

August, 2012

Complaint against GPL

Complaint Category	2009		2010		2011		2012		At July 31 2012		Aug-12	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	
Allegation of Tampering	27	1	23	3	64	10	17	5	17	6		1
Application for Service	13		15		33		30	5	29	8	1	4
Billing Query	162	2	122	6	195	10	138	38	117	27	21	10
Change of Tenancy	21		16		8		2	0	2	1		1
Claim for Compensation	7	1	4		8	3	10	3	10	3		
Capital Contribution	1		1									
Disconnection	45		19	1	26	1	23	9	20	6	3	
Tariff Issue	12		10		7		4	1	4	1		
Technical Issue	44		21		31	1	24	3	24	4		1
TOTAL	332	4	231	10	372	25	248	64	223	56	25	17

Complaint against GWI

Complaint Category	2009		2010		2011		2012		At July 31 2012		Aug-12	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	
Application for Service	3		1		7		5	2	5	4		2
Billing Query	130		48	1	48		27	8	23	7	4	3
Change of Tenancy			1		1							
Compensation			1				2	1	2	1		1
Disconnection	16		13		16	1	15	5	13	4	1	
Tariff Issue	10		2		1		1		1			
Technical Issue	25		26		11		13	3	11	3	2	2
Tampering							1	1	1	1		
Misc	8		3									
TOTAL	192		95	1	84	1	64	20	56	20	7	8

Complaint against GTT

Complaint Category	2009		2010		2011		2012		At July 31 2012		Aug-12	closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	
Application for Service	15		9		6		6	1	6	1		
Billing Query	9		4		2		7	1	7	2		1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		58	7	53	11	5	9
Transfer of Service	4		1		3		6		5	1	1	2
Compensation					1							
Misc	8		4									
TOTAL	74		47		47		77	9	71	15	6	12

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	
Misc	1							
TOTAL	2				1		1	

Total Complaints Received

	2009		2010		2011		2012		At July 31 2012		Aug-12	closed
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	
GPL	332	4	231	6	372	17	248	64	223	56	25	17
GWI	192		95	1	84	1	64	20	56	20	7	8
GTT	74		47		47		77	9	71	15	6	12
DIGICEL	2				1		1		1	0	0	0
TOTAL	600	4	373	7	504	18	390	93	351	91	38	37

03-Sep-12