

### Complaints Against GPL

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	51	1	60	5	27	14	23	15	5	4
Application for Service	20		30	2	13	3	15	5	2	1
Billing Query	195	2	234	32	162	49	122	82	19	19
Change of Tenancy	12		30	4	21		16	8	3	1
Claim for Compensation	5		6		7	2	4	2		
Capital Contribution			1		1		1	1		
Disconnection	38		34		45	6	19	6		
Tariff Issue	2		14	6	12	3	10	5	1	1
Technical Issue	23		33	1	44	11	21	9	1	1
<b>TOTAL</b>	<b>346</b>	<b>3</b>	<b>442</b>	<b>50</b>	<b>332</b>	<b>88</b>	<b>231</b>	<b>133</b>	<b>31</b>	<b>27</b>

### Complaints Against GWI

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	1		6		3		1		1	1
Billing Query	37		89	4	130	10	48	15	6	5
Change of Tenancy							1	1	1	1
Compensation							1			
Disconnection	10		15	1	16	1	13	2	3	1
Tariff Issue			1		10		2			
Technical Issue	20		27		25		26	2		
Misc	4		5		8		3			
<b>TOTAL</b>	<b>72</b>		<b>143</b>	<b>5</b>	<b>192</b>	<b>11</b>	<b>95</b>	<b>20</b>	<b>11</b>	<b>8</b>

### Complaints Against GTT

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	19		18		15		9	4	1	
Billing Query	13		10		9		4	2		
Disconnection	2				3		1			
Tariff Issue			1							
Technical Issue	20		46		35		28		7	3
Transfer of Service	6		5		4		1		1	
Misc	8		5		8		4			
<b>TOTAL</b>	<b>68</b>		<b>85</b>		<b>74</b>		<b>47</b>	<b>6</b>	<b>9</b>	<b>3</b>

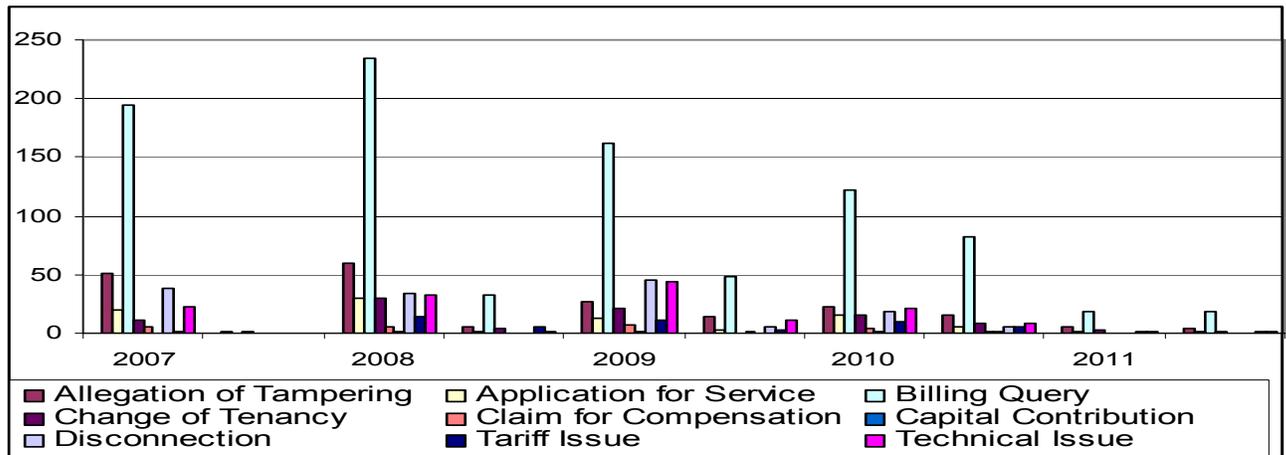
### Complaints against Digicel

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	5		1		1					
Technical Issue	1		2							
Misc					1					
<b>TOTAL</b>	<b>6</b>		<b>3</b>		<b>2</b>					

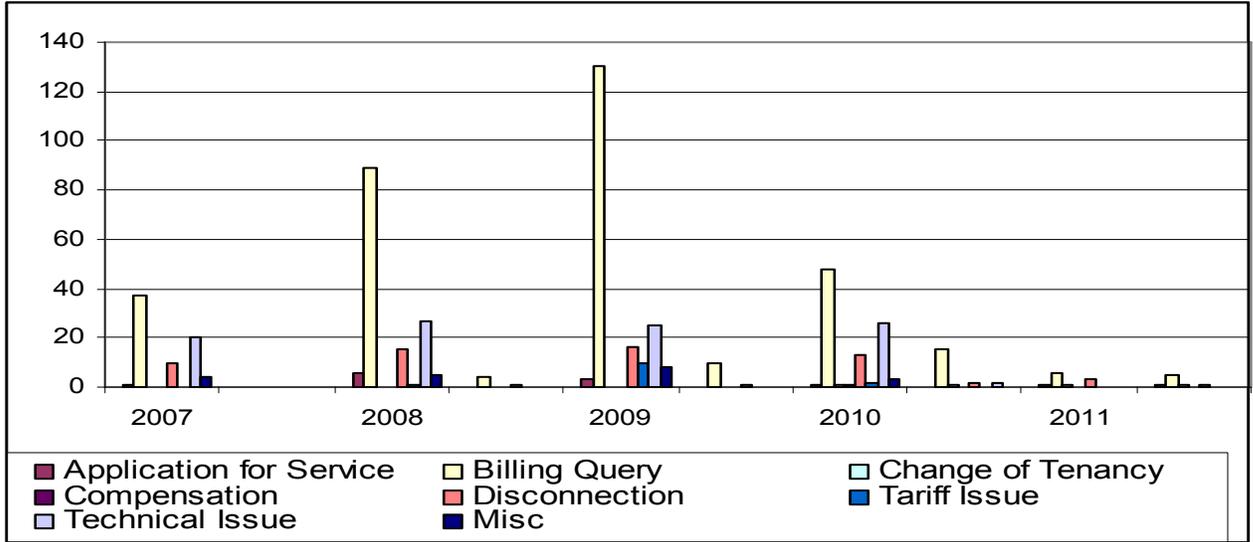
### Total Complaints Received

	2007		2008		2009		2010		2011	
	rec'd	active	rec'd	active	rec'd	active	rec'd	active	Rec'd	Active
GPL	<b>346</b>	<b>3</b>	442	<b>50</b>	332	<b>88</b>	231	<b>133</b>	31	<b>27</b>
GWI	72		143	<b>5</b>	192	<b>11</b>	95	<b>20</b>	11	<b>8</b>
GTT	68		85		74		47	<b>6</b>	9	<b>3</b>
DIGICEL	6		3		2					
<b>TOTAL</b>	<b>492</b>	<b>3</b>	<b>673</b>	<b>55</b>	<b>600</b>	<b>99</b>	<b>373</b>	<b>159</b>	<b>51</b>	<b>38</b>

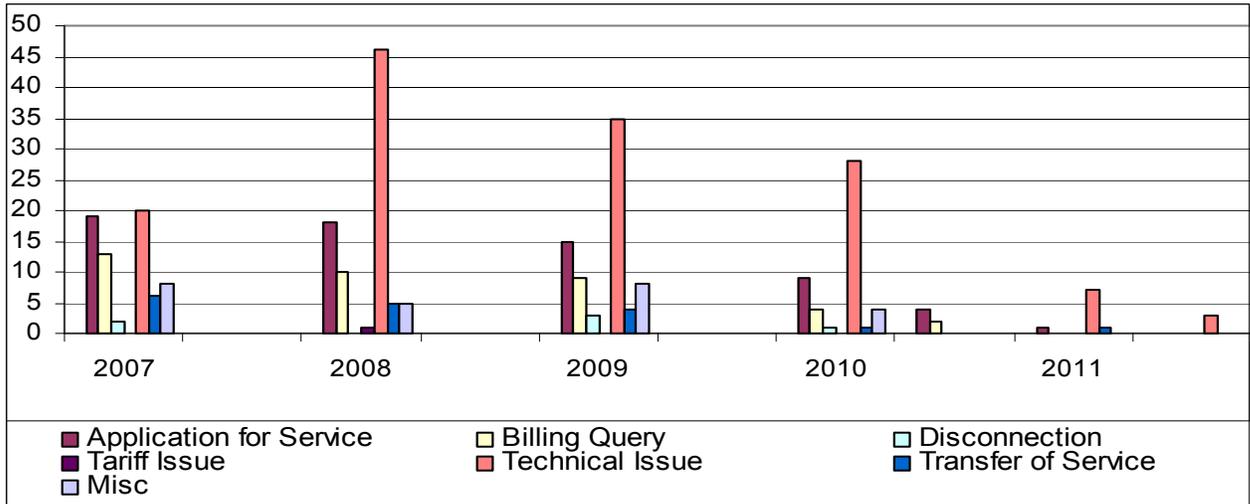
### Complaints Against GPL



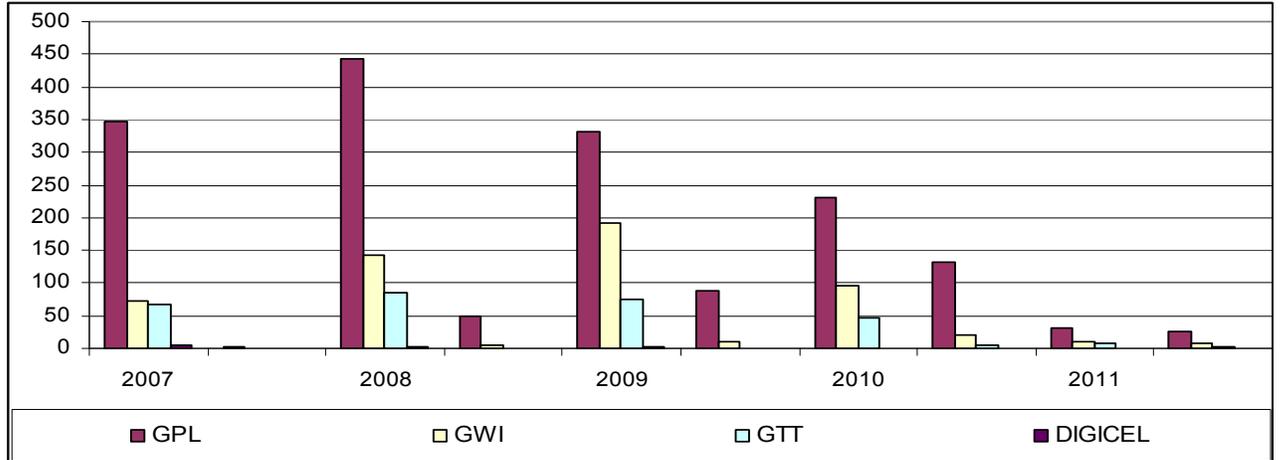
## Complaints Against GWI



## Complaints Against GTT



### Total Complaints Received



Credits received for the period 2004 to 2010

Year	GPL	GWI	GT&T	DIGICEL	Total
2004	\$3,239,715.00	\$6,178.00	\$1,948.00		\$3,247,841.00
2005	\$7,025,912.00	\$23,360.00	\$762.74		\$7,050,034.74
2006	\$7,498,819.00	\$160,024.00	\$16,536.78		\$7,675,379.78
2007	\$9,257,845.96	\$96,253.00	\$29,921.79		\$9,384,020.75
2008	\$16,623,500.00	\$2,511,037.00	\$106,198.37		\$19,240,735.37
2009	\$2,756,040.00	\$2,239,359.00	\$1,392.00		\$4,996,791.00
2010	\$7,408,670.84	\$1,059,450.00	\$13,068.00		\$8,481,188.84
2011	00	00	00		00
<b>Total</b>	<b>\$53,810,502.80</b>	<b>\$6,095,661.00</b>	<b>\$169,827.68</b>		<b>\$60,075,991.48</b>