	0.0%
Safe & Vault Movers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Safes & Vaults	188	1,474	0	1,593	0	0.0%	0	0.0%	0	0.0%
Safety & Rescue Equipment Sales & Services	732	791	0	1,593	0	0.0%	0	0.0%	0	0.0%
Safety Consultants	2,292	384	6	546	5	83.3%	1	16.7%	0	0.0%
Safety Equipment & Clothing	457	1,018	2	897	1	50.0%	1	50.0%	0	0.0%
Sailmakers	117	1,709	2	897	1	50.0%	1	50.0%	0	0.0%
Sales & Order Books	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sales Lead Generation	426	1,051	3	738	3	100.0%	0	0.0%	0	0.0%
Sales Organizations	269	1,299	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Sales Presentations	326	1,194	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sales Promotion Service	428	1,045	1	1,116	0	0.0%	1	100.0%	0	0.0%
Sales Training	169	1,534	0	1,593	0	0.0%	0	0.0%	0	0.0%
Salt	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Salvage - Marine	152	1,586	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sand & Gravel	1,818	459	3	738	1	33.3%	2	66.7%	0	0.0%
Sand & Gravel Handling Equipment	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sandblasting	282	1,275	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	114	1,224	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sandwiches	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sanitary Napkins	139	1,635	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sanitation Consultants	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Satellite Communication - Common Carrier	779	764	47	114	25	53.2%	22	46.8%	0	0.0%
Sauna Equipment & Supplies	1,130	633	3	738	2	66.7%	1	33.3%	0	0.0%
Sausages	211	1,415	0	1,593	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Association - Reps	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Associations	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sawdust & Shavings	18	2,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sawmills	16	2,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Saws	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Saws - Sharpen & Repair	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scaffolding & Aerial Lifts	623	875	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scales	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scalp Care	154	1,580	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scenery Studio	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scholarships & Financial Aid	4,987	203	8	462	7	87.5%	1	12.5%	0	0.0%
Scholastic Prep Courses, Books & Materials	68	1,977	0	1,593	0	0.0%	0	0.0%	0	0.0%
School Furniture & Equipment	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
School Supplies	652	853	20	248	9	45.0%	11	55.0%	0	0.0%
Schools - Academic - College Preparatory	3	3,040	2	897	0	0.0%	2	100.0%	0	0.0%
Schools - Academic - Colleges & Universities	8,202	124	31	182	27	87.1%	2	6.5%	2	6.5%
Schools - Academic - Elementary & Secondary	921	0	0	1,593	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Pre & Kindergarten	665	838	5	600	2	40.0%	2	40.0%	1	20.0%
Schools - Academic - Special Education	1,162	624	6	546	6	100.0%	0	0.0%	0	0.0%
Schools - Business & Vocational	11,275	89	21	240	19	90.5%	2	9.5%	0	0.0%
Schools - General Interest	3,279	283	7	504	5	71.4%	1	14.3%	1	14.3%
Schools - Holistic	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Schools - Home Study	349	1,159	0	1,593	0	0.0%	0	0.0%	0	0.0%
Schools - Private	1,555	517	15	319	13	86.7%	2	13.3%	0	0.0%
Scientific Apparatus & Instruments	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scoters - Medical	312	1,219	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scoreboards	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Scrap Metals	1,002	677	1	1,116	0	0.0%	1	100.0%	0	0.0%
Scrapbooking	93	1,815	1	1,116	0	0.0%	0	0.0%	1	100.0%
Screen Enclosures	354	1,155	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screen Manufacturers Equipment & Supplies	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screen Printing	975	684	9	430	8	88.9%	1	11.1%	0	0.0%
Screen Printing - Equipment & Supplies	72	1,948	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screen Repair	220	1,389	2	897	0	0.0%	2	100.0%	0	0.0%
Screening - Background & Employment	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screening - Tenant	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screens - Door & Window	1,478	534	3	738	0	0.0%	2	66.7%	1	33.3%
Screens - Security Door	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Screw Machine Products	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sculptors	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sculptors Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Seal Coating	157	1,570	2	897	0	0.0%	2	100.0%	0	0.0%
Sealing - Pavement	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Seals - Notary & Corporation	483	988	2	897	1	50.0%	1	50.0%	0	0.0%
Seals - Oil, Grease	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Seals - Security	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Search Engine Optimization Services	3,948	242	12	368	11	91.7%	1	8.3%	0	0.0%
Searchers of Records	1,352	568	0	1,593	0	0.0%	0	0.0%	0	0.0%
Seating Companies	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Second Hand Stores	940	700	9	430	1	11.1%	7	77.8%	1	11.1%
Secret Shopper	1,837	456	1	1,116	0	0.0%	0	0.0%	1	100.0%
Security Cameras	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Security Control Equipment & System Monitors	35,255	27	198	34	169	85.4%	29	14.6%	0	0.0%
Security Guard & Patrol Service	8,336	122	7	504	5	71.4%	2	28.6%	0	0.0%
Security Systems Consultants	2,572	347	9	430	4	44.4%	5	55.6%	0	0.0%
Seeds & Bulbs - Retail	303	1,242	3	738	3	100.0%	0	0.0%	0	0.0%
Seeds & Bulbs - Wholesale	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Seismograph Service	0	3,279	1	1,116	1	100.0%	0	0.0%	0	0.0%
Self Defense	218	1,397	8	462	5	62.5%	3	37.5%	0	0.0%
Seminars - Wealth Building & Real Estate	104	1,771	1	1,116	1	100.0%	0	0.0%	0	0.0%
Senior Citizens Service Organization	1,293	584	0	1,593	0	0.0%	0	0.0%	0	0.0%
Senior Home Care	569	915	0	1,593	0	0.0%	0	0.0%	0	0.0%
Septic Tanks - Treatment Supplies	23	2,457	1	1,116	1	100.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Cleaning	1,743	473	4	657	4	100.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Contractors & Dealers	2,090	416	7	504	5	71.4%	2	28.6%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Service Stations - Gasoline & Oil	3,707	251	55	96	34	61.8%	20	36.4%	1	1.8%
Services - General	863	639	4	657	3	75.0%	1	25.0%	0	0.0%
ServiceStation Equipment	220	1,389	0	1,593	0	0.0%	0	0.0%	0	0.0%
ServiceStation Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewage Disposal Systems	137	1,642	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewage Treatment Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewer Cleaning Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewer Contractors	1,888	449	5	600	2	40.0%	3	60.0%	0	0.0%
Sewer Pipe	32	2,332	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewing Contractors	307	1,231	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sewing Instruction	181	1,496	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Dealers	1,609	506	4	657	3	75.0%	1	25.0%	0	0.0%
Sewing Machines - Industrial & Commercial	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Service & Repair	426	1,051	2	897	1	50.0%	1	50.0%	0	0.0%
Sewing Machines - Supplies & Parts	895	716	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sewing Machines - Wholesale & Manufacturers	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sharpening Service	170	1,532	1	1,116	1	100.0%	0	0.0%	0	0.0%
Shavers - Electric	65	2,011	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair	147	1,606	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shears & Scissors	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sheepskin Specialties	324	1,197	12	368	11	91.7%	1	8.3%	0	0.0%
Sheet Metal Equipment & Supplies	79	1,904	2	897	2	100.0%	0	0.0%	0	0.0%
Sheet Metal Work	1,364	565	1	1,116	0	0.0%	1	100.0%	0	0.0%
Shelving	95	1,801	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shingles	200	1,437	4	657	2	50.0%	1	25.0%	1	25.0%
Ship Brokers	71	1,954	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ship Builders & Repair	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shipping Masters	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shipping Room Supplies	117	1,709	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shirts - Custom Made	275	1,290	2	897	2	100.0%	0	0.0%	0	0.0%
Shirts - Wholesale & Manufacturers	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shock Absorbers	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shoe Findings & Supplies	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shoe Repair	1,036	663	12	368	6	50.0%	6	50.0%	0	0.0%
Shoes - Custom Made	186	1,482	1	1,116	1	100.0%	0	0.0%	0	0.0%
Shoes - Orthopedic	1,744	472	9	430	8	88.9%	1	11.1%	0	0.0%
Shoes - Retail	4,079	236	42	139	28	66.7%	13	31.0%	2	4.9%
Shoes - Wholesale & Manufacturers	424	1,053	20	248	8	40.0%	12	60.0%	0	0.0%
Shoppers News Publications	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shopping Centers & Malls	828	739	2	897	1	50.0%	1	50.0%	0	0.0%
Shopping Service - Personal	306	1,233	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shopping Service - Protective, Comparative	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shoring	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Show Cases	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shower Doors & Enclosures	973	685	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shredding Services	332	1,183	0	1,593	0	0.0%	0	0.0%	0	0.0%
Shutters	1,124	636	5	600	2	40.0%	3	60.0%	0	0.0%
Shuttle Bus	1,099	1,750	0	1,593	0	0.0%	0	0.0%	0	0.0%
Siding Contractors	17,586	57	53	1,116	36	67.9%	16	30.2%	1	1.9%
Siding Materials	2,385	372	7	504	1	14.3%	6	85.7%	0	0.0%
Sightseeing Tours	1,212	609	8	462	5	62.5%	3	37.5%	0	0.0%
Signs	3,806	248	15	319	9	60.0%	6	40.0%	0	0.0%
Signs - Digital	89	1,846	1	1,116	1	100.0%	0	0.0%	0	0.0%
Signs - Equipment & Supplies	165	1,544	1	1,116	1	100.0%	0	0.0%	0	0.0%
Signs - Maintenance & Repair	70	1,964	3	738	2	66.7%	1	33.3%	0	0.0%
Signs - Neon	53	2,113	1	1,116	1	100.0%	0	0.0%	0	0.0%
Silks - Wholesale & Manufacturers	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Silversmiths & Goldsmiths	48	2,154	0	1,593	0	0.0%	0	0.0%	0	0.0%
Silverware Clean, Repair & Replate	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Singing Telegrams	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sitting Services	256	1,327	0	1,593	0	0.0%	0	0.0%	0	0.0%
Skate Sharpening	72	1,948	1	1,116	1	100.0%	0	0.0%	0	0.0%
Skateboards & Equipment	100	1,781	1	738	1	33.3%	1	33.3%	1	33.3%
Skating Equipment & Supplies	365	1,135	8	462	8	100.0%	0	0.0%	0	0.0%
Skating Instruction	13	2,646	1	1,116	0	0.0%	1	100.0%	0	0.0%
Skating Rinks	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ski Centers & Resorts	51	2,127	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Repair	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Retail	192	1,461	1	1,116	1	100.0%	0	0.0%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	0	3,329	1	1,116	0	0.0%	1	100.0%	0	0.0%
Ski Equipment Rental	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ski Instruction	42	2,221	1	1,593	0	0.0%	0	0.0%	0	0.0%
Ski Tours	8	2,811	1	1,116	1	100.0%	0	0.0%	0	0.0%
Skin Care	3,388	272	18	275	2	38.9%	0	55.6%	1	5.6%
Sky Diving	2	3,322	2	897	2	100.0%	0	0.0%	0	0.0%
Skylights	1,844	455	3	738	2	66.7%	1	33.3%	0	0.0%
Skylights - Distributors	63	2,023	0	1,593	0	0.0%	0	0.0%	0	0.0%
Slate	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Slip Covers	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Small Engine Repair	189	1,470	4	657	4	100.0%	0	0.0%	0	0.0%
Smelters & Refiners - Precious Metals	29	2,369	1	1,116	1	100.0%	0	0.0%	0	0.0%
Smelters & Refiners Equipment & Supplies	460	1,015	0	1,593	0	0.0%	0	0.0%	0	0.0%
Smoke Detectors & Alarms	172	1,526	1	1,116	1	100.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	50	2,134	1	1,116	1	100.0%	0	0.0%	0	0.0%
Smokers Information & Treatment	335	1,181	0	1,593	0	0.0%	0	0.0%	0	0.0%
Snow Removal Equipment	93	1,815	4	657	3	75.0%	1	25.0%	0	0.0%
Snow Removal Service	6,901	143	35	163	19	54.3%	16	45.7%	0	0.0%
Snowmobiles	1,260	596	5	600	4	80.0%	1	20.0%	0	0.0%
Soaps & Detergents	47	2,160	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soccer Clubs	226	1,374	2	897	2	100.0%	0	0.0%	0	0.0%
Social Media	4	2,991	1	1,116	0	0.0%	1	100.0%	0	0.0%
Social Networking	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Social Security Services	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Social Service Organizations	438	1,033	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sod & Sodding Service	1,048	658	4	657	0	0.0%	4	100.0%	0	0.0%
Soda Fountain Shops	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soffit & Fascia	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soil Conditioners	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	93	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soil Solidification	116	1,717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Soil Testing	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	5,295	191	6	546	4	66.7%	2	33.3%	0	0.0%
Solar Energy Equipment & Systems Manufacturing & Distribution	155	1,576	0	1,593	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	286	1,268	2	897	1	50.0%	1	50.0%	0	0.0%
Solar Energy Products - Retail	570	913	2	897	2	100.0%	0	0.0%	0	0.0%
Solar Energy Products Service & Repair	219	1,393	1	1,116	0	0.0%	1	100.0%	0	0.0%
Solar Energy Research & Development	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Solar Energy System Design & Installation	561	926	2	897	1	50.0%	1	50.0%	0	0.0%
Soliciting Organizations	1,607	507	3	738	2	66.7%	1	33.3%	0	0.0%
Solvents	35	2,297	0	1,593	0	0.0%	0	0.0%	0	0.0%

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Sound Control Structures & Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sound Systems & Equipment	1,181	619	5	600	4	80.0%	1	20.0%	0	0.0%
Souvenirs - Retail	398	1,083	1	1,116	1	100.0%	0	0.0%	0	0.0%
Souvenirs - Wholesale & Manufacturers	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Spark Plugs	2	3,104	1	1,116	1	100.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Dealers	10,559	98	62	85	47	75.8%	15	24.2%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	1,299	581	16	301	15	93.8%	1	6.3%	0	0.0%
Spas & Hot Tubs - Services & Repair	5,090	197	16	301	14	87.5%	2	12.5%	0	0.0%
Spas & Hot Tubs - Supplies & Parts	1	1,689	1	1,116	1	100.0%	0	0.0%	0	0.0%
Speakers - Rebuild & Repair	1	1,516	1	1,116	1	100.0%	0	0.0%	0	0.0%
Speech & Language Pathologists	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Speedometers	495	977	2	897	2	100.0%	0	0.0%	0	0.0%
Spices	28	2,380	1	1,116	1	100.0%	0	0.0%	0	0.0%
Spiritualists	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sporting Goods - Repair	94	1,809	3	738	2	66.7%	1	33.3%	0	0.0%
Sporting Goods - Retail	6,364	159	42	129	33	78.6%	9	21.4%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	564	921	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sports & Recreation	22	2,470	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sports Bar	89	1,846	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sports Hospitality	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sports Memorabilia	6	2,897	1	1,116	6	100.0%	0	0.0%	0	0.0%
Sports Promoters & Managers	193	1,460	3	738	1	33.3%	2	66.7%	0	0.0%
Sportswear - Retail	1,330	573	11	382	3	27.3%	8	72.7%	0	0.0%
Sportswear - Wholesale & Manufacturers	203	1,434	1	1,116	1	100.0%	0	0.0%	0	0.0%
Spraying Equipment	44	2,195	0	1,593	0	0.0%	0	0.0%	0	0.0%
Springs - Automotive - Sales & Service	228	1,366	0	1,593	0	0.0%	0	0.0%	0	0.0%
Springs - Coil, Flat - Distributors & Manufacturing	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sprinkler Supervisory Service	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sprinklers - Automatic - Fire	321	1,203	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stables	542	937	4	657	2	50.0%	2	50.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	149	1,596	3	738	3	100.0%	0	0.0%	0	0.0%
Staffing - Technical	58	2,065	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stair Builders	2,733	330	4	657	3	75.0%	1	25.0%	0	0.0%
Stamps - Collectors	0	1,516	0	1,593	0	0.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	94	1,809	0	1,593	0	0.0%	0	0.0%	0	0.0%
Starters - Engine	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stationers - Retail	245	1,343	2	897	0	0.0%	1	50.0%	1	50.0%
Stationery - Wholesale & Manufacturers	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Statistical Service	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steam Bath Equipment & Supplies	93	1,815	2	897	2	100.0%	0	0.0%	0	0.0%
Steam Cleaning - Industrial	104	1,771	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning Equipment	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steam Specialties	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel - Used	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Detailers - Structural	169	1,534	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Distributors & Warehouses	606	893	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Erectors	292	1,257	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Fabricators	756	780	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Mills	153	1,581	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Processing	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Steering Systems & Equipment	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stencils & Stencil Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stenographers - Public	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sterilizing Service	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stevedoring Contractors	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stock & Bond Brokers	342	1,172	3	342	2	66.7%	1	33.3%	0	0.0%
Stock & Bond Transfer Agents	304	1,238	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stock Certificates	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stock Exchanges	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stone - Cast	30	2,352	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stone - Crushed	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stone - Natural	1,373	561	3	738	1	33.3%	2	66.7%	0	0.0%
Stone Cutters	288	1,264	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stone Setting	3,811	247	21	240	11	52.4%	10	47.6%	0	0.0%
Stone Setting - Interlocking Pavers	378	1,108	4	657	2	50.0%	2	50.0%	0	0.0%
Storage - Data	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Storage - Liquid & Bulk	468	1,006	7	504	2	28.6%	5	71.4%	0	0.0%
Storage Units - Household & Commercial	5,518	186	31	182	19	61.3%	12	38.7%	0	0.0%
Storage Units ? Portable	1	3,188	1	1,116	0	0.0%	1	100.0%	0	0.0%
Stone Fixtures	121	1,698	0	1,593	0	0.0%	0	0.0%	0	0.0%
Store Fronts	60	2,047	0	1,593	0	0.0%	0	0.0%	0	0.0%
Storm Windows & Doors	731	793	9	430	6	66.7%	3	33.3%	0	0.0%
Storm Windows & Doors - Repair	60	2,047	1	1,116	0	0.0%	1	100.0%	0	0.0%
Stoves - Wood, Coal	1,378	558	11	382	9	81.8%	1	9.1%	1	9.1%
Strapping & Strapping Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Street Cleaning	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Stress Relief Equipment & Supplies - Industrial	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Structural Integration	1,754	470	2	897	2	100.0%	0	0.0%	0	0.0%
Stucco & Exterior Coating Contractors	6,915	142	16	301	6	37.5%	6	37.5%	4	25.0%
Stucco Manufacturers & Distributors	276	1,287	1	1,116	1	100.0%	0	0.0%	0	0.0%
Student Exchange Programs	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Student Housing	318	1,209	1	1,116	0	0.0%	1	100.0%	0	0.0%
Studio Rental	48	2,154	1	1,116	1	100.0%	0	0.0%	0	0.0%
Stump Removal & Grinding	177	1,511	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sugar Refiners	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Suits - Custom Made	7	2,858	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sump Pump Contractors	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sunglasses	131	1,662	1	1,116	1	100.0%	0	0.0%	0	0.0%
Sunroom & Solarium Design & Construction	2,697	331	7	504	4	57.1%	3	42.9%	0	0.0%
Support Groups	54	2,105	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surfing Instruction	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surgical Appliances & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surgical Centers	221	1,388	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surplus & Salvage Merchandise	896	715	1	1,116	1	100.0%	0	0.0%	0	0.0%

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Surveillance Equipment, Sales & Service	409	1,070	2	897	2	100.0%	0	0.0%	0	0.0%
Surveying Instruments	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surveyors - Aerial	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Surveyors - Land	1,772	465	5	600	5	100.0%	0	0.0%	0	0.0%
Survival Products & Supplies	171	1,531	1	1,116	1	100.0%	0	0.0%	0	0.0%
Swap Shops	50	2,134	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sweepers - Power	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sweeping Service - Power	165	1,544	0	1,593	0	0.0%	0	0.0%	0	0.0%
Sweepstakes	1,041	660	5	600	2	40.0%	3	60.0%	0	0.0%
Swimming Instruction	1	1,254	1	1,116	0	0.0%	1	100.0%	0	0.0%
Swimming Pool Contractors, Dealers, Design	17,598	56	90	66	60	66.7%	23	25.6%	7	7.8%
Swimming Pool Cover Sales & Service	41	2,230	0	1,593	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Enclosures	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Equipment & Supplies	964	689	10	404	7	70.0%	3	30.0%	0	0.0%
Swimming Pool Manufacturers & Distributors	398	1,083	4	657	4	100.0%	0	0.0%	0	0.0%
Swimming Pool Service & Repair	1,367	563	9	430	4	44.4%	4	44.4%	1	11.1%
Swimming Pools - Private	182	1,493	2	897	1	50.0%	1	50.0%	0	0.0%
Swimming Pools - Public	15	2,604	3	738	2	66.7%	1	33.3%	0	0.0%
Swimwear & Accessories	268	1,301	2	897	1	50.0%	1	50.0%	0	0.0%
Swords	24	2,441	1	1,116	0	0.0%	1	100.0%	0	0.0%
Table Tennis Equipment	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tags	8	2,811	1	1,116	8	0.0%	1	100.0%	0	0.0%
Tailors	1,587	811	7	504	2	28.6%	5	71.4%	0	0.0%
Talent Listing Service	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Talent Representation	123	1,693	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tank Cleaning	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tank Heads	1,100	643	2	897	2	100.0%	0	0.0%	0	0.0%
Tank Testing & Inspection	24	2,441	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanks - Fiber Glass, Plastic	72	1,948	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanks - Metal	81	1,889	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanks - Repair	106	1,763	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanners	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tanning Salons	3,021	302	55	96	24	43.6%	21	38.2%	10	18.2%
Tanning Salons Equipment & Supplies	21	2,492	1	1,116	0	0.0%	1	100.0%	0	0.0%
Tape Recorders - Sound - Service & Repair	1	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tapes - Industrial	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tapes - Sound - Dealers	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tarps	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tattoos	4,825	209	17	284	7	41.2%	8	47.1%	2	11.8%
Tattoos - Removed	162	1,554	2	897	2	100.0%	0	0.0%	0	0.0%
Tax Reporting Service	11	2,705	1	1,116	0	0.0%	1	100.0%	0	0.0%
Tax Return Preparation	7,167	139	56	94	47	83.9%	8	14.3%	1	1.8%
Taxes - Consultants & Representatives	3,489	266	10	404	6	60.0%	2	20.0%	2	20.0%
Taxicabs	3,339	276	26	207	15	57.7%	10	38.5%	1	3.8%
Taxidermists	134	1,654	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tea - Manufacturer & Importer	77	1,919	1	1,116	0	0.0%	1	100.0%	0	0.0%
Teachers Agencies	335	1,181	0	1,593	0	0.0%	0	0.0%	0	0.0%
Technical Manual Preparation	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Teeth Whitening Services	152	1,586	2	897	2	100.0%	0	0.0%	0	0.0%
Telecommunication Design	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telecommunication Equipment & Systems Dealers	991	678	4	657	2	50.0%	2	50.0%	0	0.0%
Telecommunication Equipment & Systems Service & Repair	79	1,904	6	546	4	66.7%	2	33.3%	0	0.0%
Telecommunications Equipment - Disability	1,984	428	3	738	1	33.3%	1	33.3%	1	33.3%
Teleconference Service	55	2,093	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telegraph Service	436	1,037	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telemarketing Services	3,184	293	8	462	7	87.5%	1	12.5%	0	0.0%
Telephone & Television Cable Contractors	1,289	587	37	149	35	94.6%	2	5.4%	0	0.0%
Telephone 900 Number Resellers	5	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telephone Answering Equipment & Systems	7	2,058	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telephone Communications	7,295	138	432	15	392	90.7%	40	9.3%	0	0.0%
Telephone Companies	6,205	162	297	22	295	99.3%	2	0.7%	0	0.0%
Telephone Equipment & Systems Dealers	467	467	44	123	42	95.5%	2	4.5%	0	0.0%
Telephone Equipment & Systems Service & Repair	376	1,112	2	897	0	0.0%	2	100.0%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	250	1,333	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telephone Pre-Paid Card Sales & Distribution	593	898	3	738	1	33.3%	1	33.3%	1	33.3%
Telephone Service - Long Distance	7,043	140	329	20	286	86.9%	43	13.1%	0	0.0%
Telephone Solicitation Companies	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Telescopes	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television - Cable, CATV & Satellite	6,194	163	670	5	630	94.0%	39	5.8%	1	0.1%
Television & Radio - Dealers	2,414	365	8	462	5	62.5%	6	37.5%	0	0.0%
Television & Radio - Rent & Lease	5	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television & Radio - Service & Repair	732	791	3	738	0	0.0%	3	100.0%	0	0.0%
Television & Radio Broadcast Schools	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television & Radio Parts - Retail	380	1,106	4	657	2	50.0%	2	50.0%	0	0.0%
Television & Radio Parts - Wholesale & Manufacturers	60	2,047	2	897	0	0.0%	2	100.0%	0	0.0%
Television Home Shopping	301	1,245	13	351	13	100.0%	0	0.0%	0	0.0%
Television Program Distributors	428	1,045	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television Program Producers	330	1,186	1	1,116	1	100.0%	0	0.0%	0	0.0%
Television Station Equipment	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television Stations & Broadcast Companies	264	1,309	0	1,593	0	0.0%	0	0.0%	0	0.0%
Television Sys & Equipment - Closed Circuit	125	1,686	1	1,593	0	0.0%	1	100.0%	0	0.0%
Templates	5	2,946	1	1,116	0	0.0%	1	100.0%	0	0.0%
Tennis Court Construction	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tennis Courts - Private	91	1,830	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tennis Courts - Public	188	1,474	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tennis Equipment & Supplies	33	2,322	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tennis Instruction	92	1,823	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tents	404	1,077	5	600	2	40.0%	3	60.0%	0	0.0%
Tents - Rental	275	1,290	1	1,116	1	100.0%	0	0.0%	0	0.0%
Terminals - River & Marine	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Test Publishers	114	1,724	1	1,116	1	100.0%	0	0.0%	0	0.0%
Textile Fibers	143	1,616	1	1,116	1	100.0%	0	0.0%	0	0.0%
Textile Printing Equipment & Supplies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Theater Stage Play Houses	92	1,823	2	897	0	0.0%	2	100.0%	0	0.0%

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Theaters	196	1,452	1	1,116	1	100.0%	0	0.0%	0	0.0%
Theatrical & Stage Lighting Equipment	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Theatrical Agencies	1,006	673	0	1,593	0	0.0%	0	0.0%	0	0.0%
Theatrical Equipment & Supplies	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Theatrical Make-Up	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Theatrical Managers & Producers	11	2,705	1	1,116	1	100.0%	0	0.0%	0	0.0%
Thermocouples	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Thermostats	31	2,341	0	1,593	0	0.0%	0	0.0%	0	0.0%
Thrift Shops	253	1,329	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ticket Sales - Events	3,800	249	31	192	15	48.4%	16	51.6%	0	0.0%
Tickets & Coupons - Printers & Suppliers	281	1,277	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tile - Ceramic - Contractors & Dealers	6,613	150	17	284	8	47.1%	9	52.9%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	915	710	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tile - Non-Ceramic - Contractors & Dealers	685	826	3	738	1	33.3%	2	66.7%	0	0.0%
Tile - Non-Ceramic - Manufacturers & Distributors	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tile & Grout Cleaning	15	2,604	2	897	1	50.0%	1	50.0%	0	0.0%
Tile & Marble	218	1,397	1	1,116	0	0.0%	1	100.0%	0	0.0%
Tile Restoration	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tile Sales	328	1,189	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tiling	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Timber & Timberland Companies	90	1,836	1	1,116	0	0.0%	0	0.0%	1	100.0%
Timber Framing	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Time Recorders	43	2,207	1	1,116	1	100.0%	0	0.0%	0	0.0%
Timeshare Companies	2,165	402	19	7	7	36.8%	8	42.1%	4	21.1%
Timeshare Resale and Rental Marketing	719	807	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tire Additives & Sealants	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tire Changing Equipment	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tire Dealers	16,963	60	81	70	63	77.8%	18	22.2%	0	0.0%
Tire Distributors & Manufacturers	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tire Retread & Repair	369	1,128	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tire Retread & Repair - Equipment & Supplies	81	1,889	1	1,116	1	100.0%	0	0.0%	0	0.0%
Title Companies & Agents	205	1,432	0	1,593	0	0.0%	0	0.0%	0	0.0%
Toilets - Composting	36	2,286	1	1,116	1	100.0%	0	0.0%	0	0.0%
Toilets - Portable	228	1,366	0	1,593	0	0.0%	0	0.0%	0	0.0%
Toner Cartridges	1,358	567	20	248	6	30.0%	14	70.0%	0	0.0%
Tool & Die Makers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tool & Utility Sheds	533	945	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tool Salvage Companies	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tools - Cutting	81	1,889	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tools - Electric	399	1,082	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tools - Hand	534	943	1	1,116	0	0.0%	1	100.0%	0	0.0%
Tools - Pneumatic	59	2,058	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tools - Power Actuated	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tools - Rent	1,013	671	2	897	2	100.0%	0	0.0%	0	0.0%
Topsoil	0	1,067	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tourist Information	305	1,235	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tourists Attractions	366	1,133	3	738	3	100.0%	0	0.0%	0	0.0%
Tourists Homes	707	814	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tours - Operators & Promoters	7,610	131	62	85	52	83.3%	9	14.5%	1	1.6%
Tours - Wholesale	226	1,374	0	1,593	0	0.0%	0	0.0%	0	0.0%
Towel Supply Service	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Towers	160	1,561	0	1,593	0	0.0%	0	0.0%	0	0.0%
Towing - Automotive	6,727	148	51	104	30	58.8%	21	41.2%	0	0.0%
Toy Manufacturers Supplies	0	3,329	1	1,116	1	100.0%	0	0.0%	0	0.0%
Toys - Retail	2,534	352	36	155	32	88.9%	4	11.1%	0	0.0%
Toys - Wholesale & Manufacturers	304	1,238	5	600	5	100.0%	0	0.0%	0	0.0%
Tractor Dealers	274	1,294	2	897	2	100.0%	0	0.0%	0	0.0%
Tractor Equipment & Parts	375	1,117	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tractor Rent & Lease	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tractor Repair & Service	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trade Shows, Expositions & Fairs	469	1,005	3	738	2	66.7%	1	33.3%	0	0.0%
Trademark Agents & Consultants	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trading Stamps	331	1,185	0	1,593	0	0.0%	0	0.0%	0	0.0%
Traffic & Parking Consultants	383	1,101	8	462	7	87.5%	1	12.5%	0	0.0%
Traffic Control & Flagging Service	43	2,207	0	1,593	0	0.0%	0	0.0%	0	0.0%
Traffic Engineers & Planning Service	13	2,646	0	1,593	0	0.0%	0	0.0%	0	0.0%
Traffic Signs, Signals & Equipment	125	1,686	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trailer Hitches	266	1,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trailer Sales	97	1,794	4	65	3	75.0%	1	25.0%	0	0.0%
Trailer Storage	187	1,477	1	1,116	1	100.0%	0	0.0%	0	0.0%
Trailers - Automotive Utility	421	1,054	3	738	2	66.7%	1	33.3%	0	0.0%
Trailers - Camping & Travel	166	1,543	1	1,116	0	0.0%	0	0.0%	0	0.0%
Trailers - Equipment & Parts	242	1,346	1	1,116	0	0.0%	1	100.0%	0	0.0%
Trailers - Horse	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trailers - Rent & Lease	627	872	2	897	2	100.0%	0	0.0%	0	0.0%
Trailers - Repair & Service	672	834	6	546	3	50.0%	3	50.0%	0	0.0%
Trailers - Transporting	83	1,880	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trailers - Truck	2,132	405	16	301	15	93.8%	1	6.3%	0	0.0%
Training - Video Instruction Tapes	80	1,897	3	738	1	33.3%	2	66.7%	0	0.0%
Training Programs	5,403	188	30	188	4	13.3%	20	66.7%	6	20.0%
Trampolines	351	1,157	2	897	2	100.0%	0	0.0%	0	0.0%
Transcription Service	51	2,127	1	1,116	1	100.0%	0	0.0%	0	0.0%
Transfers - Dry	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Transformers	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Transit Lines	110	1,745	0	1,593	0	0.0%	0	0.0%	0	0.0%
Translators & Interpreters	689	824	1	1,116	1	100.0%	0	0.0%	0	0.0%
Transmissions - Automobile	11,087	93	38	145	34	89.5%	2	5.3%	2	5.3%
Transmissions - Truck, Tractor	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Transportation Consultants	930	930	3	738	3	100.0%	0	0.0%	0	0.0%
Transportation Services	4,007	240	11	382	7	63.6%	4	36.4%	0	0.0%
Trap & Skeeet Ranges	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trapping Equipment & Supplies	76	1,925	0	1,593	0	0.0%	0	0.0%	0	0.0%
Travel & Moving Services	1,032	665	7	504	4	57.1%	3	42.9%	0	0.0%
Travel Agencies & Bureaus	39,465	24	244	25	202	82.8%	42	17.2%	0	0.0%
Travel Agent Mills	1,341	570	5	600	3	60.0%	2	40.0%	0	0.0%
Travel Clubs	7,380	134	32	176	28	87.5%	4	12.5%	0	0.0%

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Travel Escorts	148	1,601	0	1,593	0	0.0%	0	0.0%	0	0.0%
Travelers Checks	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Treatment Centers & Rest Homes - Information & Placement	51	2,127	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tree Service	16,760	61	36	155	26	72.2%	9	25.0%	1	2.8%
Tree Service - Pruning	370	1,126	2	897	2	100.0%	0	0.0%	0	0.0%
Tree Service - Transplant	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tree Service Equipment & Supplies	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trike Conversions, Sales & Service	39	2,250	1	1,593	0	0.0%	0	0.0%	0	0.0%
Trophies	831	738	1	1,116	1	100.0%	0	0.0%	0	0.0%
Tropical Fish	19	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck accessories	508	966	1	1,116	1	100.0%	0	0.0%	0	0.0%
Truck Bedliner - Spray On	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Bodies	46	2,167	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Caps & Shells	409	1,070	1	1,116	1	100.0%	0	0.0%	0	0.0%
Truck Dealers	2,562	348	13	351	10	76.9%	3	23.1%	0	0.0%
Truck Driver Training	763	776	1	1,116	0	0.0%	1	100.0%	0	0.0%
Truck Equipment & Parts	701	818	1	1,116	1	100.0%	0	0.0%	0	0.0%
Truck Manufacturers & Distributors	35	2,297	3	738	0	0.0%	3	100.0%	0	0.0%
Truck Painting & Lettering	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment	12	2,676	7	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Rent & Lease	954	692	7	504	5	71.4%	2	28.6%	0	0.0%
Truck Repair & Service	2,963	306	11	382	7	63.6%	4	36.4%	0	0.0%
Truck Service & Repair - Mobile	10	2,734	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Stops	90	1,836	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning	213	1,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trucking	1,941	437	4	657	0	0.0%	3	75.0%	1	25.0%
Trucking - Dump	86	1,867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trucking - Heavy Hauling	1,108	642	1	1,116	1	100.0%	0	0.0%	0	0.0%
Trucking - Light Hauling	432	1,041	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trucking - Liquid Or Dry Bulk	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trucking - Motor Freight	1,062	657	3	738	0	0.0%	3	100.0%	0	0.0%
Trucking - Water Hauling	40	2,239	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trucking Transportation Brokers	1,675	490	3	738	2	66.7%	1	33.3%	0	0.0%
Trucks - Forklifts	15	2,604	1	1,116	1	100.0%	0	0.0%	0	0.0%
Trucks - Industrial	49	2,144	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trusses - Construction	305	1,235	0	1,593	0	0.0%	0	0.0%	0	0.0%
Trust Companies	1,692	486	0	1,593	0	0.0%	0	0.0%	0	0.0%
T-Shirts	569	915	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tube Bending & Fabricating	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tubing - Metal	19	2,528	0	1,593	0	0.0%	0	0.0%	0	0.0%
Turbines	11	2,705	0	1,593	0	0.0%	0	0.0%	0	0.0%
Tutoring	2,406	367	4	657	2	50.0%	2	50.0%	0	0.0%
Two-Way Radio Sales & Service	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Typesetting	17	2,566	0	1,593	0	0.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
U-Catch Fishing	129	1,670	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ultrasonic Equipment & Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ultrasound - Medical	35	2,297	1	1,116	1	100.0%	0	0.0%	0	0.0%
Ultrasound - Nonmedical	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Umbrellas	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Unclaimed Funds Retrieval Services	93	1,815	0	1,593	0	0.0%	0	0.0%	0	0.0%
Underwear - Wholesale & Manufacturers	56	2,085	0	1,593	0	0.0%	0	0.0%	0	0.0%
Uniform Supply Service	219	1,393	3	738	2	66.7%	1	33.3%	0	0.0%
Uniforms	605	889	4	657	1	25.0%	3	75.0%	0	0.0%
Uniforms - Medical	36	2,286	0	1,593	0	0.0%	0	0.0%	0	0.0%
Upholsterers	4,917	207	30	188	16	53.3%	14	46.7%	0	0.0%
Upholsterers Supplies	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Upholstery & Carpet Cleaning	1,552	518	7	504	5	71.4%	1	14.3%	1	14.3%
Upholstery and Rug Cleaning	278	1,282	1	1,116	1	100.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Retail	1,002	1,072	1	1,116	1	100.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Wholesale & Manufacturers	480	993	0	1,593	0	0.0%	0	0.0%	0	0.0%
Utilities Underground - Locating	169	1,534	0	1,593	0	0.0%	0	0.0%	0	0.0%
Utility Contractors	2,323	379	49	109	49	100.0%	0	0.0%	0	0.0%
Vacation Certificates & Vouchers	1,530	524	10	404	8	80.0%	2	20.0%	0	0.0%
Vacation Rentals	2,693	333	13	351	11	84.6%	2	15.4%	0	0.0%
Vacation Time Share	2,854	317	7	504	4	57.1%	1	14.3%	2	28.6%
Vacuum Cleaners - Household - Dealers	9,569	110	41	133	31	75.6%	8	19.5%	2	4.9%
Vacuum Cleaners - Industrial & Commercial	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Service & Repair	4,621	218	11	382	7	63.6%	4	36.4%	0	0.0%
Vacuum Cleaners - Supplies & Parts	53	2,113	1	1,116	1	100.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Wholesale & Manufacturers	1,860	1,860	1	1,116	1	100.0%	0	0.0%	0	0.0%
Vacuum Cleaning Systems	1,702	483	11	382	10	90.9%	1	9.1%	0	0.0%
Vacuum Equipment & Systems	127	1,680	2	897	2	100.0%	0	0.0%	0	0.0%
Valet Service	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Valves	196	1,452	0	1,593	0	0.0%	0	0.0%	0	0.0%
Valves - Repairing	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Van Conversions & Accessories	172	1,526	3	738	2	66.7%	1	33.3%	0	0.0%
Vanity Publishers	37	2,268	0	1,593	0	0.0%	0	0.0%	0	0.0%
Variety Store Merchandise - Wholesale	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Variety Stores	504	969	4	657	4	100.0%	0	0.0%	0	0.0%
Vehicle Graphics	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vehicle Sales - Manufacturing Companies	225	1,378	2	1,593	0	0.0%	0	0.0%	0	0.0%
Vehicle Transport Services	211	1,415	2	897	0	0.0%	2	100.0%	0	0.0%
Vending Machines	2,145	403	12	369	3	25.0%	9	75.0%	0	0.0%
Vending Machines - Supplies & Parts	25	2,428	0	1,593	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds - Dealers	1,198	615	4	657	3	75.0%	0	0.0%	1	25.0%
Venetian Blinds - Repair & Cleaning	635	868	1	1,116	0	0.0%	1	100.0%	0	0.0%
Venetian Blinds - Supplies & Parts	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds - Wholesale & Manufacturers	601	892	1	1,116	1	100.0%	0	0.0%	0	0.0%
Ventilating Contractors	562	925	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ventilating Equipment	81	1,889	0	1,593	0	0.0%	0	0.0%	0	0.0%
Ventilating Systems - Cleaning	66	1,998	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vertical Blinds	225	1,378	2	897	0	0.0%	2	100.0%	0	0.0%
Veterans & Military Organizations	15	2,604	0	1,593	0	0.0%	0	0.0%	0	0.0%
Veterinarians	4,983	204	9	430	7	77.8%	2	22.2%	0	0.0%

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Veterinarians Equipment & Supplies	63	2,023	1	1,116	1	100.0%	0	0.0%	0	0.0%
Veterinary Emergency	100	1,781	1	1,116	1	100.0%	0	0.0%	0	0.0%
Vibration Control	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Editing	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Sales & Rentals	142	1,622	4	657	2	50.0%	1	25.0%	1	25.0%
Video Equipment - Service & Repair	396	1,087	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Supplies & Parts	129	1,670	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Wholesale & Manufacturers	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Games - Dealers	2,943	309	21	240	19	90.5%	2	9.5%	0	0.0%
Video Games - Rent & Lease	378	1,108	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Games - Service & Repair	202	1,435	4	657	3	75.0%	1	25.0%	0	0.0%
Video Games - Supplies & Parts	114	1,724	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Games - Wholesale & Manufacturers	53	2,113	2	897	2	100.0%	0	0.0%	0	0.0%
Video Production Services	1,420	546	6	546	2	33.3%	4	66.7%	0	0.0%
Video Tape Duplication Service	152	1,586	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs - Dealers	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs - Wholesale & Manufacturers	20	2,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs Sales & Rentals	1,274	593	27	198	2	7.4%	17	63.0%	8	29.6%
Videoconferencing Services	109	1,750	0	1,593	0	0.0%	0	0.0%	0	0.0%
Videographers	211	1,415	7	504	2	28.6%	5	71.4%	0	0.0%
Videotape, CD, & DVD Duplication & Transfer Services	385	1,098	8	462	0	0.0%	8	100.0%	0	0.0%
Vinyl Decking	172	1,526	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vinyl Flooring	1	1,717	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vinyl Repair	181	1,496	2	897	1	50.0%	1	50.0%	0	0.0%
Visual Impairment Products & Services	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Vitamins & Food Supplements	1,653	496	7	504	6	85.7%	1	14.3%	0	0.0%
VOIP (Voice Over Internet Protocol) Sales & Service	343	1,168	3	738	1	33.3%	1	33.3%	1	33.3%
Wait Staff	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wall Bed Manufacturer	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wall Bed Sales	86	1,867	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wall Cleaning	12	2,676	1	1,116	0	0.0%	1	100.0%	0	0.0%
Wall Coatings	73	1,943	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wallpaper Hangers	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wallcoverings - Retail	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Warehouses - Cold Storage	78	1,911	0	1,593	0	0.0%	0	0.0%	0	0.0%
Warehouses - Merchandise	324	1,197	3	738	0	0.0%	3	100.0%	0	0.0%
Warehousing Services	413	1,062	0	1,593	0	0.0%	0	0.0%	0	0.0%
Washers	45	2,182	0	1,593	0	0.0%	0	0.0%	0	0.0%
Washing Machines - Industrial	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Coin Metered	28	2,380	1	1,116	1	100.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Dealers	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Waste Containers	359	1,143	1	1,116	1	100.0%	0	0.0%	0	0.0%
Waste Reduction, Disposal, Recycle Equipment	2,816	322	17	284	11	64.7%	6	35.3%	0	0.0%
Waste Reduction, Recycle Service - Industrial	1,201	612	1	1,116	0	0.0%	1	100.0%	0	0.0%
Watches - Dealers	389	1,097	2	897	2	100.0%	0	0.0%	0	0.0%
Watches - Service & Repair	1,035	664	9	430	5	55.6%	4	44.4%	0	0.0%
Watches - Wholesale & Manufacturers	2,065	58	11	1,116	0	0.0%	0	0.0%	0	0.0%
Water - Bottled & Bulk	604	890	3	738	1	33.3%	2	66.7%	0	0.0%
Water & Sewer Line Protection	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Analysis	200	1,437	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Companies - Bottled, Bulk	1,612	504	11	382	6	54.5%	5	45.5%	0	0.0%
Water Companies - Utility	40	2,239	2	897	2	100.0%	0	0.0%	0	0.0%
Water Conservation	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Coolers	74	1,940	1	1,116	1	100.0%	0	0.0%	0	0.0%
Water Coolers - Equipment & Supplies	432	1,041	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Damage Restoration	512	965	2	897	0	0.0%	2	100.0%	0	0.0%
Water Filtration & Purification Equipment	10,699	96	37	149	25	67.6%	8	21.6%	4	10.8%
Water Gardens Fountains & Ponds	343	1,168	3	738	1	33.3%	2	66.7%	0	0.0%
Water Heater - Tankless	438	1,033	7	504	5	83.3%	1	16.7%	0	0.0%
Water Heaters - Dealers	20,254	44	212	29	181	85.4%	31	14.6%	0	0.0%
Water Heaters - Parts & Supplies	111	1,741	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Repairing	504	969	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Wholesale & Manufacturers	167	1,539	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Main Contractors	68	1,977	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Pollution Control	99	1,789	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Skiing Equipment & Supplies	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Soft & Conditioning Equipment Service & Supplies	5,528	184	29	192	22	75.9%	6	20.7%	1	3.4%
Water Supply Systems	665	838	1	1,116	0	0.0%	1	100.0%	0	0.0%
Water Taxi Service	26	2,411	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Treatment Equipment, Service & Supplies	4,669	216	13	351	10	76.9%	3	23.1%	0	0.0%
Water Well Drilling & Service	2,018	425	6	546	5	83.3%	1	16.7%	0	0.0%
Water Well Drilling Equipment & Supplies	117	1,709	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Wells - Inspection	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Wells - Pumps Sales & Service	14	2,629	1	1,116	1	100.0%	0	0.0%	0	0.0%
Water Works Contractors	178	1,508	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water Works Equipment & Supplies	23	2,457	0	1,593	0	0.0%	0	0.0%	0	0.0%
Water/Pool Heating - Solar	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Dealers	113	1,732	1	1,116	1	100.0%	0	0.0%	0	0.0%
Waterbeds - Service & Repair	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Wholesale & Manufacturers	28	2,380	0	1,593	0	0.0%	0	0.0%	0	0.0%
Waterproofing Contractors	9,086	115	14	333	12	85.7%	2	14.3%	0	0.0%
Waterproofing Materials	461	1,014	0	1,593	0	0.0%	0	0.0%	0	0.0%
Weatherization	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Weaving Supplies & Equipment	22	2,470	0	1,593	0	0.0%	0	0.0%	0	0.0%
Web Conferencing	52	2,122	1	1,116	1	100.0%	0	0.0%	0	0.0%
Web Design	11,201	92	57	91	36	63.2%	21	36.8%	0	0.0%
Webbing	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wedding Chapels & Ceremonies	1,111	1,111	1	1,116	0	0.0%	1	100.0%	0	0.0%
Wedding Consultants	1,437	543	23	228	10	43.5%	2	8.7%	11	47.8%
Wedding Officiant	51	2,127	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wedding Supplies & Services	3,442	267	32	176	24	75.0%	8	25.0%	0	0.0%
Weed Control Equipment & Supplies	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Weed Control Service	655	850	4	657	4	100.0%	0	0.0%	0	0.0%
Weighers	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Weight Control Services	6,987	141	36	155	19	52.8%	17	47.2%	0	0.0%

Canada BBB
2011 Statistics
Sorted by Industry

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable to Pursue	%
Welcome ServiceFor Newcomers	265	1,307	3	738	3	100.0%	0	0.0%	0	0.0%
Welding	2,461	361	3	738	0	0.0%	3	100.0%	0	0.0%
Welding Equipment - Rent	414	1,061	0	1,593	0	0.0%	0	0.0%	0	0.0%
Welding Equipment - Repair	1,117	1,709	2	1,593	0	0.0%	0	0.0%	0	0.0%
Welding Equipment & Supplies	1,117	1,709	2	897	1	50.0%	1	50.0%	0	0.0%
Western Apparel	277	1,284	1	1,116	0	100.0%	0	0.0%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wheel Alignment, Frame & Axle Service - Auto	646	858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wheel Chair Lifts & Ramps	148	1,601	1	1,116	0	0.0%	1	100.0%	0	0.0%
Wheel Chairs	315	1,215	4	657	2	50.0%	2	50.0%	0	0.0%
Wheelchair & Disability Transportation	302	1,244	2	897	2	100.0%	0	0.0%	0	0.0%
Wheels	62	2,027	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wholesalers & Distributors	6,106	167	16	301	9	56.3%	5	31.3%	2	12.5%
Wicker Products	60	2,047	1	1,116	1	100.0%	0	0.0%	0	0.0%
Wigs & Hairpieces	163	1,550	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wind Energy Systems	401	1,080	4	657	2	50.0%	2	50.0%	0	0.0%
Window Cleaning	6,059	168	20	248	15	75.0%	5	25.0%	0	0.0%
Window Cleaning Equipment & Supplies	69	1,970	0	1,593	0	0.0%	0	0.0%	0	0.0%
Window Coverings	624	874	20	248	1	5.0%	19	95.0%	0	0.0%
Window Security Laminates	94	1,809	0	1,593	0	0.0%	0	0.0%	0	0.0%
Window Shades	1,306	580	4	657	1	25.0%	3	75.0%	0	0.0%
Window Shades - Cleaning & Repair	2	3,104	0	1,593	0	0.0%	0	0.0%	0	0.0%
Window Shades - Equipment & Supplies	76	1,925	0	1,593	0	0.0%	0	0.0%	0	0.0%
Window Tinting & Coating - Commercial	12	2,676	0	1,593	0	0.0%	0	0.0%	0	0.0%
Window Tinting & Coating - Residential	15	2,604	1	1,116	1	100.0%	0	0.0%	0	0.0%
Windows	66,425	13	201	33	152	75.6%	45	22.4%	4	2.0%
Windows - Installation & Service	43,024	22	104	61	66	63.5%	35	33.7%	3	2.9%
Windows - Repairing	269	3,397	25	211	14	56.0%	11	44.0%	0	0.0%
Windows - Vinyl	237	1,351	0	1,593	0	0.0%	0	0.0%	0	0.0%
Windows - Wood	84	1,874	0	1,593	0	0.0%	0	0.0%	0	0.0%
Windows & Doors - Installation & Service	753	783	7	504	4	57.1%	2	28.6%	1	14.3%
Wine Brokers	43	2,207	1	1,116	0	0.0%	1	100.0%	0	0.0%
Wine Cellars	14	2,629	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wine Storage Equipment	100	1,781	0	1,593	0	0.0%	0	0.0%	0	0.0%
Winemaking Equipment & Supplies	660	845	2	897	1	50.0%	1	50.0%	0	0.0%
Wineries	239	1,350	2	897	1	50.0%	1	50.0%	0	0.0%
Wines - Retail	330	1,186	1	1,116	1	100.0%	0	0.0%	0	0.0%
Wines - Wholesale	3	3,040	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wiping Cloths	1	3,188	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Electric	174	1,521	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Non-Electric	113	1,732	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wire Products	29	2,369	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wire Rope	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Womens Apparel - Retail	4,525	220	25	211	16	64.0%	8	32.0%	1	4.0%
Womens Apparel - Wholesale & Manufacturers	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wood Carving	8	2,811	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wood Finishing	223	1,383	2	897	1	50.0%	1	50.0%	0	0.0%
Wood Preserving	100	1,781	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wood Technologists	141	1,627	1	1,116	0	0.0%	1	100.0%	0	0.0%
Wood Turning	61	2,038	0	1,593	0	0.0%	0	0.0%	0	0.0%
Woodworking	3,029	300	9	430	6	66.7%	2	22.2%	1	11.1%
Woodworking Equipment & Supplies	786	763	1	1,116	1	100.0%	0	0.0%	0	0.0%
Woodworking Tools - Retail	269	1,299	0	1,593	0	0.0%	0	0.0%	0	0.0%
Wool	34	2,305	0	1,593	0	0.0%	0	0.0%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	176	1,519	5	600	0	0.0%	5	100.0%	0	0.0%
Word Processing Service	6	2,897	0	1,593	0	0.0%	0	0.0%	0	0.0%
Work Clothes - Retail	164	1,547	0	1,593	0	0.0%	0	0.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	90	1,836	1	1,116	1	100.0%	0	0.0%	0	0.0%
Work-At-Home Companies	12,114	84	34	167	6	17.6%	25	73.5%	3	8.8%
Writer	27	2,398	0	1,593	0	0.0%	0	0.0%	0	0.0%
Writer - Freelance	296	1,253	1	1,116	1	100.0%	0	0.0%	0	0.0%
Writers - Business	140	1,632	0	1,593	0	0.0%	0	0.0%	0	0.0%
X-Ray Apparatus & Supplies	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
X-Ray Labs - Industrial	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
X-Ray Labs - Medical & Dental	4	2,991	0	1,593	0	0.0%	0	0.0%	0	0.0%
Yacht Brokers	81	1,889	0	1,593	0	0.0%	0	0.0%	0	0.0%
Yacht Charter Broker	2,648	340	9	430	5	55.5%	4	44.4%	0	0.0%
Yarn - Retail	38	2,359	1	1,116	1	100.0%	0	0.0%	0	0.0%
Yarn - Wholesale & Manufacturers	21	2,492	0	1,593	0	0.0%	0	0.0%	0	0.0%
Yellow Page Advertising	1,164	623	181	39	93	51.4%	88	48.6%	0	0.0%
Yoga Instruction	1,087	647	13	351	5	38.5%	5	38.5%	3	23.1%
Yogurt	9	2,762	0	1,593	0	0.0%	0	0.0%	0	0.0%
Youth Organizations & Centers	218	1,397	2	897	2	100.0%	0	0.0%	0	0.0%
Zoological Gardens	7	2,858	0	1,593	0	0.0%	0	0.0%	0	0.0%
Zoos	5	2,946	0	1,593	0	0.0%	0	0.0%	0	0.0%