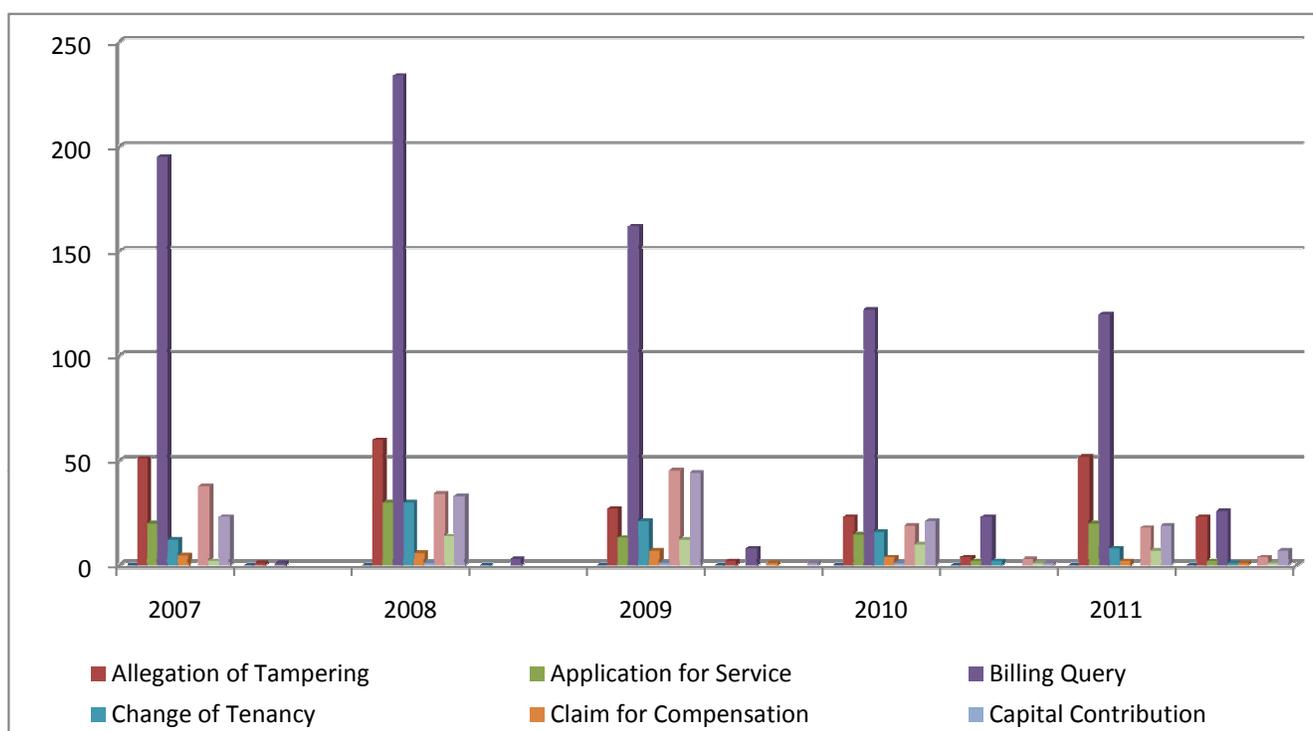


Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	25	11	11	9	9	-	-
February	28	26	11	11	8	8	-	-
March	36	28	6	6	4	4	-	-
April	52	45	10	10	5	5	-	-
May	33	27	11	11	5	5	-	-
June	35	23	3	2	6	6	-	-
July	31	7	4	1	3	2	-	-
Total	246	181	56	52	40	39	-	-

COMPLAINTS FIGURES AS AT JULY 31, 2011

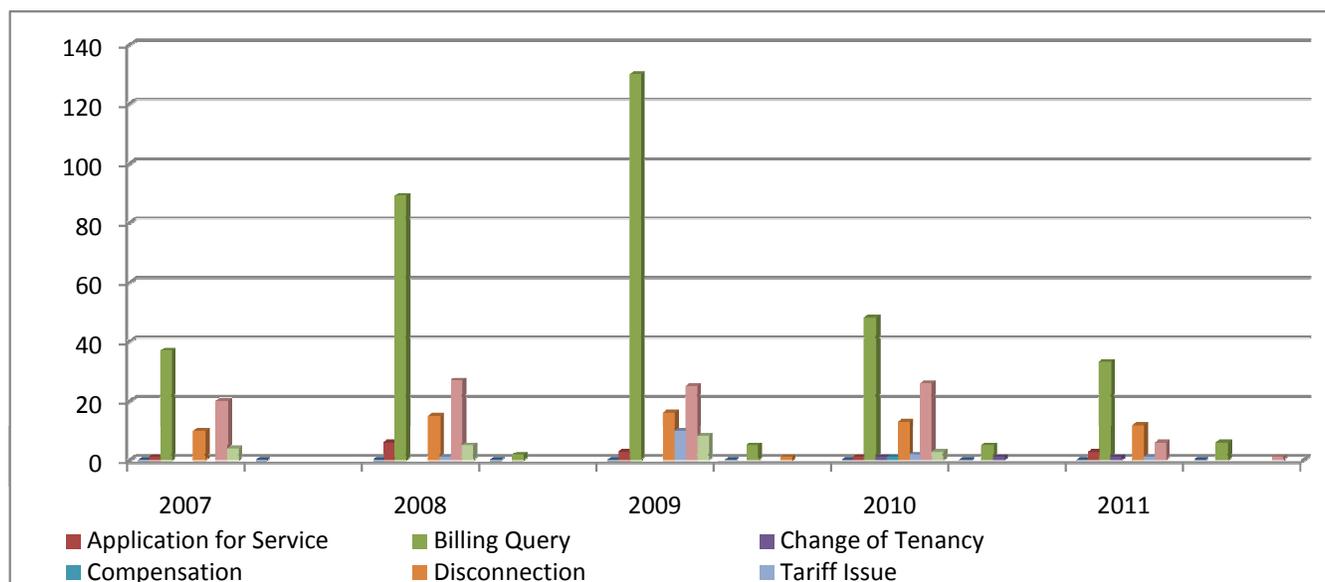
COMPLAINT AGAINST GPL AS AT JULY 2011

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	2	23	4	52	23
Application for Service	20		30		13		15	2	20	2
Billing Query	195	1	234	3	162	8	122	23	120	26
Change of Tenancy	12		30		21		16	2	8	1
Claim for Compensation	5		6		7	1	4		2	1
Capital Contribution			1		1		1			
Disconnection	38		34		45		19	3	18	4
Tariff Issue	2		14		12		10	1	7	1
Technical Issue	23		33		44	1	21	1	19	7
TOTAL	346	2	442	3	332	12	231	36	246	65



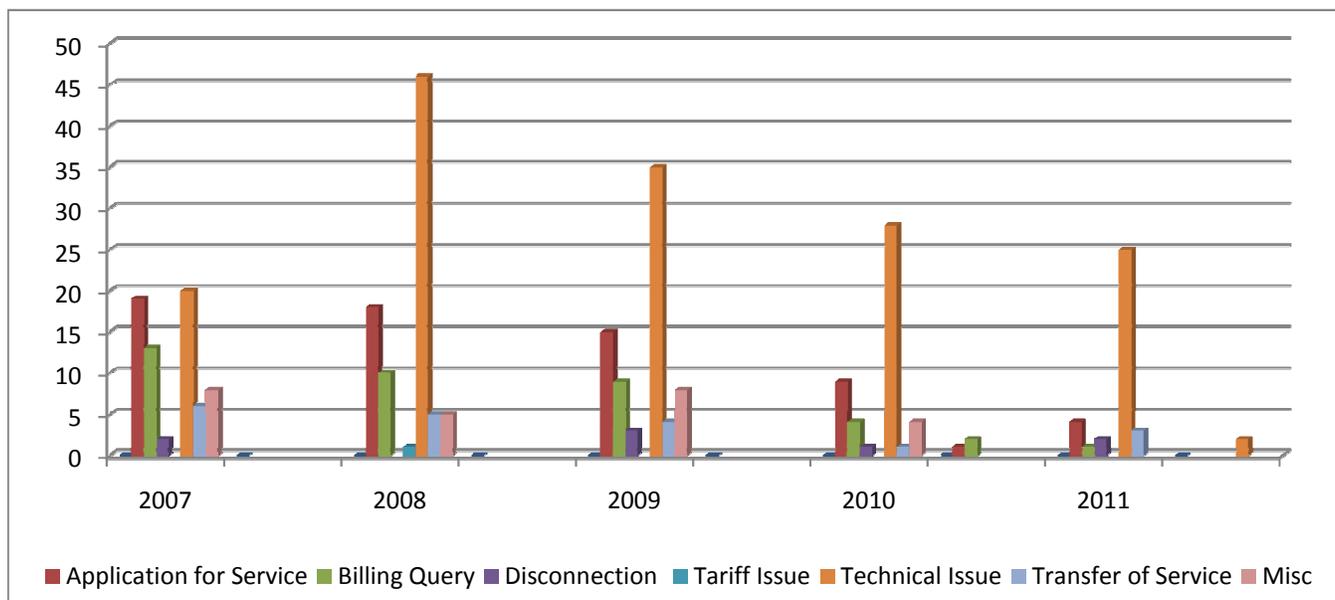
COMPLAINT AGAINST GWI AS AT JULY 2011

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	5	33	6
Change of Tenancy							1	1	1	
Compensation							1			
Disconnection	10		15		16	1	13		12	
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26		6	1
Misc	4		5		8		3			
TOTAL	72		143	2	192	6	95	6	56	7



COMPLAINT AGAINST GTT AS AT JULY 2011

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		25	2
Transfer of Service	6		5		4		1		3	
Misc	8		5		8		4			
TOTAL	68		85		74		47	3	35	2



COMPLAINT AGAINST DIGICEL AS AT JULY 2011

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 AS AT JULY 2011

	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	12	231	36	246	65
GWI	72		143	2	192	6	95	6	56	7
GTT	68		85		74		47	3	35	2
DIGICEL	6		3		2					
TOTAL	492	2	673	5	600	18	373	45	337	74

