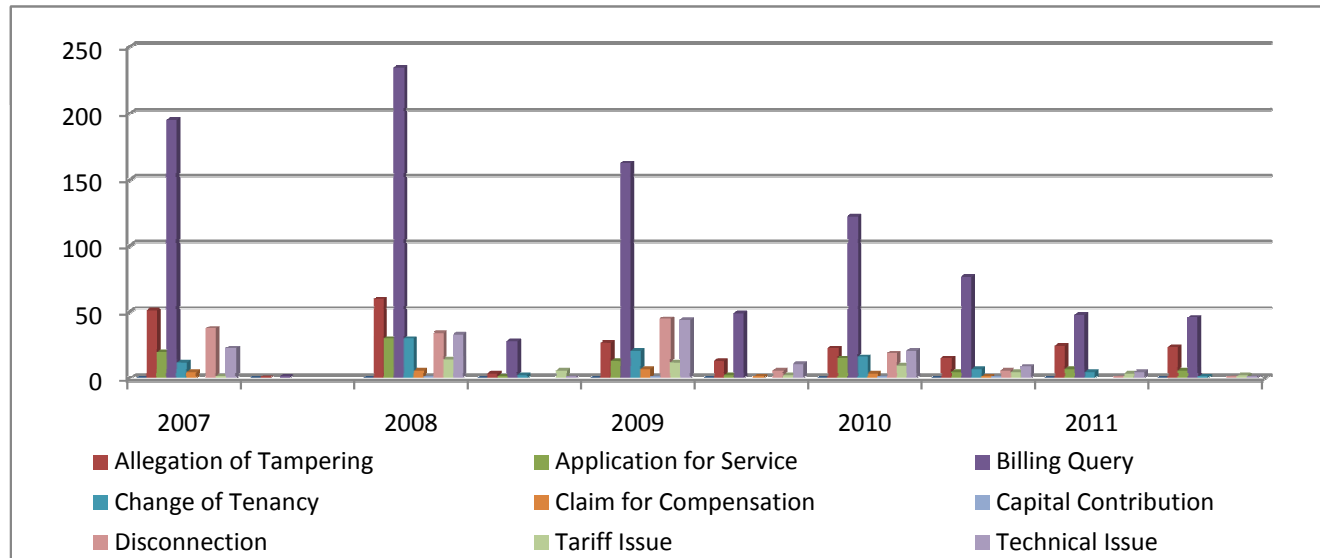


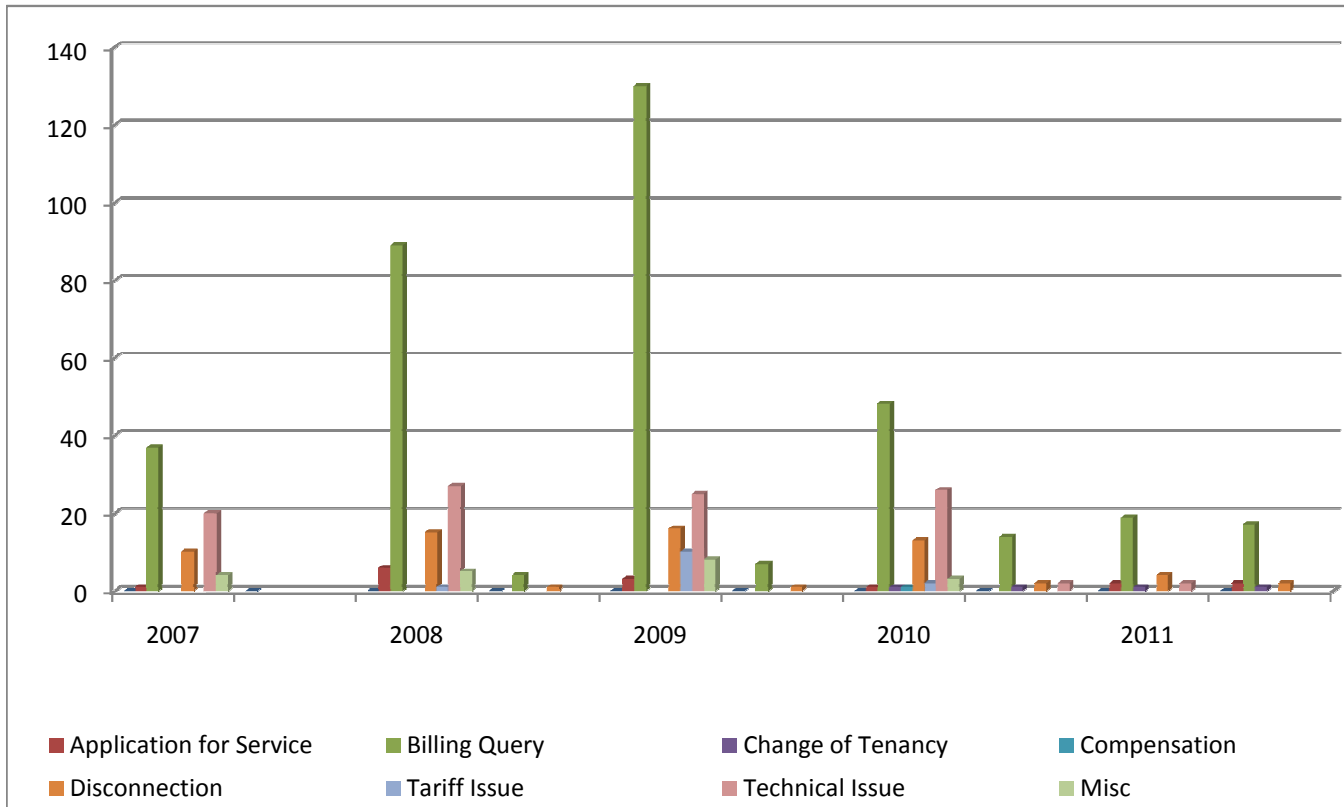
Complaint against GPL

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	4	27	13	23	15	25	24
Application for Service	20		30	2	13	3	15	5	7	6
Billing Query	195	2	234	28	162	49	122	77	48	46
Change of Tenancy	12		30	3	21		16	7	5	2
Claim for Compensation	5		6		7	2	4	2		
Capital Contribution			1		1		1	1		
Disconnection	38		34		45	6	19	6	1	1
Tariff Issue	2		14	6	12	3	10	5	4	3
Technical Issue	23		33	1	44	11	21	9	5	1
TOTAL	346	3	442	44	332	87	231	127	95	83



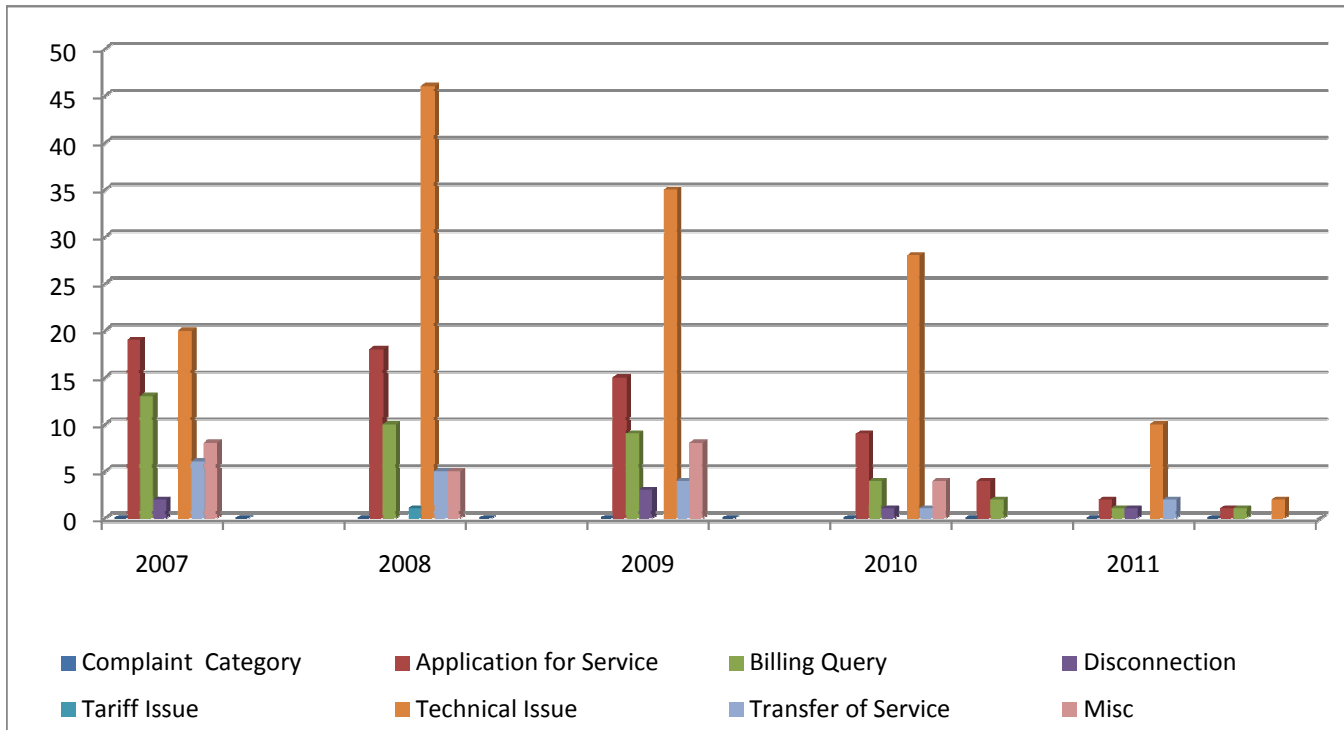
Complaint against GWI

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		2	2
Billing Query	37		89	4	130	7	48	14	19	17
Change of Tenancy							1	1	1	1
Compensation							1			
Disconnection	10		15	1	16	1	13	2	4	2
Tariff Issue			1		10		2			
Technical Issue	20		27		25		26	2	2	
Misc	4		5		8		3			
TOTAL	72		143	5	192	8	95	19	28	22



Complaint 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	2	1
Billing Query	13		10		9		4	2	1	1
Disconnection	2				3		1		1	
Tariff Issue			1							
Technical Issue	20		46		35		28		10	2
Transfer of Service	6		5		4		1		2	
Misc	8		5		8		4			
TOTAL	68		85		74		47	6	16	4



Complaint 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					
TOTAL	6		3		2					

Total Complaints Received

	2007		2008		2009		2010		2011	
	rec'd	active	rec'd	active	rec'd	active	rec'd	active	Rec'd	Active
GPL	346	3	442	44	332	87	231	127	95	83
GWI	72		143	5	192	8	95	19	28	22
GTT	68		85		74		47	6	16	4
DIGICEL	6		3		2					
TOTAL	492	3	673	49	600	95	373	152	139	109

