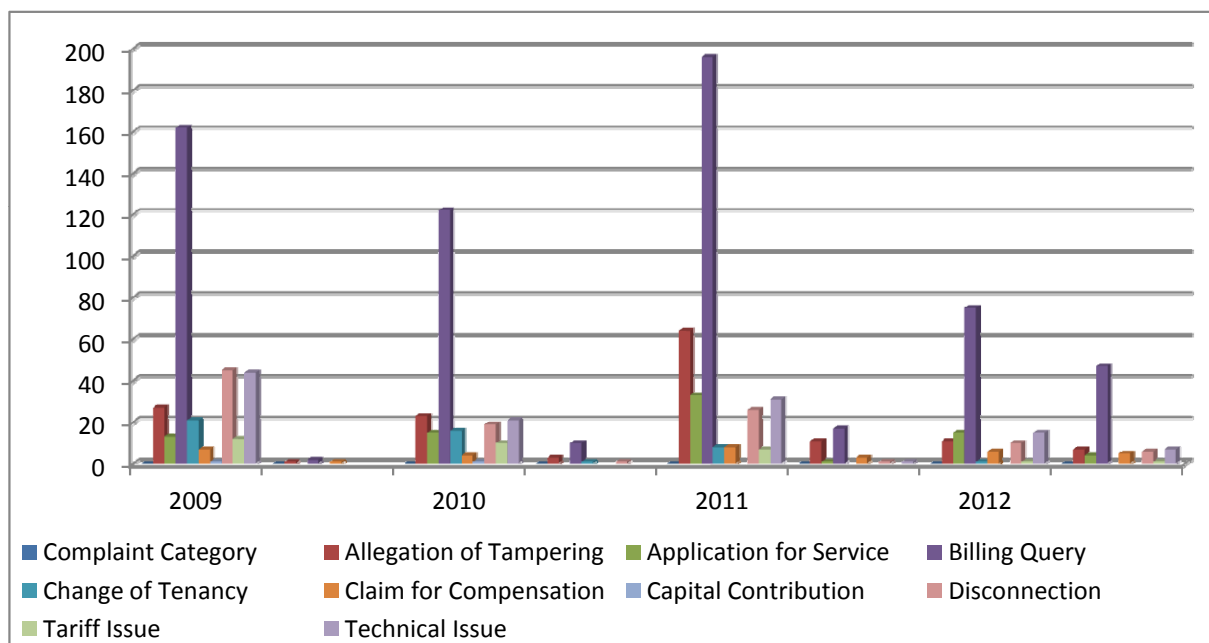


April, 2012

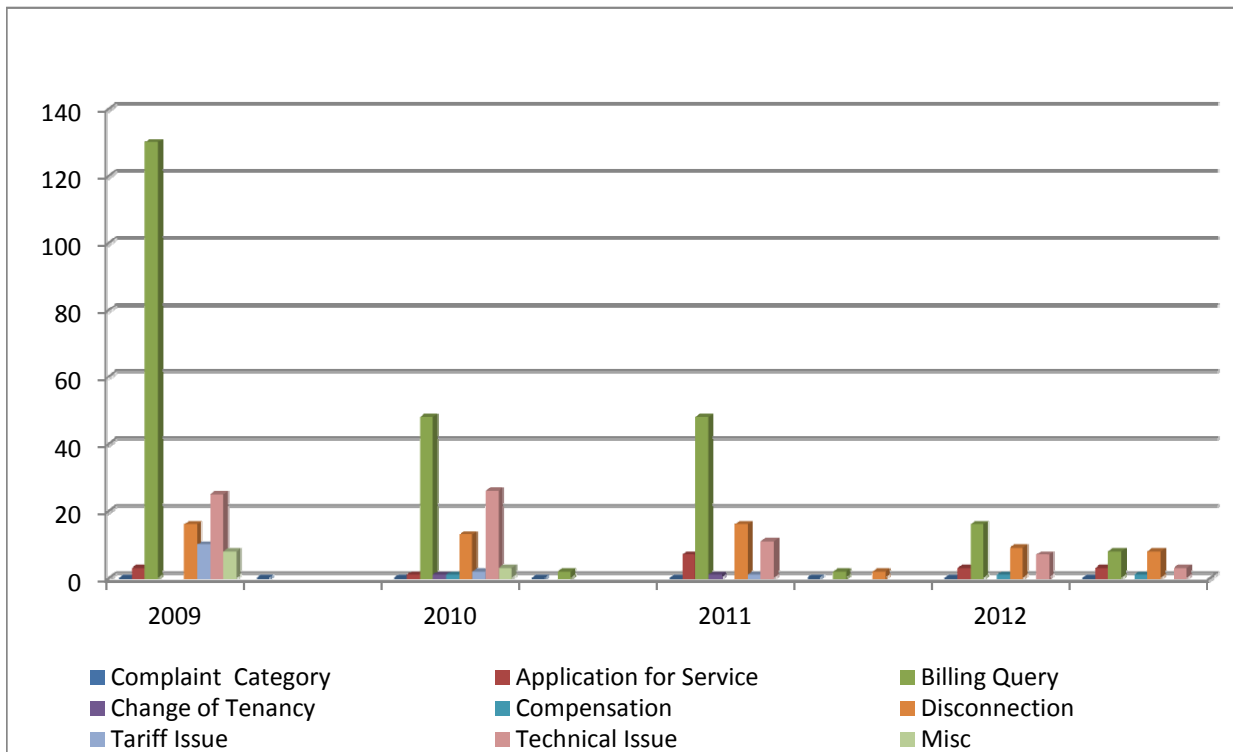
Complaint against GPL

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	11	7
Application for Service	13		15		33	1	15	4
Billing Query	162	2	122	10	196	17	75	47
Change of Tenancy	21		16	1	8		1	
Claim for Compensation	7	1	4		8	3	6	5
Capital Contribution	1		1					
Disconnection	45		19	1	26	1	10	6
Tariff Issue	12		10		7		1	1
Technical Issue	44		21		31	1	15	7
TOTAL	332	4	231	15	373	34	134	77



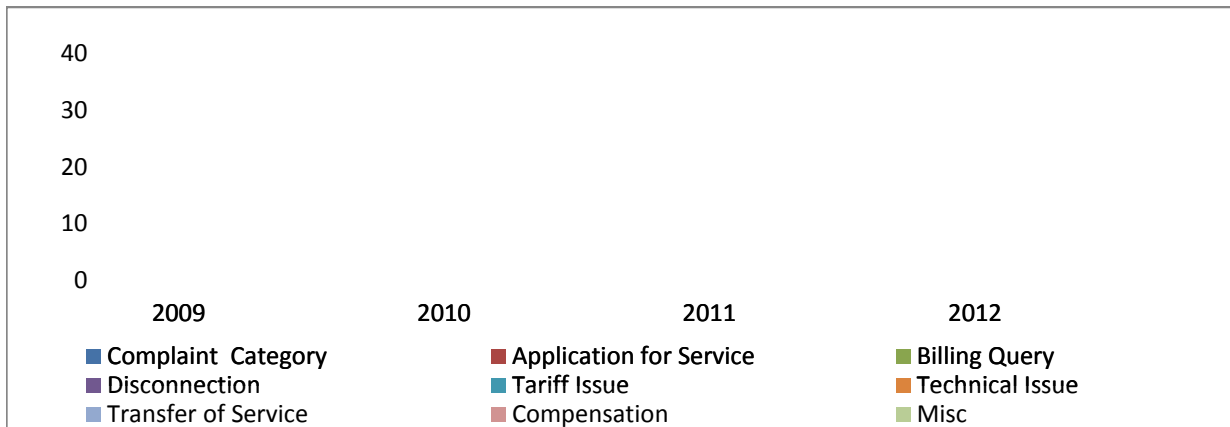
Complaint against GWI

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3		1		7		3	3
Billing Query	130		48	2	48	2	16	8
Change of Tenancy			1		1			
Compensation			1				1	1
Disconnection	16		13		16	2	9	8
Tariff Issue	10		2		1			
Technical Issue	25		26		11		7	3
Misc	8		3					
TOTAL	192		95	2	84	4	36	23



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		4	3
Billing Query	9		4		2		3	1
Disconnection	3		1		2			
Tariff Issue								
Technical Issue	35		28		33		25	11
Transfer of Service	4		1		3		4	2
Compensation					1			
Misc	8		4					
TOTAL	74		47		47		36	17



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			
Technical Issue							1	0
Misc	1							
TOTAL	2				1		1	0

Total Complaints Received

	2009		2010		2011		2012	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active
GPL	332	4	231	15	373	34	134	77
GWI	192		95	2	84	4	36	23
GTT	74		47		47		36	17
DIGICEL	2				1		1	1
TOTAL	600	4	373	17	505	38	207	118

