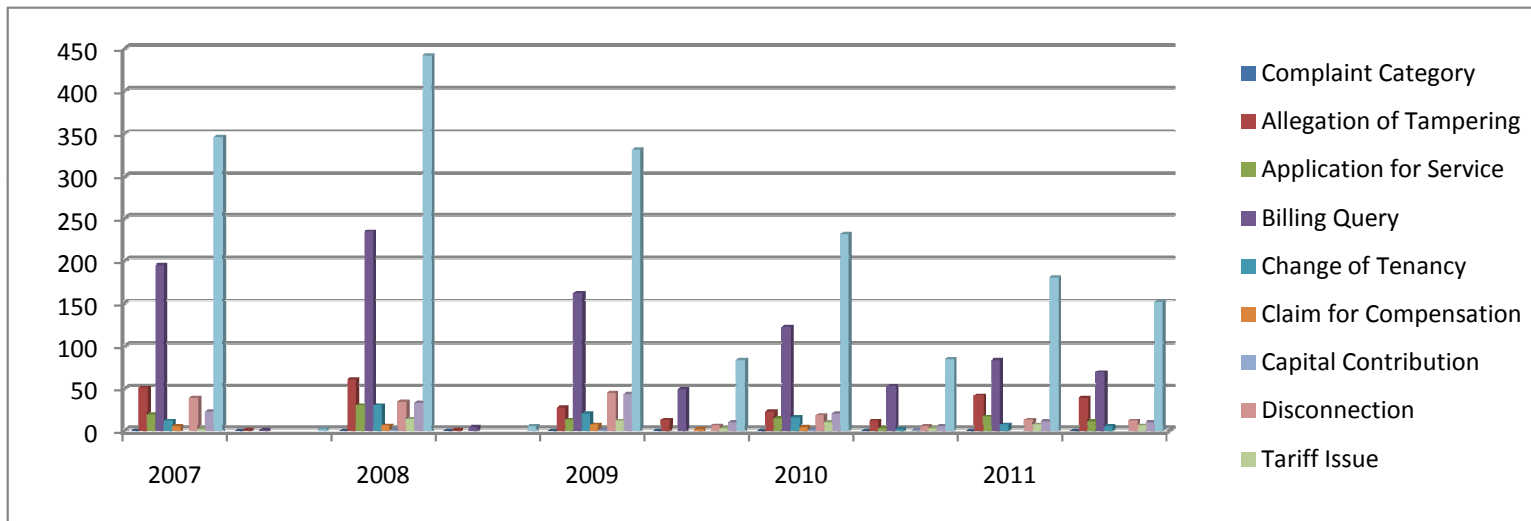


Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	8	11	7	9	9	-	-
February	28	6	11	7	3	2	-	-
March	36	9	6	5	4	4	-	-
April	52	6	10	6	5	3	-	-
May	33	0	11	1	5	4	-	-
Total	180	29	49	26	26	22	-	-

**COMPLAINTS FIGURES AS AT MAY 31, 2011**

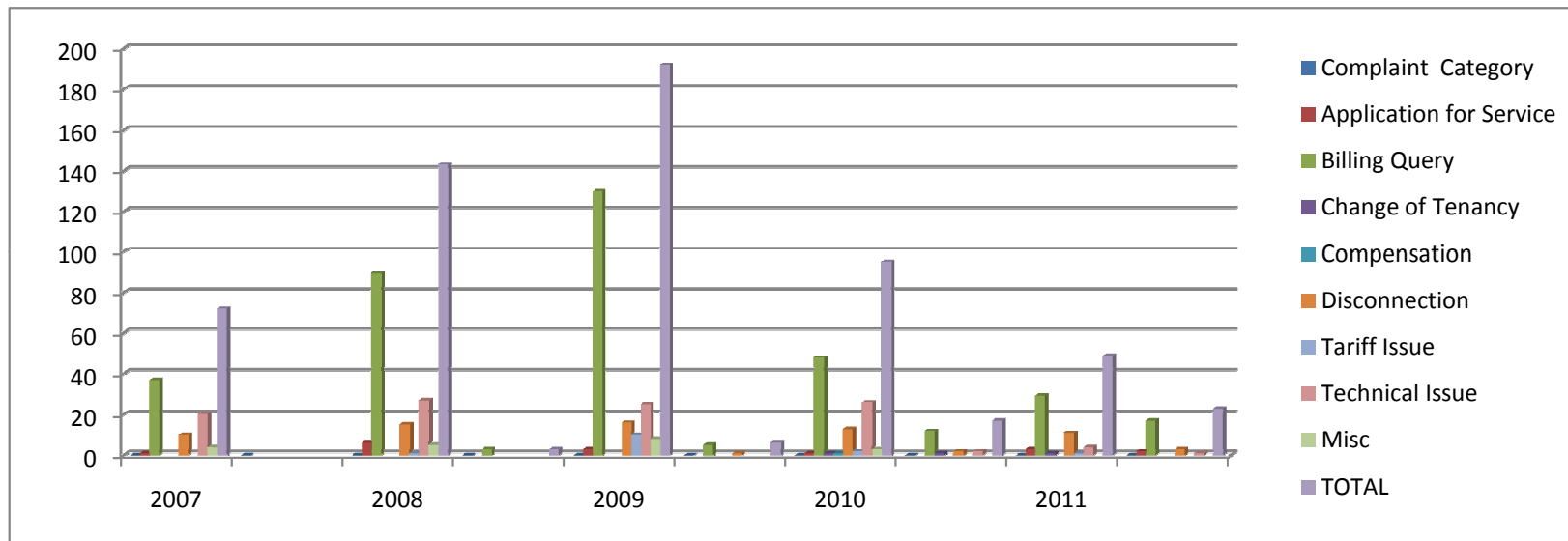
## Complaint against GPL

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	1	27	13	23	12	42	38
Application for Service	20		30		13		15	3	17	11
Billing Query	195	1	234	4	162	49	122	53	83	69
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	13	12
Tariff Issue	2		14		12	3	10	3	7	6
Technical Issue	23		33		44	10	21	5	11	10
<b>TOTAL</b>	<b>346</b>	<b>2</b>	<b>442</b>	<b>5</b>	<b>332</b>	<b>83</b>	<b>231</b>	<b>84</b>	<b>180</b>	<b>151</b>



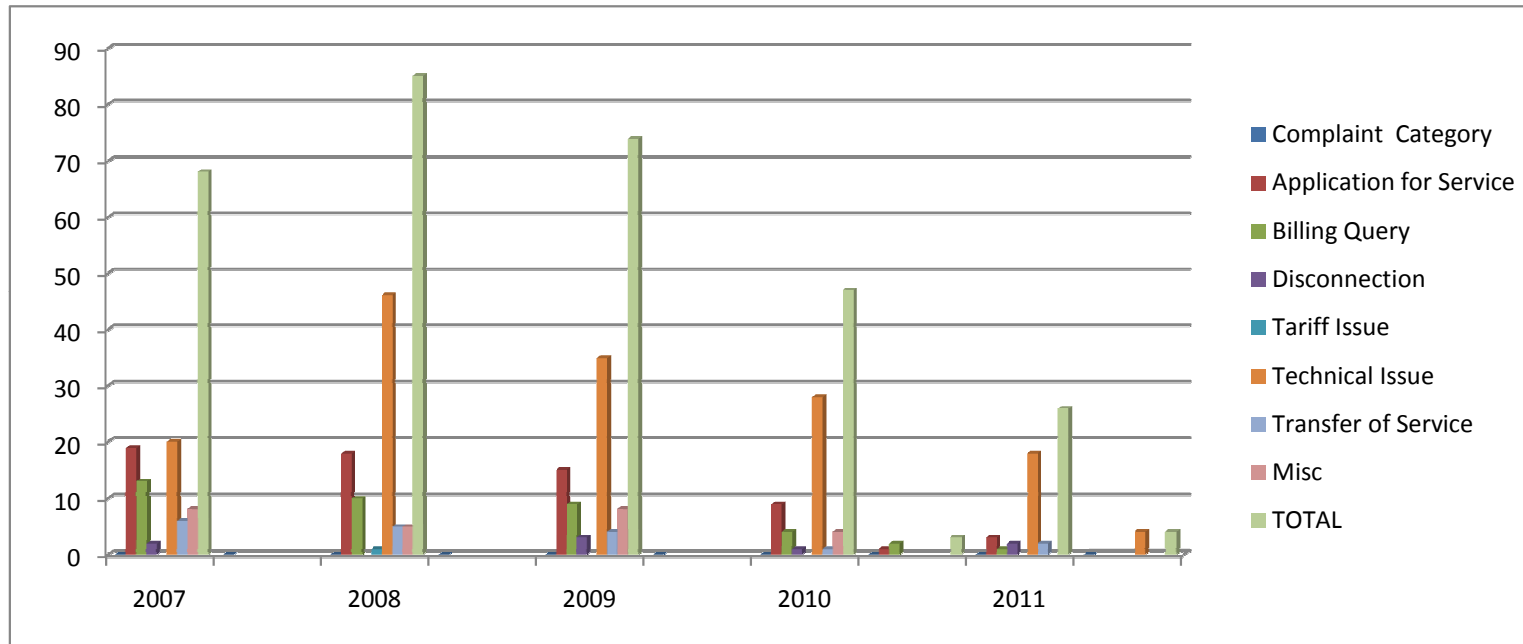
## Complaint against GWI

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		3	2
Billing Query	37		89	3	130	5	48	12	29	17
Change of Tenancy							1	1	1	
Compensation							1			
Disconnection	10		15		16	1	13	2	11	3
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26	2	4	1
Misc	4		5		8		3			
<b>TOTAL</b>	<b>72</b>		<b>143</b>	<b>3</b>	<b>192</b>	<b>6</b>	<b>95</b>	<b>17</b>	49	23



## 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	1	3	
Billing Query	13		10		9		4	2	1	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		18	4
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>	26	<b>4</b>



## 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					
<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>2</b>	442	<b>5</b>	332	<b>83</b>	231	<b>84</b>	180	<b>151</b>
GWI	72		143	<b>3</b>	192	<b>6</b>	95	<b>17</b>	49	<b>23</b>
GTT	68		85		74		47	<b>3</b>	26	<b>4</b>
DIGICEL	6		3		2					
<b>TOTAL</b>	<b>492</b>	<b>2</b>	<b>673</b>	<b>8</b>	<b>600</b>	<b>89</b>	<b>373</b>	<b>104</b>	<b>255</b>	<b>178</b>

