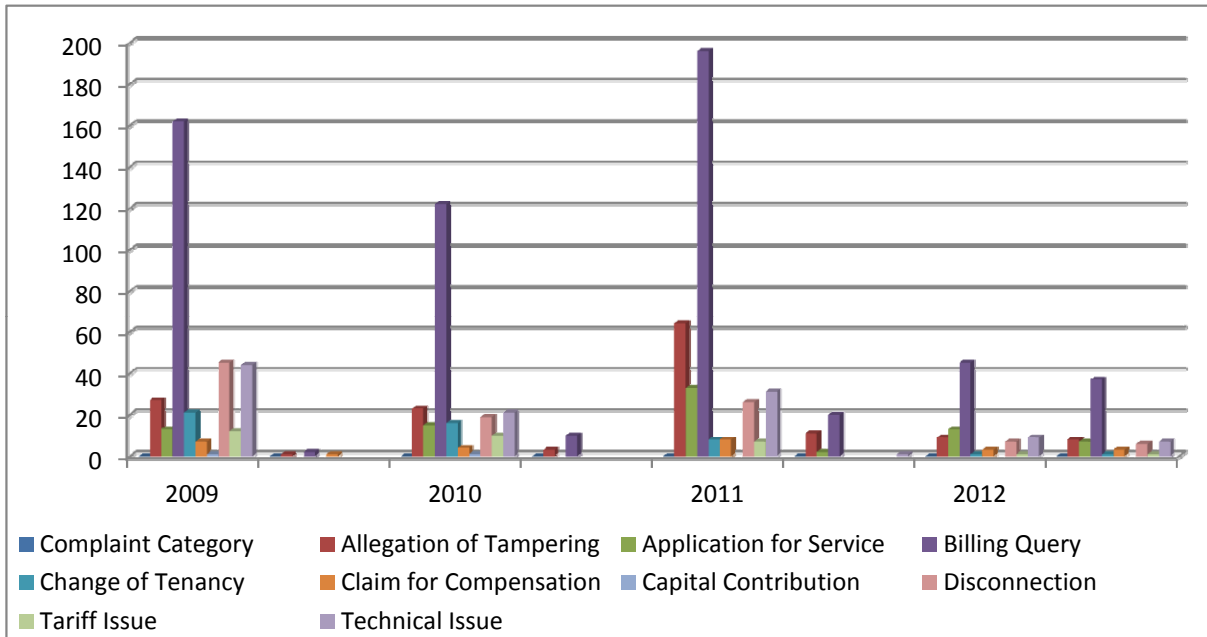


Mar-12

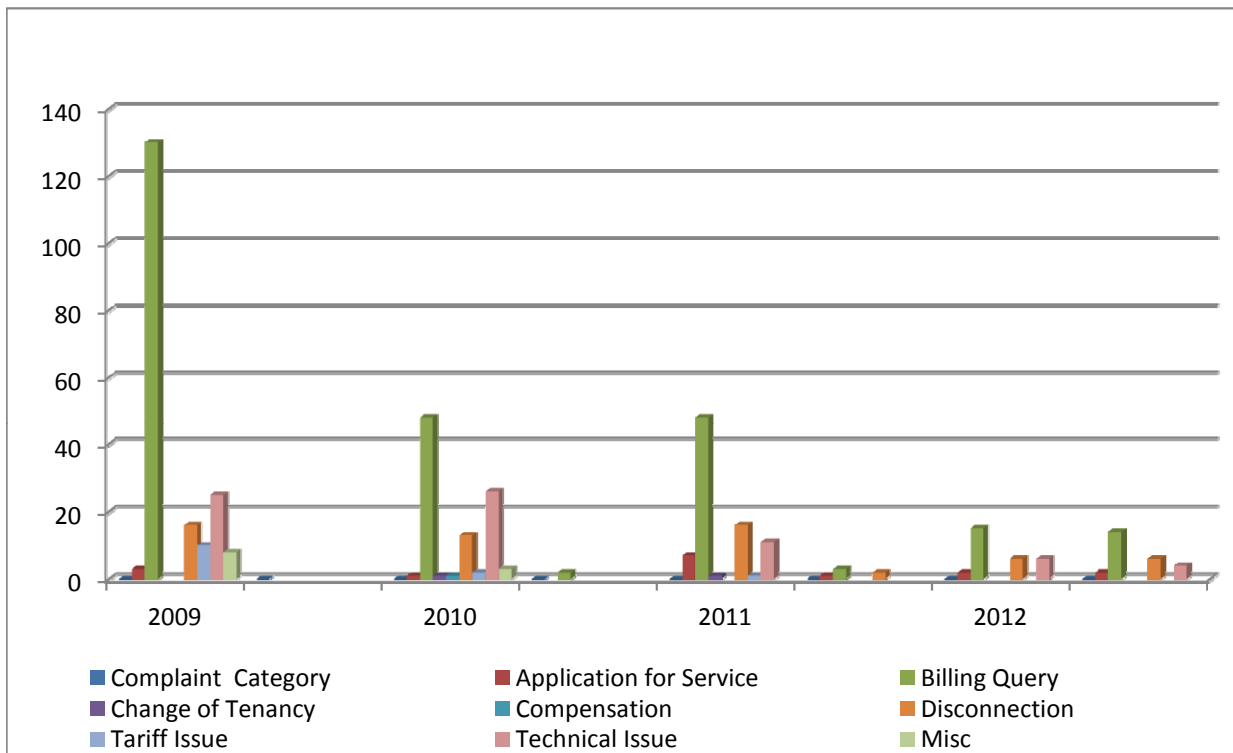
### Complaint against GPL

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	9	8
Application for Service	13		15		33	2	13	7
Billing Query	162	2	122	10	196	20	45	37
Change of Tenancy	21		16		8		1	1
Claim for Compensation	7	1	4		8		3	3
Capital Contribution	1		1					
Disconnection	45		19		26		7	6
Tariff Issue	12		10		7		1	1
Technical Issue	44		21		31	1	9	7
<b>TOTAL</b>	<b>332</b>	<b>4</b>	<b>231</b>	<b>13</b>	<b>373</b>	<b>34</b>	<b>88</b>	<b>70</b>



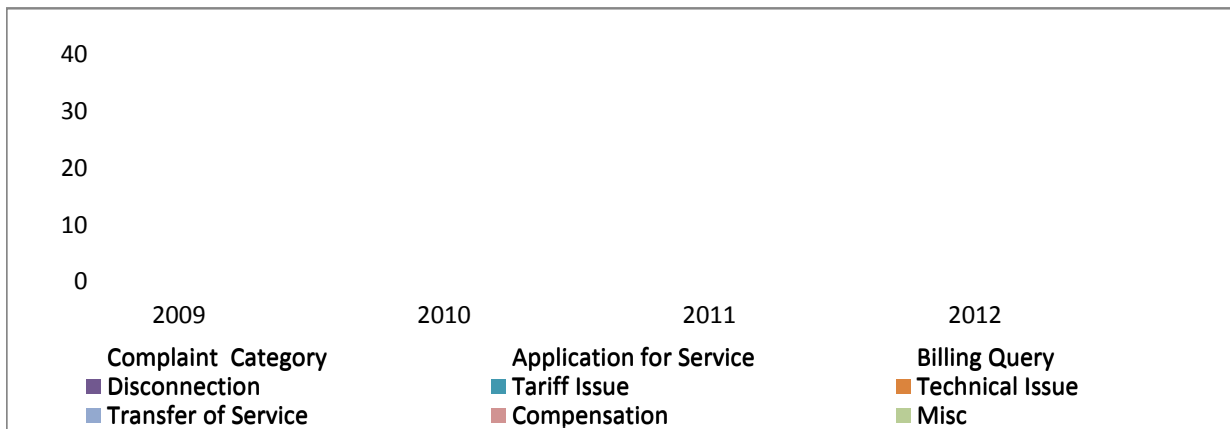
## Complaint against GWI

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3		1		7	1	2	2
Billing Query	130		48	2	48	3	15	14
Change of Tenancy			1		1			
Compensation			1					
Disconnection	16		13		16	2	6	6
Tariff Issue	10		2		1			
Technical Issue	25		26		11		6	4
Misc	8		3					
<b>TOTAL</b>	<b>192</b>		<b>95</b>	<b>2</b>	<b>84</b>	<b>6</b>	<b>29</b>	<b>26</b>



## 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		2	2
Billing Query	9		4		2		2	1
Disconnection	3		1		2			
Tariff Issue								
Technical Issue	35		28		33		12	6
Transfer of Service	4		1		3		3	2
Compensation					1			
Misc	8		4					
<b>TOTAL</b>	<b>74</b>		<b>47</b>		<b>47</b>		<b>19</b>	<b>11</b>



## 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	0		
Technical Issue							1	1
Misc	1							
<b>TOTAL</b>	<b>2</b>				<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>

### Total Complaints Received

	2009		2010		2011		2012	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active
GPL	332	4	231	15	372	42	88	70
GWI	192		95	2	84	6	29	26
GTT	74		47		47		19	11
DIGICEL	2				1		1	1
<b>TOTAL</b>	600	4	373	17	504	48	137	108

