

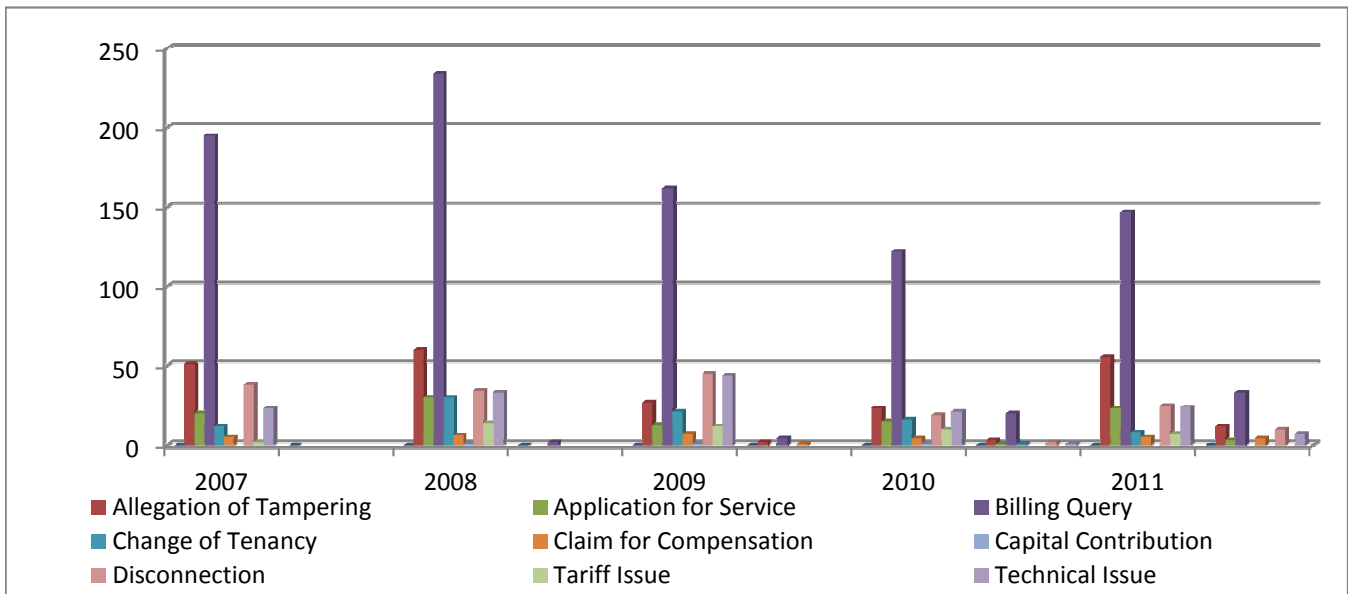
Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	29	11	11	9	9	-	-
February	28	28	11	11	3	3	-	-
March	36	33	6	6	4	4	-	-
April	52	49	10	10	6	6	-	-
May	33	32	11	10	4	4	-	-
June	35	28	3	2	6	6	-	-
July	31	19	4	3	3	3	-	-
August	20	07	4	01	2	2	-	-
September	29	01	8	03	3	2	1	0
<b>Total</b>	295	226	68	57	40	39	1	0

Monthly Report on Complaints received and closed up to September 30, 2011

Sep-11

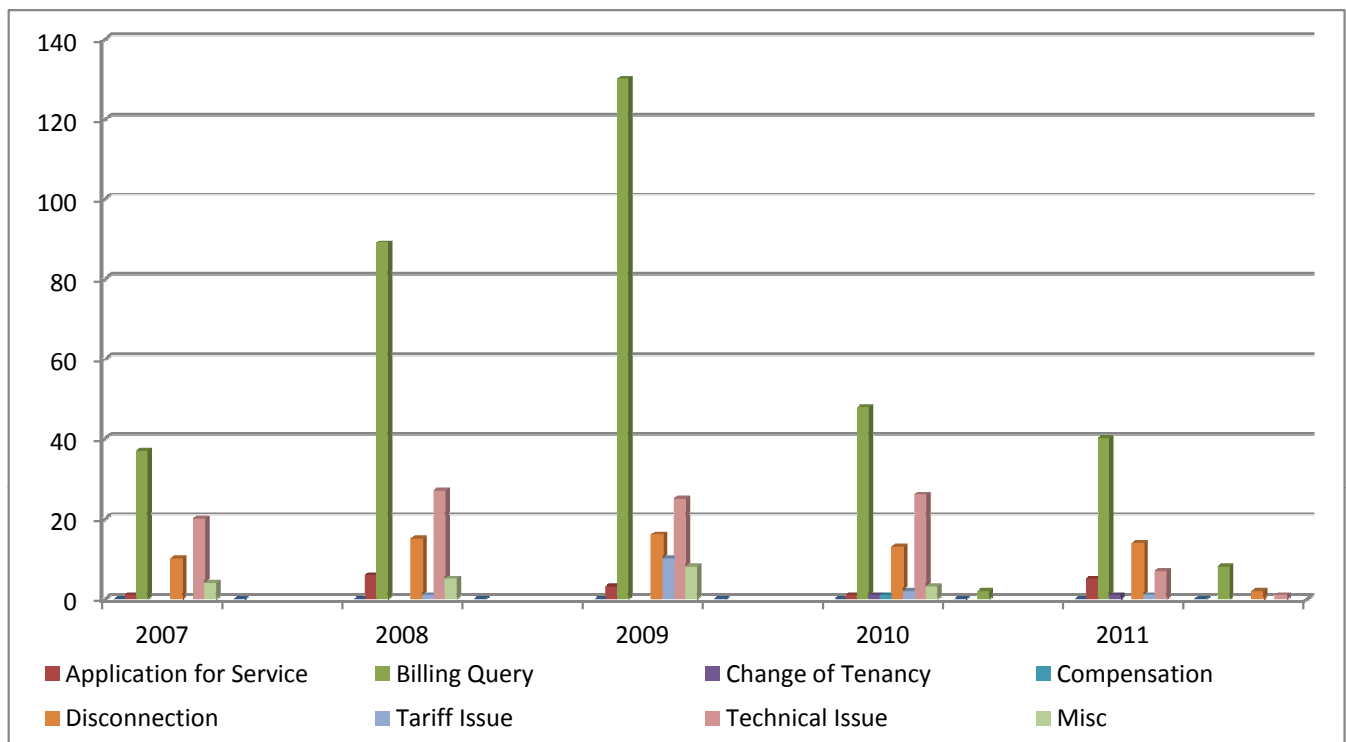
### Complaint against GPL

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		60		27	2	23	3	56	12
Application for Service	20		30		13		15	1	23	3
Billing Query	195		234	2	162	4	122	20	147	33
Change of Tenancy	12		30		21		16	1	8	
Claim for Compensation	5		6		7	1	4		5	4
Capital Contribution			1		1		1			
Disconnection	38		34		45		19	2	25	10
Tariff Issue	2		14		12		10		7	
Technical Issue	23		33		44		21	1	24	7
<b>TOTAL</b>	<b>346</b>		<b>442</b>	<b>2</b>	<b>332</b>	<b>7</b>	<b>231</b>	<b>28</b>	<b>295</b>	<b>69</b>



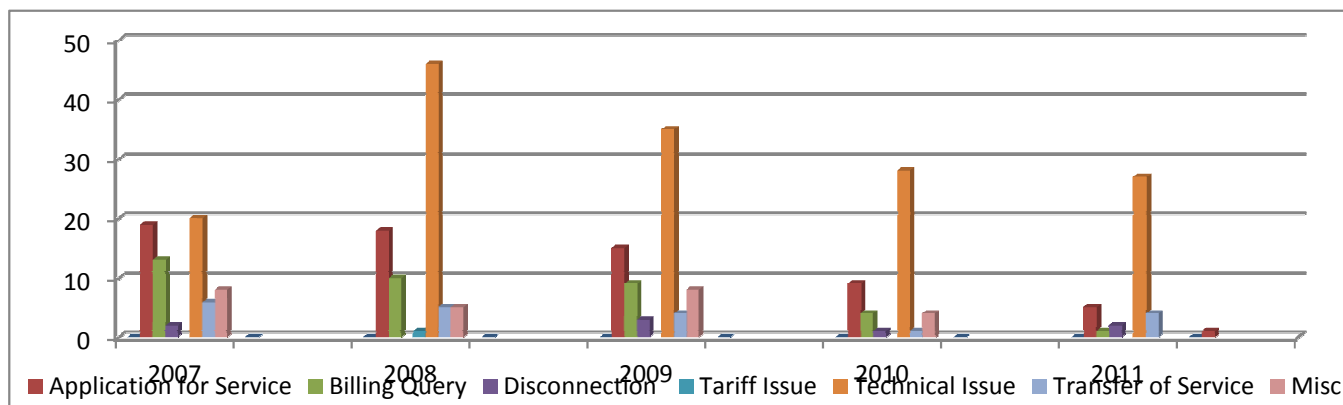
## Complaint against GWI

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		5	
Billing Query	37		89		130		48	2	40	8
Change of Tenancy							1		1	
Compensation							1			
Disconnection	10		15		16		13		14	2
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26		7	1
Misc	4		5		8		3			
<b>TOTAL</b>	<b>72</b>		<b>143</b>		<b>192</b>		<b>95</b>	<b>2</b>	68	<b>11</b>



## 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		5	1
Billing Query	13		10		9		4		1	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		27	
Transfer of Service	6		5		4		1		4	
Compensation									1	
Misc	8		5		8		4			
<b>TOTAL</b>	<b>68</b>		<b>85</b>		<b>74</b>		<b>47</b>		40	1



## 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				1	1
Technical Issue	1		2							
Misc					1					
<b>TOTAL</b>	<b>6</b>		<b>3</b>		<b>2</b>				1	1

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>		442	2	332	7	231	28	295	69
GWI	72		143		192		95	2	68	11
GTT	68		85		74		47		40	1
DIGICEL	6		3		2				1	1
<b>TOTAL</b>	492		673	2	600	7	373	30	404	82

