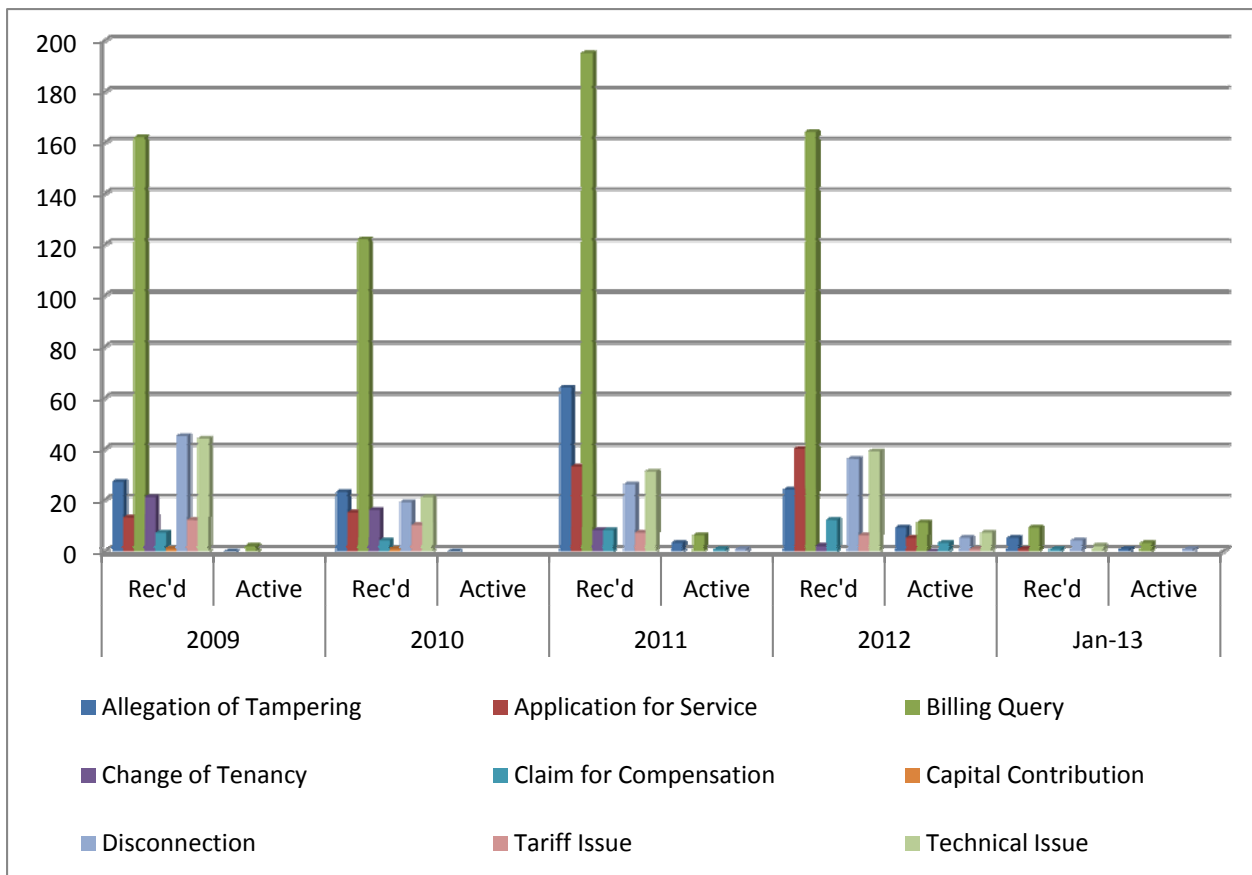


Complaint against GPL

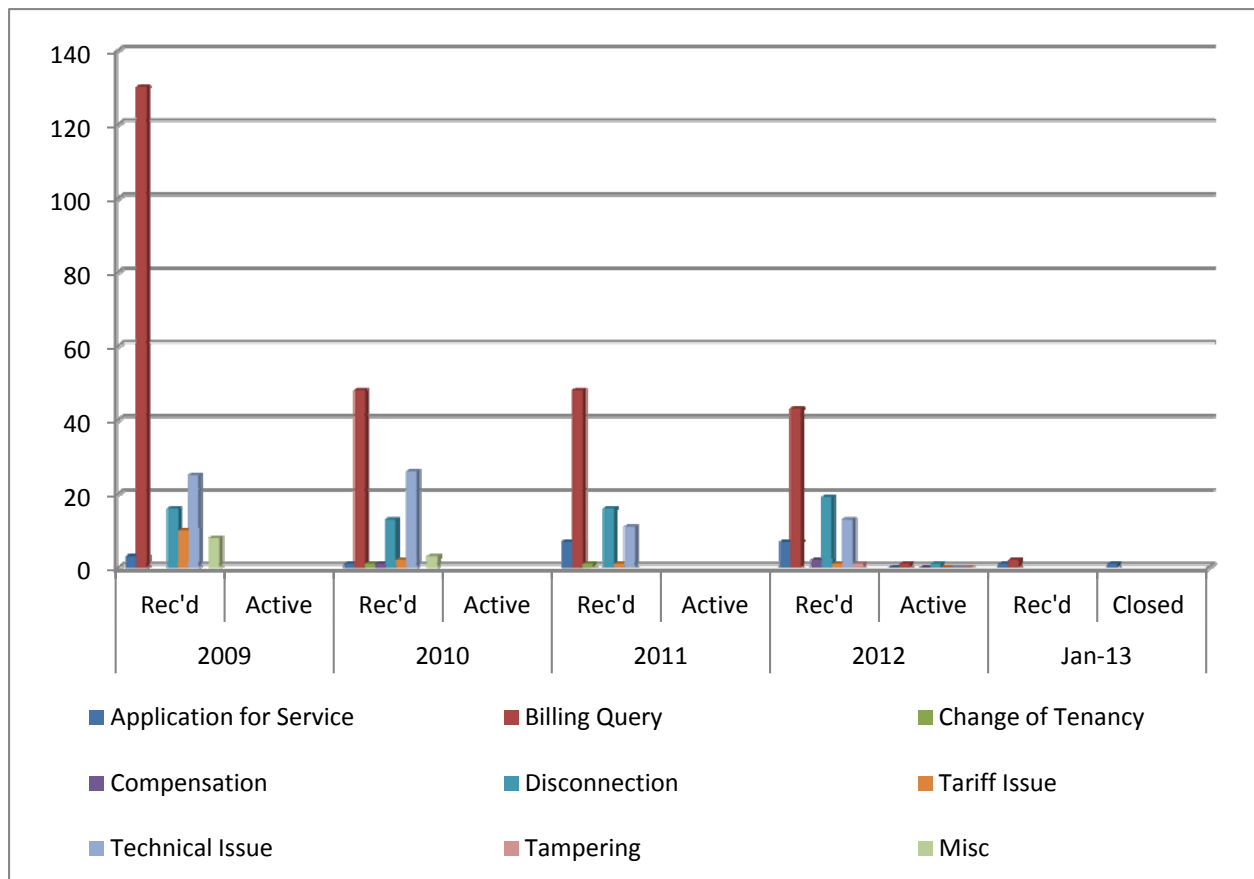
Complaint Category	2009		2010		2011		2012		Jan-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	0	23	0	64	3	24	9	5	1
Application for Service	13		15		33		40	5	1	
Billing Query	162	2	122		195	6	164	11	9	3
Change of Tenancy	21		16		8		2	0		
Claim for Compensation	7		4		8	1	12	3	1	
Capital Contribution	1		1							
Disconnection	45		19		26	1	36	5	4	1
Tariff Issue	12		10		7		6	1		
Technical Issue	44		21		31		39	7	2	
TOTAL	332	2	231	0	372	11	323	41	22	5



Graph Showing Complains against GPL

Complaint against **GW**

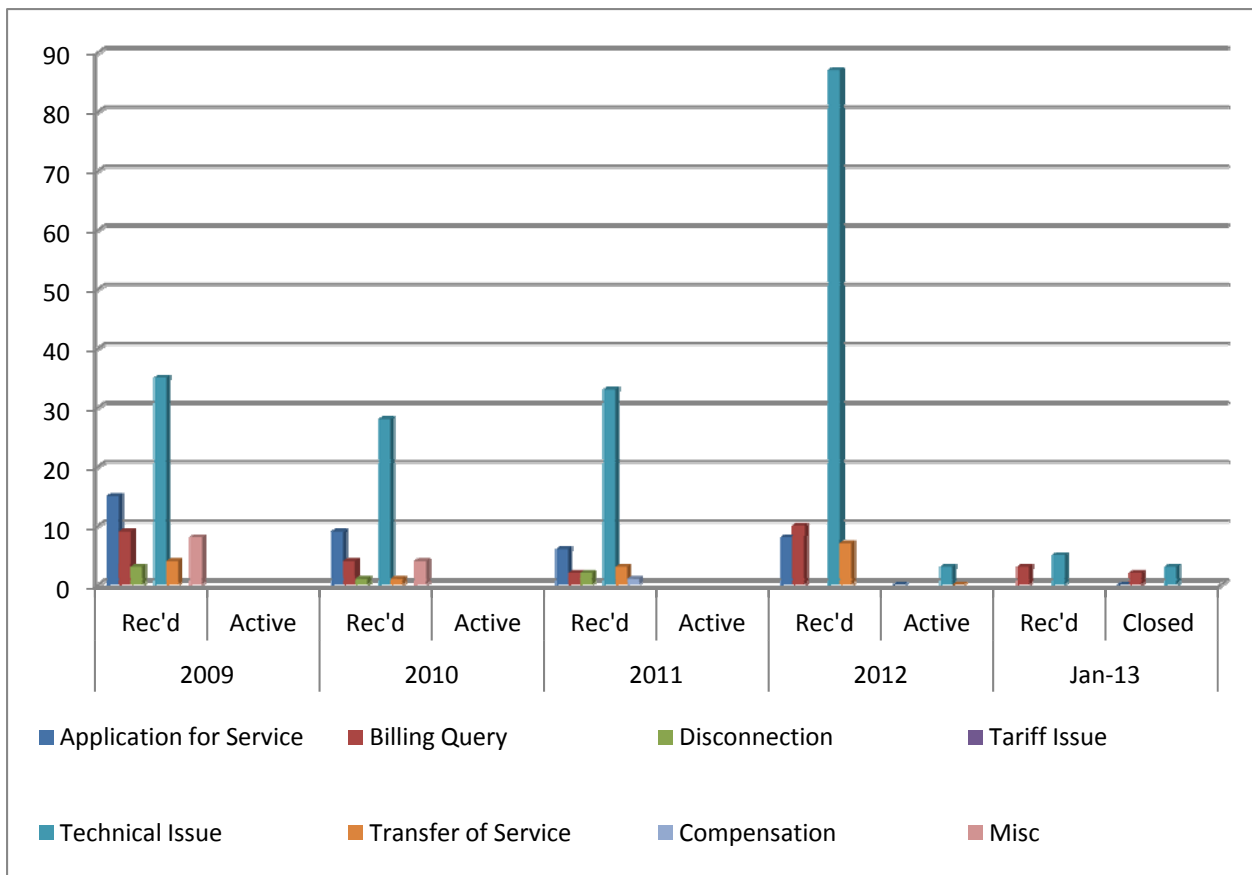
Complaint Category	2009		2010		2011		2012		Jan-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		7	0	1	1
Billing Query	130		48		48		43	1	2	
Change of Tenancy			1		1					
Compensation			1				2	0		
Disconnection	16		13		16		19	1		
Tariff Issue	10		2		1		1	0		
Technical Issue	25		26		11		13	0		
Tampering							1	0		
Misc	8		3							
TOTAL	192		95		84		86	2	3	1



Graph Showing Complains against **GW**

Complaint against GTT

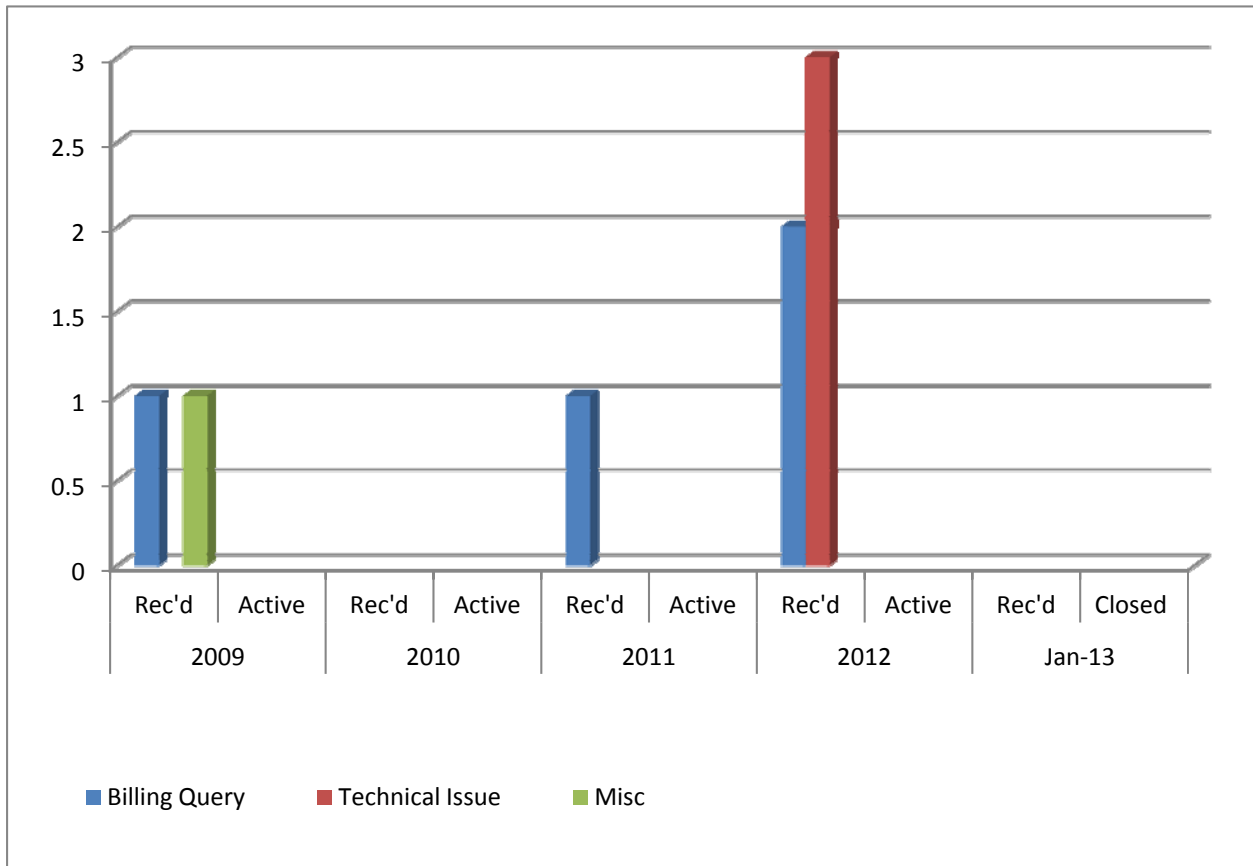
Complaint Category	2009		2010		2011		2012		Jan-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	15		9		6		8	0		0
Billing Query	9		4		2		10		3	2
Disconnection	3		1		2					
Tariff Issue										
Technical Issue	35		28		33		87	3	5	3
Transfer of Service	4		1		3		7	0		
Compensation					1					
Misc	8		4							
TOTAL	74		47		47		112	3	8	5



Graph Showing Complains against GT&T

Complaint against DIGICEL

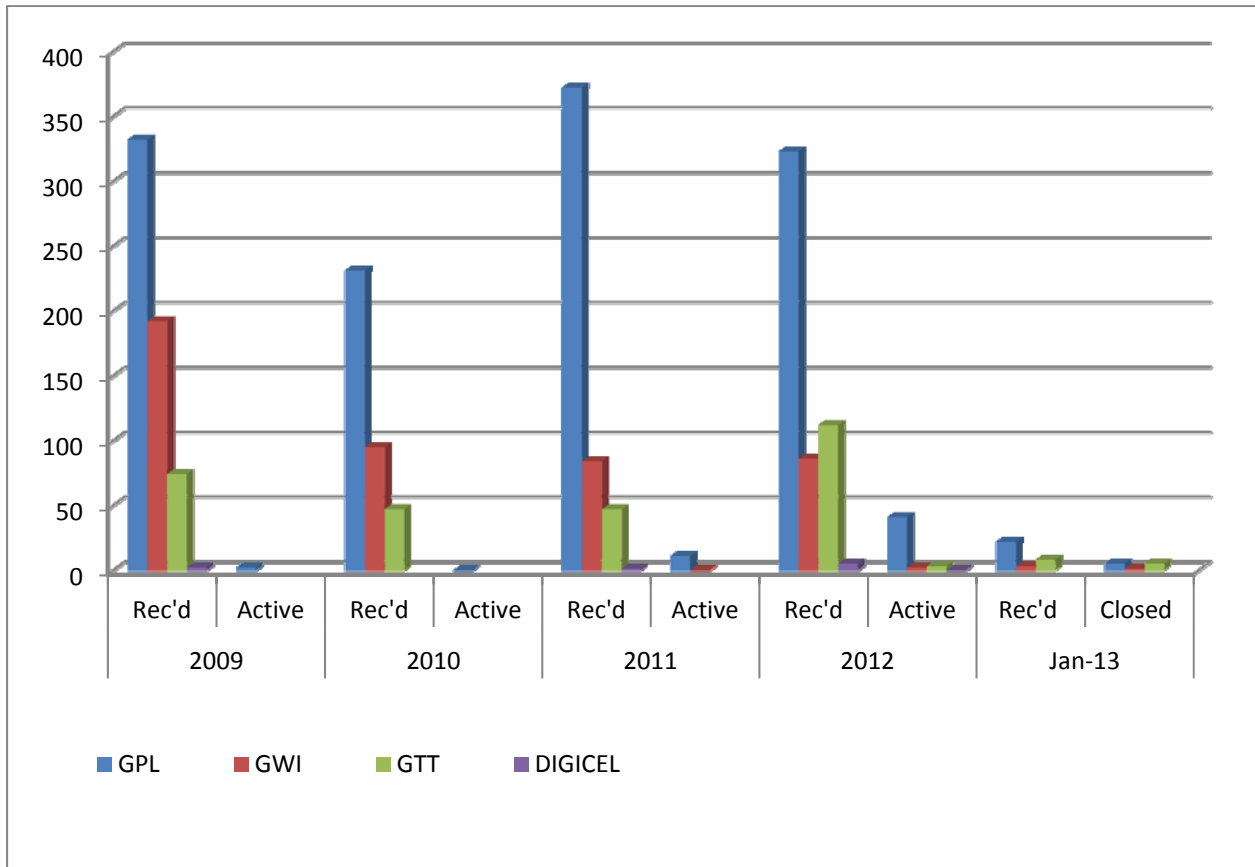
Complaint Category	2009		2010		2011		2012		Jan-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Billing Query	1				1		2			
Technical Issue							3			
Misc	1									
TOTAL	2				1		5			



Graph Showing Complains against DIGICEL

Total Complaints Received

Utilities	2009		2010		2011		2012		Jan-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
GPL	332	2	231	0	372	11	323	41	22	5
GWI	192		95		84	0	86	2	3	1
GTT	74		47		47		112	3	8	5
DIGICEL	2				1		5	0		
TOTAL	600	2	373	0	504	11	526	46	33	11



Graph Showing Total Complains against All Utilities