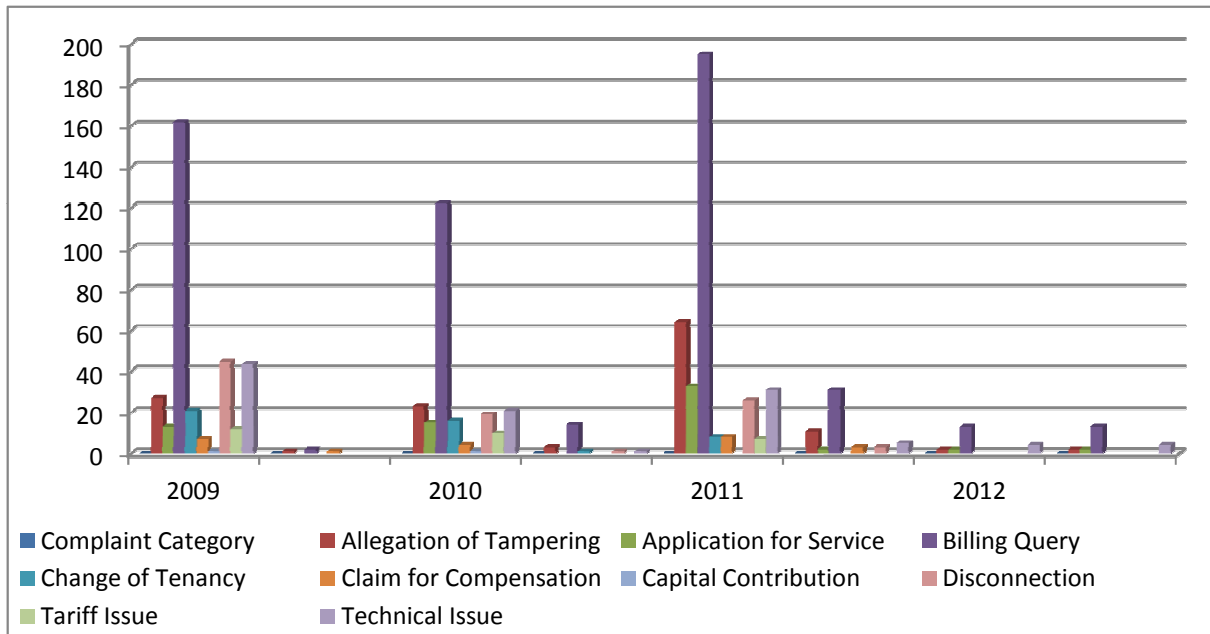


Jan-12

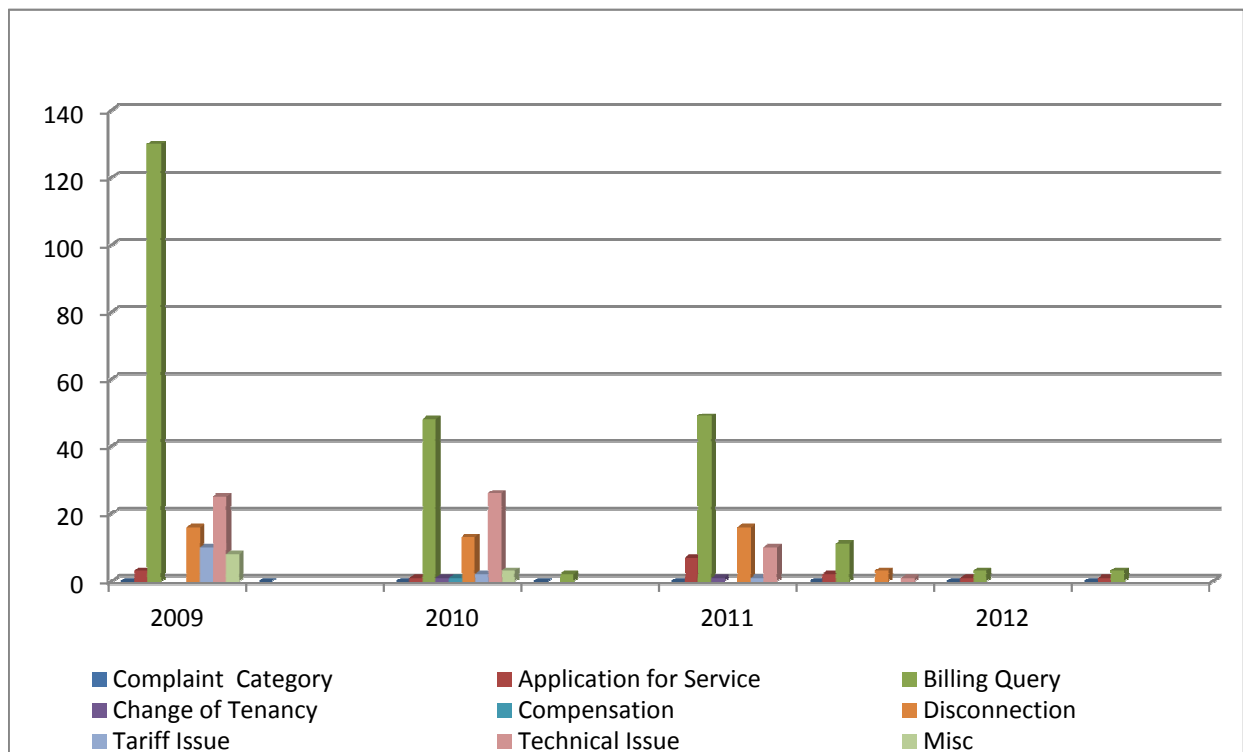
Complaint against GPL

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	1	23	3	64	11	2	2
Application for Service	13		15		33	2	2	2
Billing Query	162	2	122	14	195	31	13	13
Change of Tenancy	21		16	1	8			
Claim for Compensation	7	1	4		8	3		
Capital Contribution	1		1					
Disconnection	45		19	1	26	3		
Tariff Issue	12		10		7			
Technical Issue	44		21	1	31	5	4	4
TOTAL	332	4	231	20	372	55	21	21



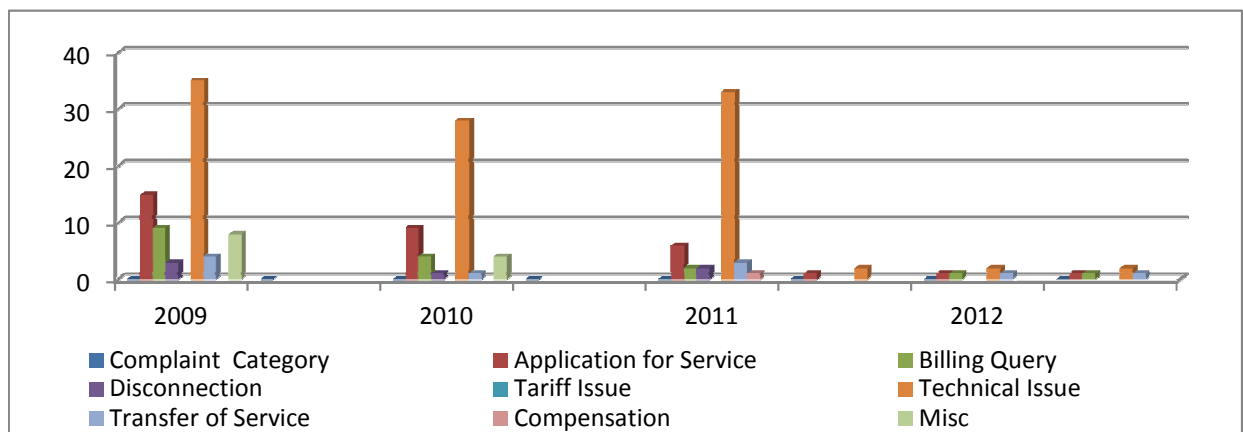
Complaint against GWI

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3		1		7	2	1	1
Billing Query	130		48	2	49	11	3	3
Change of Tenancy			1		1			
Compensation			1					
Disconnection	16		13		16	3		
Tariff Issue	10		2		1			
Technical Issue	25		26		10	1		
Misc	8		3					
TOTAL	192		95	2	84	17	4	4



Complaint against GTT

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15		9		6	1	1	1
Billing Query	9		4		2		1	1
Disconnection	3		1		2			
Tariff Issue								
Technical Issue	35		28		33	2	2	2
Transfer of Service	4		1		3		1	1
Compensation					1			
Misc	8		4					
TOTAL	74		47		47	3	5	5



Complaint against Digicel

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1				1	1		
Technical Issue							1	1
Misc	1							
TOTAL	2				1	1	1	1

Total Complaints Received

	2009		2010		2011		2012	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active
GPL	332	4	231	20	372	55	21	21
GWI	192		95	2	84	9	4	4
GTT	74		47		47	3	5	5
DIGICEL	2				1	0	1	1
TOTAL	600	4	373	22	504	67	31	31

