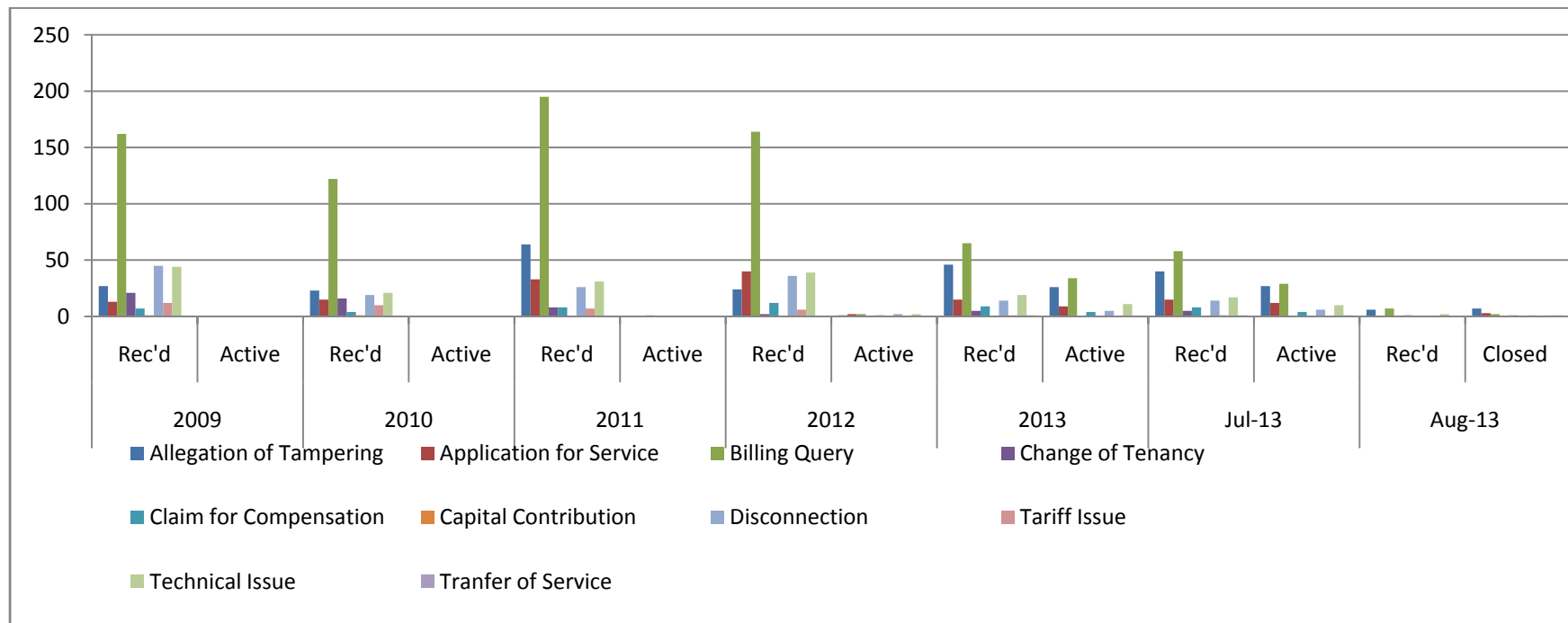


Complaint against GPL

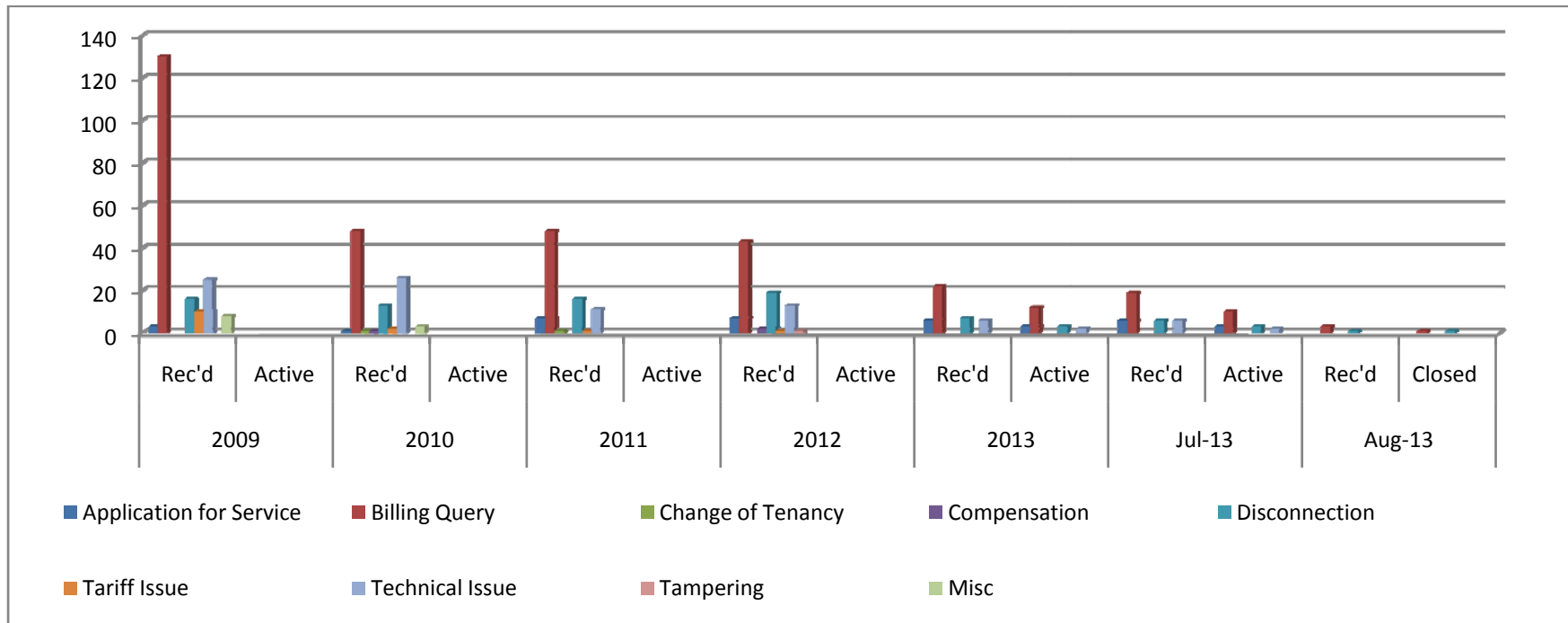
Complaint Category	2009		2010		2011		2012		2013		Jul-13		Aug-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Allegation of Tampering	27		23		64		24	1	46	26	40	27	6	7
Application for Service	13		15		33		40	2	15	9	15	12		3
Billing Query	162		122		195	1	164	2	65	34	58	29	7	2
Change of Tenancy	21		16		8		2	0	5		5			
Claim for Compensation	7		4		8		12	1	9	4	8	4	1	1
Capital Contribution	1		1											
Disconnection	45		19		26		36	2	14	5	14	6		1
Tariff Issue	12		10		7		6		1		1			
Technical Issue	44		21		31		39	2	19	11	17	10	2	1
Transfer of Service									1		1	1		1
TOTAL	332	0	231		372	1	323	10	175	89	159	89	16	16



Graph Showing Complaint against GPL

Complaint against GWI

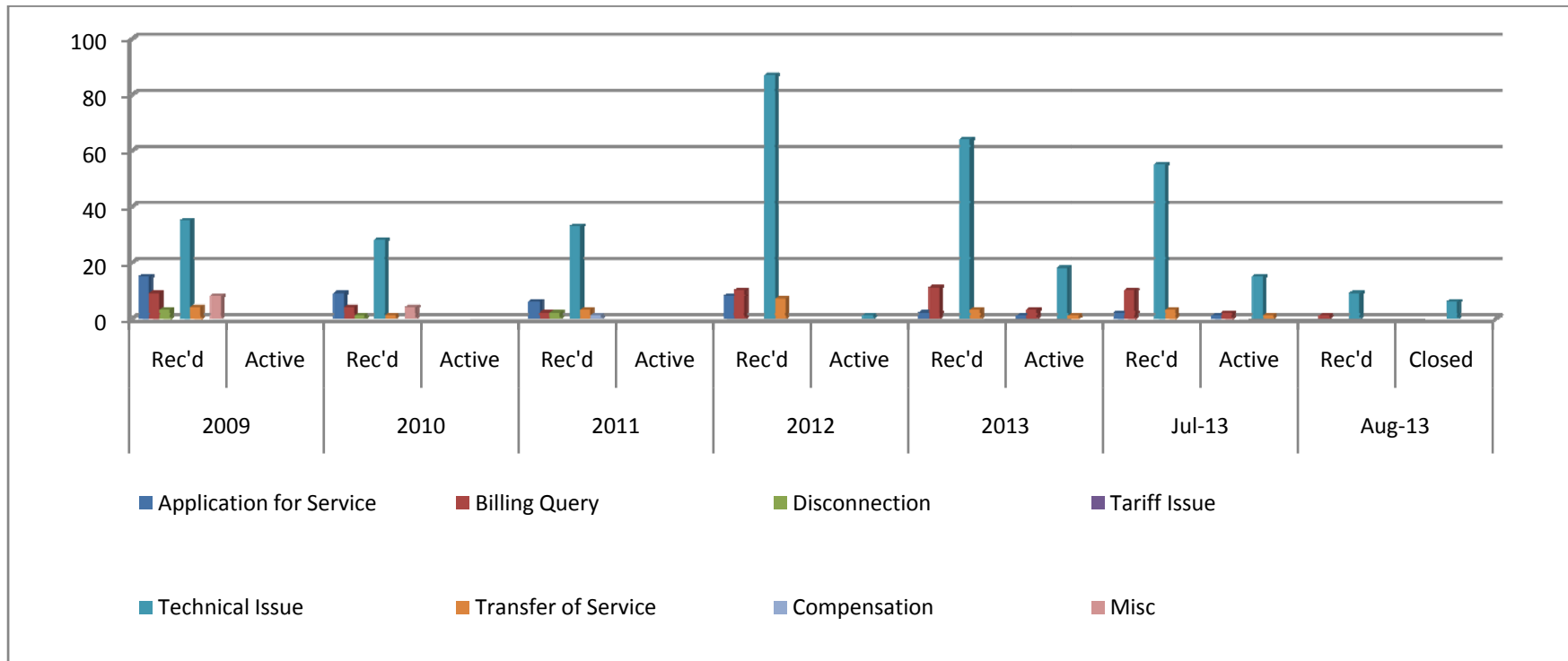
Complaint Category	2009		2010		2011		2012		2013		Jul-13		Aug-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		7		6	3	6	3		
Billing Query	130		48		48		43		22	12	19	10	3	1
Change of Tenancy			1		1									
Compensation			1				2							
Disconnection	16		13		16		19		7	3	6	3	1	1
Tariff Issue	10		2		1		1							
Technical Issue	25		26		11		13		6	2	6	2		
Tampering							1							
Misc	8		3											
TOTAL	192		95		84		86		41	20	37	18	4	2



Graph Showing Complaint against GWI

Complaint against GTT

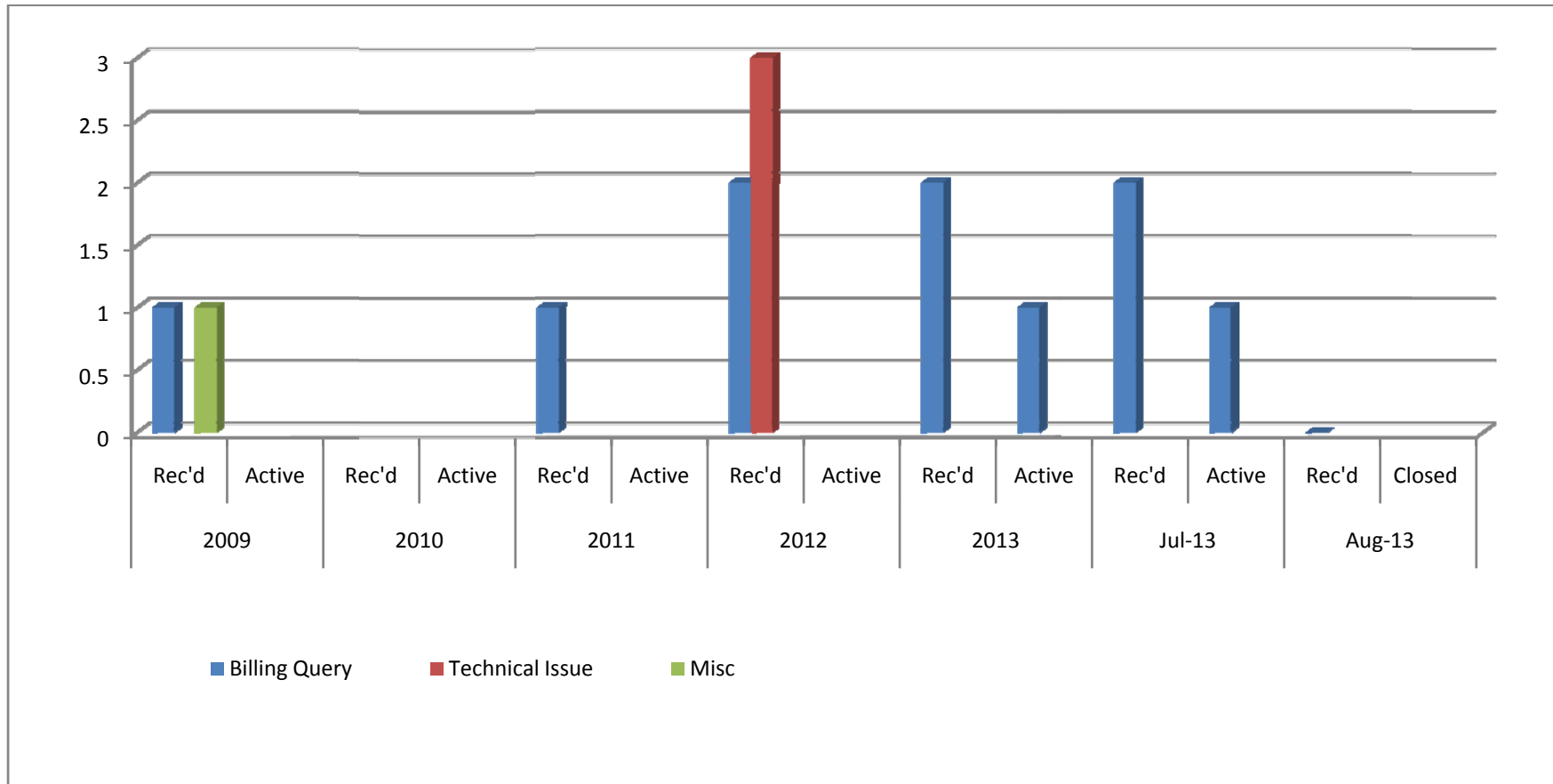
Complaint Category	2009		2010		2011		2012		2013		Jul-13		Aug-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	15		9		6		8		2	1	2	1		
Billing Query	9		4		2		10		11	3	10	2	1	
Disconnection	3		1		2									
Tariff Issue														
Technical Issue	35		28		33		87	1	64	18	55	15	9	6
Transfer of Service	4		1		3		7		3	1	3	1		
Compensation					1									
Misc	8		4											
TOTAL	74		47		47		112	1	80	23	70	19	10	6



Graph Showing Complaint against GT&T

Complaint against Digicel

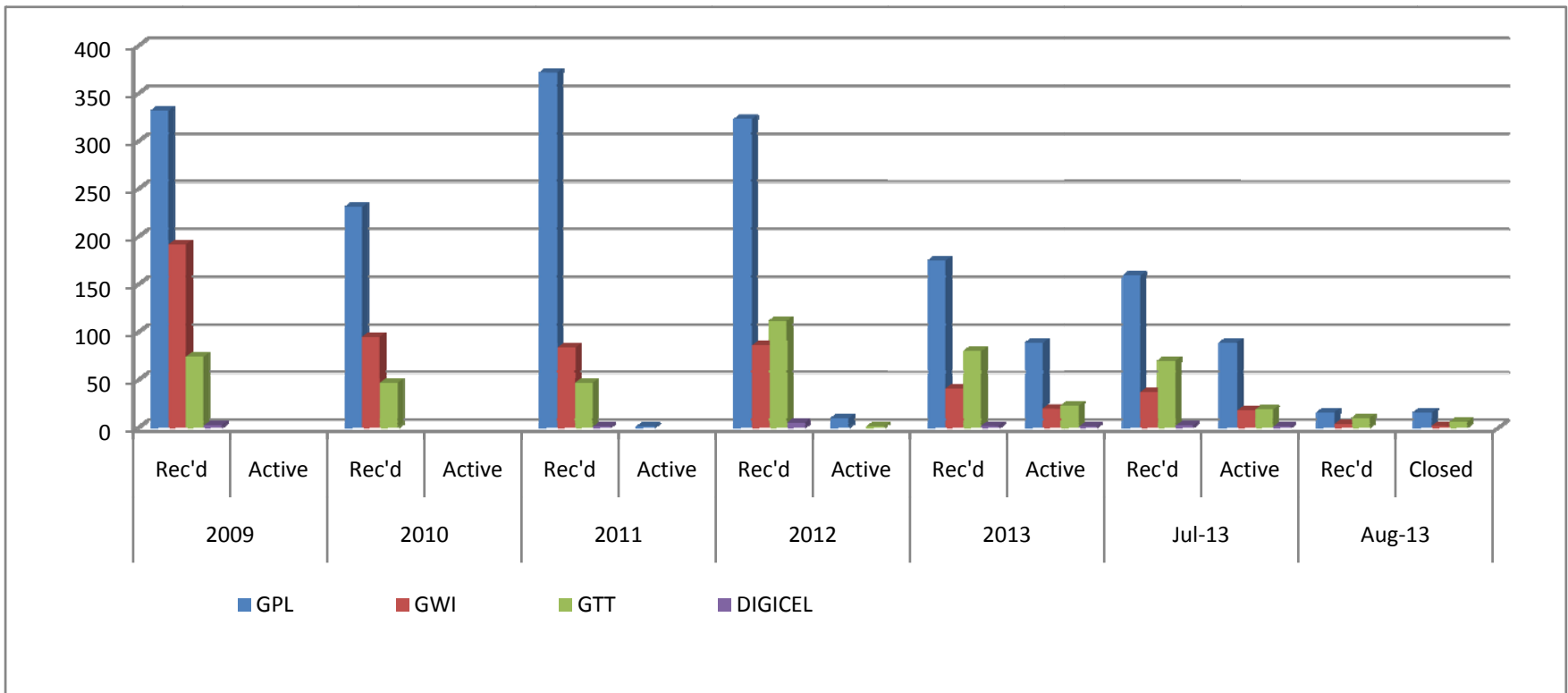
Complaint Category	2009		2010		2011		2012		2013		Jul-13		Aug-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Billing Query	1				1		2		2	1	2	1	0	
Technical Issue							3							
Misc	1													
TOTAL	2				1		5		2	1	2	1	0	



Graph Showing Complaint against DIGICEL

Total Complaints Received

Utilities	2009		2010		2011		2012		2013		Jul-13		Aug-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
GPL	332		231		372	1	323	10	175	89	159	89	16	16
GWI	192		95		84		86		41	20	37	18	4	2
GTT	74		47		47		112	1	80	23	70	19	10	6
DIGICEL	2				1		5		2	1	2	1		
TOTAL	600		373		504	1	526	11	298	133	268	127	30	24



Graph Showing Complaint against all Utilities