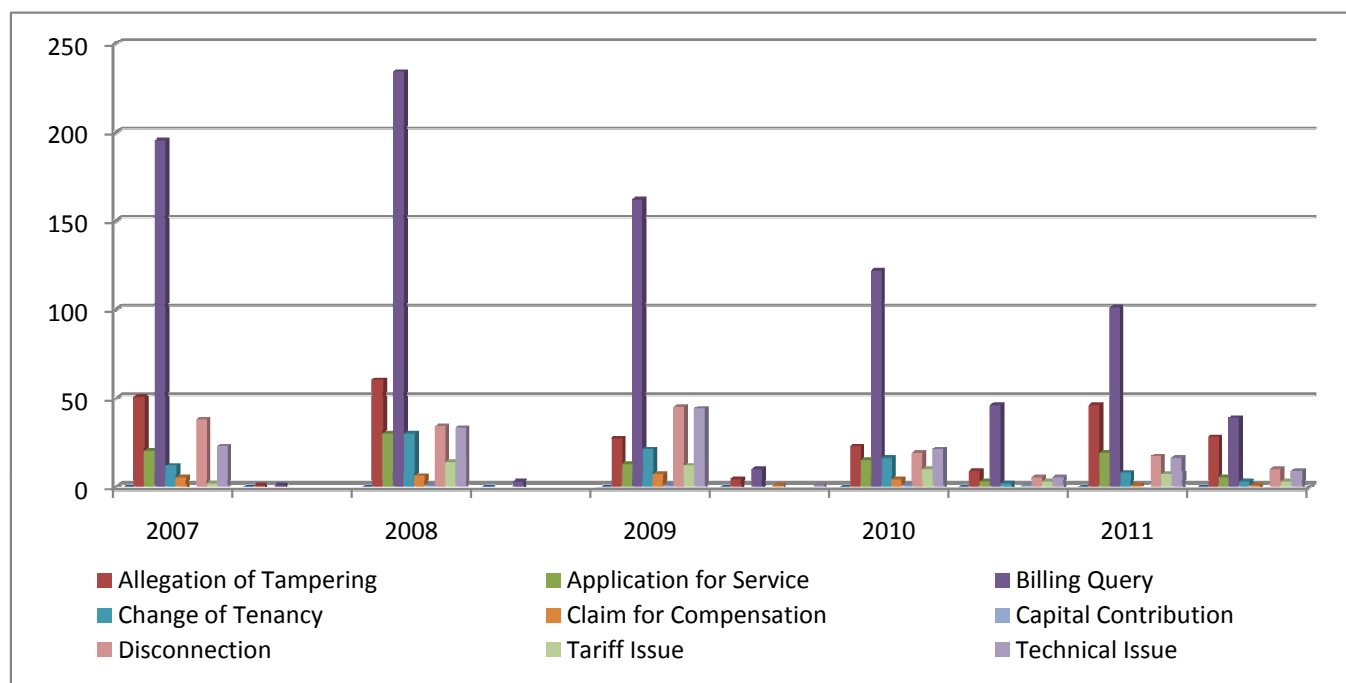


Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	19	11	9	9	9	-	-
February	28	21	11	8	3	2	-	-
March	36	16	6	5	4	4	-	-
April	52	32	10	6	5	5	-	-
May	33	19	11	8	5	4	-	-
June	35	10	3	2	6	6	-	-
Total	215	117	52	38	32	30	-	-

COMPLAINTS FIGURES AS AT JUNE 30, 2011

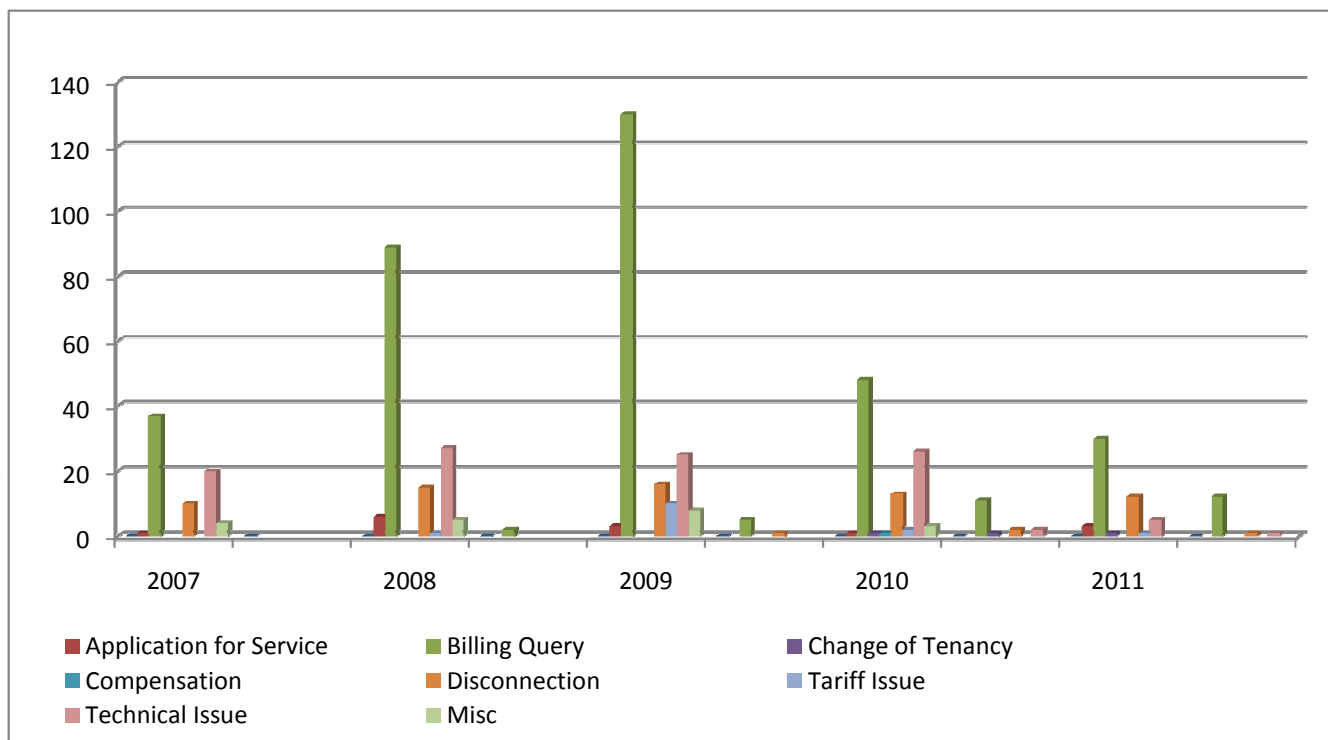
Complaint against GPL

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		27	4	23	9	46	28
Application for Service	20		30		13		15	3	19	5
Billing Query	195	1	234	3	162	10	122	46	101	39
Change of Tenancy	12		30		21		16	2	8	3
Claim for Compensation	5		6		7	1	4		1	1
Capital Contribution			1		1		1	1		
Disconnection	38		34		45		19	5	17	10
Tariff Issue	2		14		12		10	3	7	3
Technical Issue	23		33		44	1	21	5	16	9
TOTAL	346	2	442	3	332	16	231	74	215	98



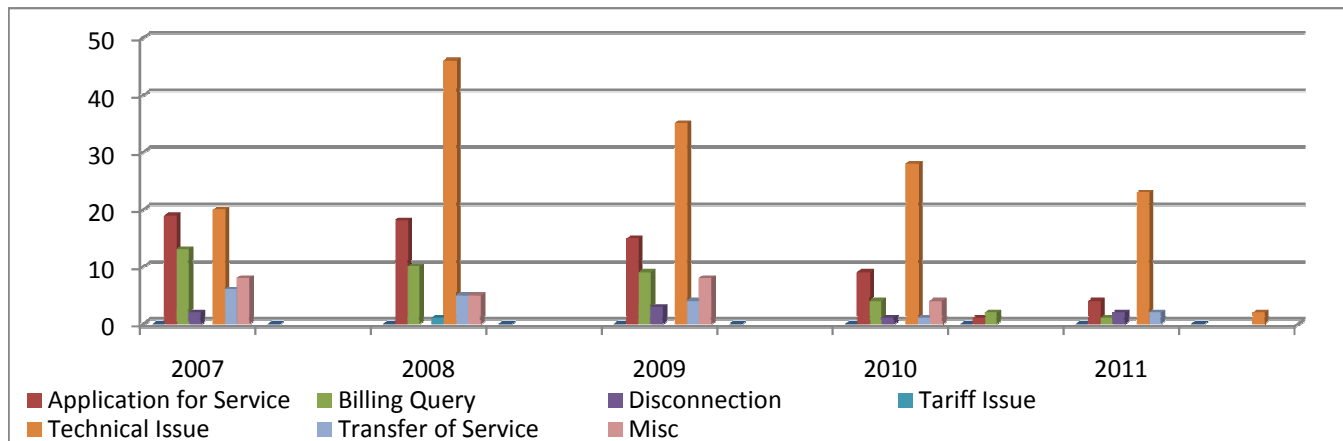
Complaint against GWI

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	
Billing Query	37		89	2	130	5	48	11	30	12
Change of Tenancy							1	1	1	
Compensation							1			
Disconnection	10		15		16	1	13	2	12	1
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26	2	5	1
Misc	4		5		8		3			
TOTAL	72		143	2	192	6	95	16	52	14



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	4	
Billing Query	13		10		9		4	2	1	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		23	2
Transfer of Service	6		5		4		1		2	
Misc	8		5		8		4			
TOTAL	68		85		74		47	3	32	2

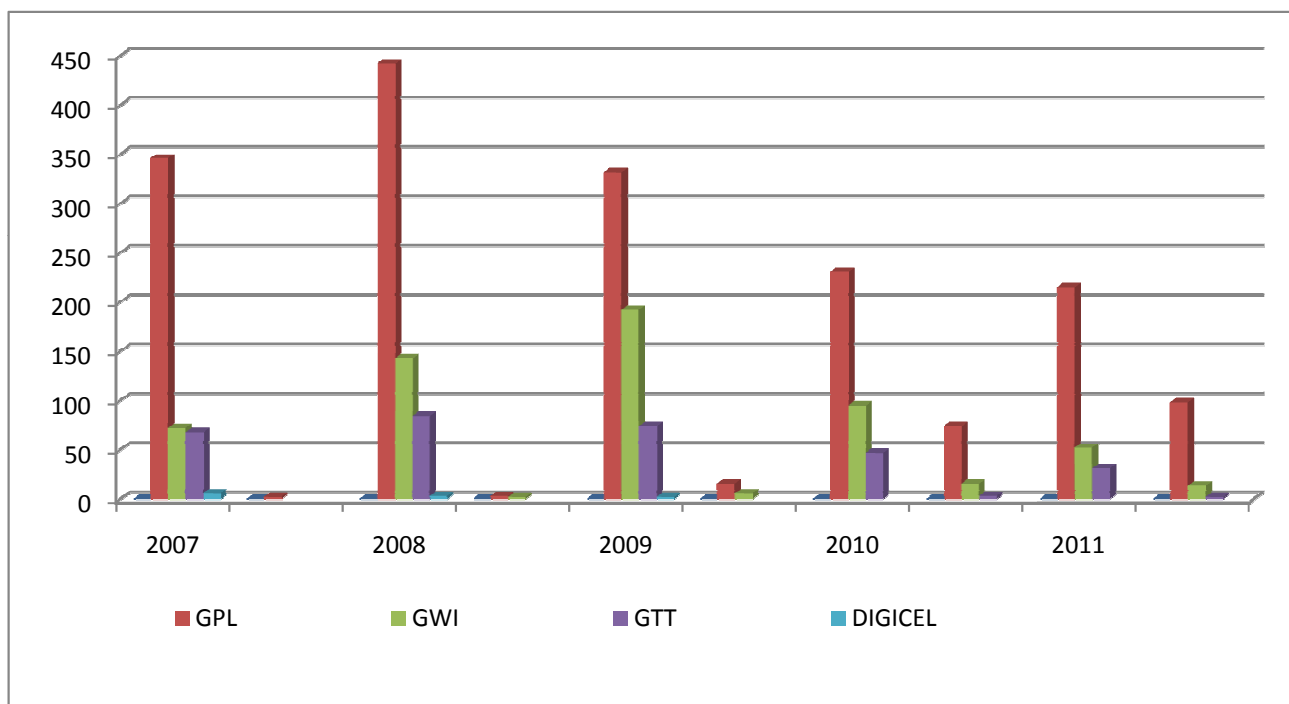


Complaint against Digicel

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	2	442	3	332	16	231	74	215	98
GWI	72		143	2	192	6	95	16	52	14
GTT	68		85		74		47	3	32	2
DIGICEL	6		3		2					
TOTAL	492	2	673	5	600	22	373	93	299	114



Complaints Received for 2011

Month	GPL		GWI		GTT		DIGI	
	rec'd	clos	rec'd	clos	rec'd	clos	rec'd	clos
Jan-11	31	19	11	9	9	9	0	0
Feb-11	28	21	11	8	3	2	0	0
Mar-11	36	16	6	5	4	4	0	0
Apr-11	52	32	10	6	5	5	0	0
May-11	33	19	11	8	5	4	0	0
Jun-11	35	10	3	2	6	6	0	0
TOTAL	215	117	52	38	32	30	0	