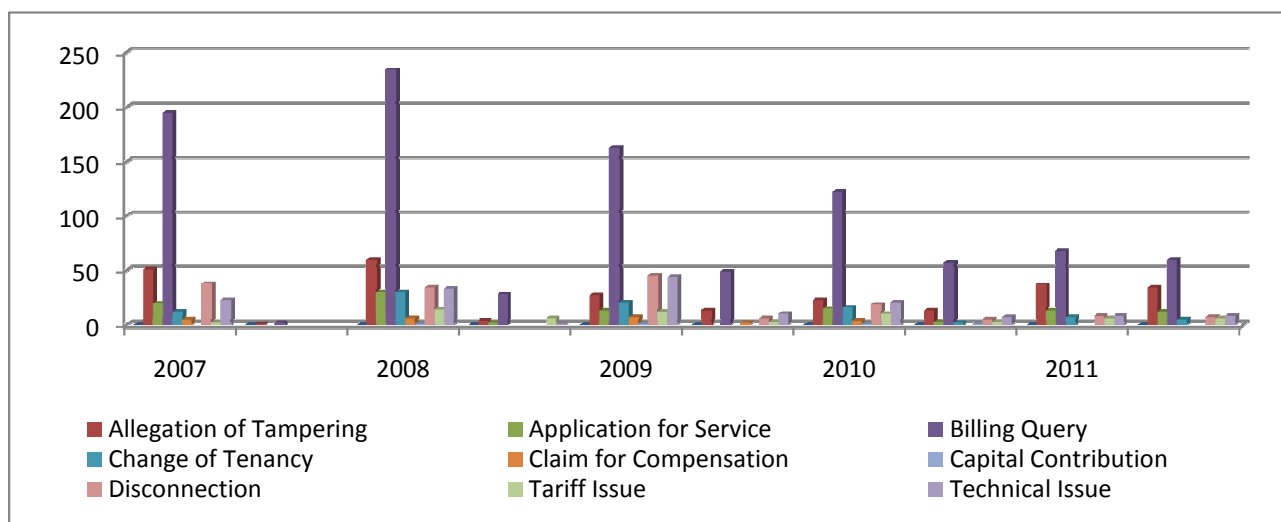


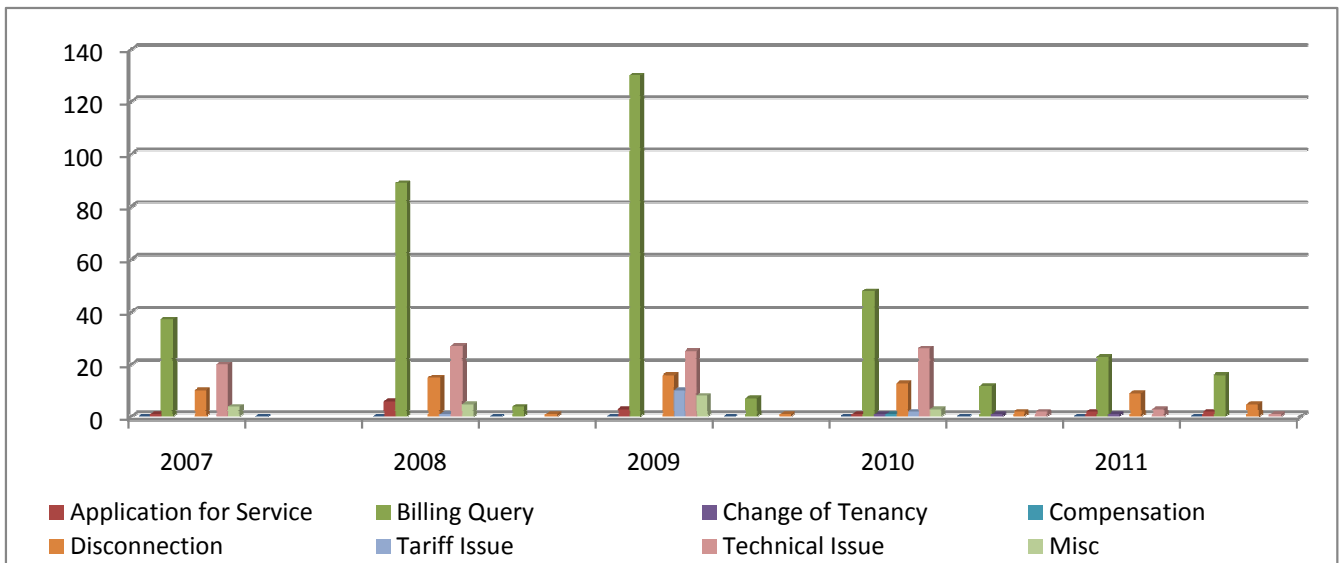
## Complaints against GPL

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	4	27	13	23	13	37	34
Application for Service	20		30	2	13		15	3	13	12
Billing Query	195	2	234	28	162	49	122	57	68	60
Change of Tenancy	12		30		21		16	2	7	5
Claim for Compensation	5		6		7	2	4			
Capital Contribution			1		1		1	1		
Disconnection	38		34		45	6	19	5	8	7
Tariff Issue	2		14	6	12	3	10	3	6	6
Technical Issue	23		33	1	44	10	21	7	8	8
<b>TOTAL</b>	<b>346</b>	<b>3</b>	<b>442</b>	<b>41</b>	<b>332</b>	<b>83</b>	<b>231</b>	<b>91</b>	<b>147</b>	<b>132</b>



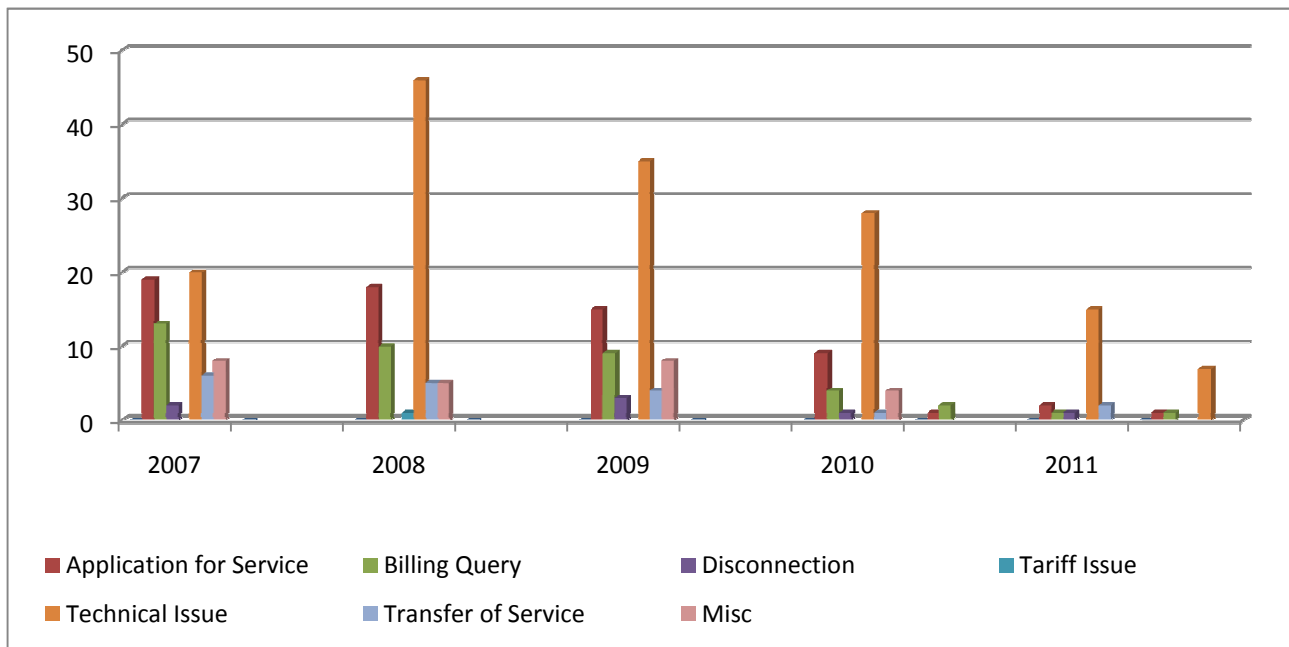
## Complaints against GWI

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		2	2
Billing Query	37		89	4	130	7	48	12	23	16
Change of Tenancy							1	1	1	
Compensation							1			
Disconnection	10		15	1	16	1	13	2	9	5
Tariff Issue			1		10		2			
Technical Issue	20		27		25		26	2	3	1
Misc	4		5		8		3			
<b>TOTAL</b>	<b>72</b>		<b>143</b>	<b>5</b>	<b>192</b>	<b>8</b>	<b>95</b>	<b>17</b>	<b>38</b>	<b>24</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	1	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		15	7
Transfer of Service	6		5		4		1		2	
Misc	8		5		8		4			
<b>TOTAL</b>	<b>68</b>		<b>85</b>		<b>74</b>		<b>47</b>	<b>3</b>	21	<b>9</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>41</b>	332	<b>83</b>	231	<b>91</b>	147	<b>132</b>
GWI	72		143	<b>5</b>	192	<b>8</b>	95	<b>17</b>	38	<b>24</b>
GTT	68		85		74		47	<b>3</b>	21	<b>9</b>
DIGICEL	6		3		2					
<b>TOTAL</b>	<b>492</b>	<b>3</b>	<b>673</b>	<b>46</b>	<b>600</b>	<b>91</b>	<b>373</b>	<b>111</b>	<b>206</b>	<b>165</b>

