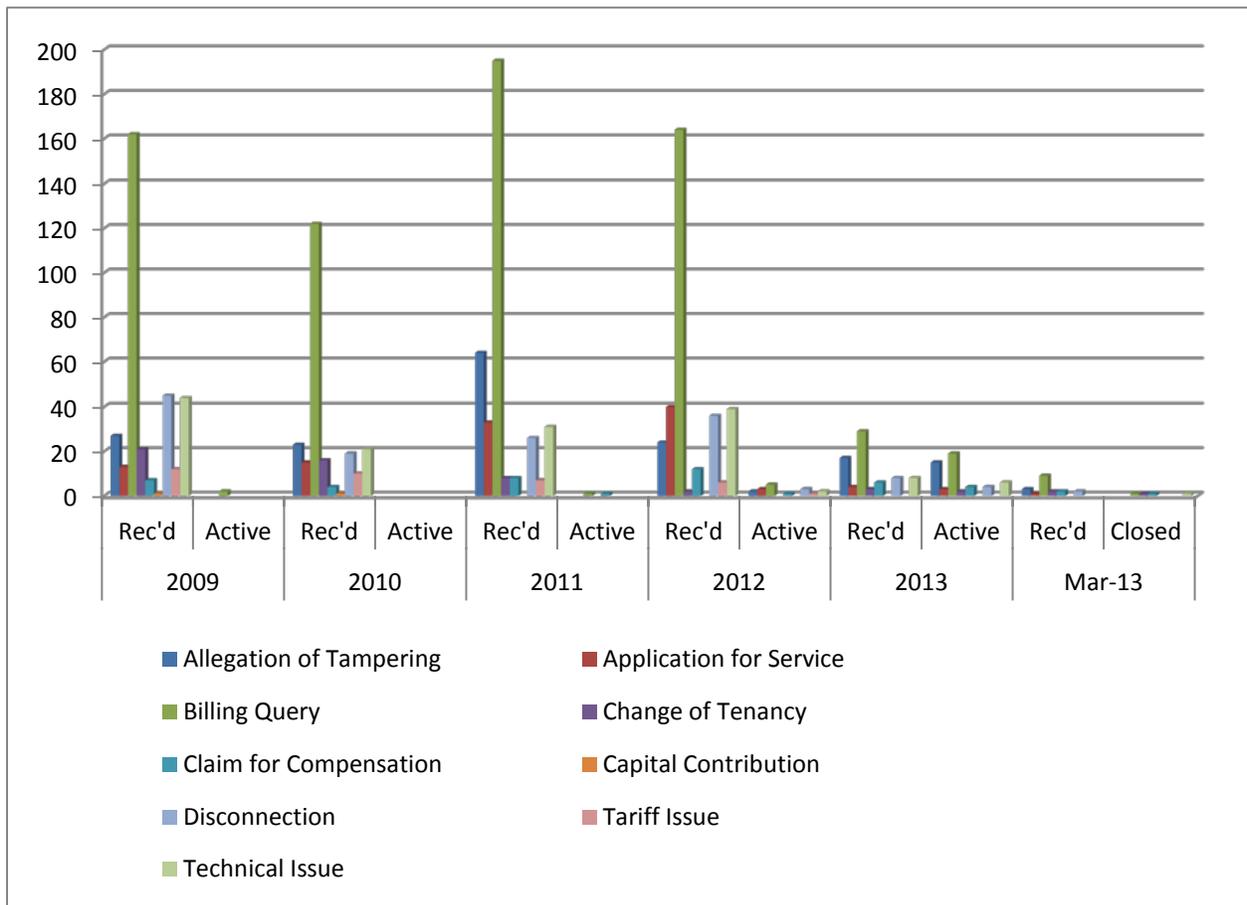


Complaint against GPL

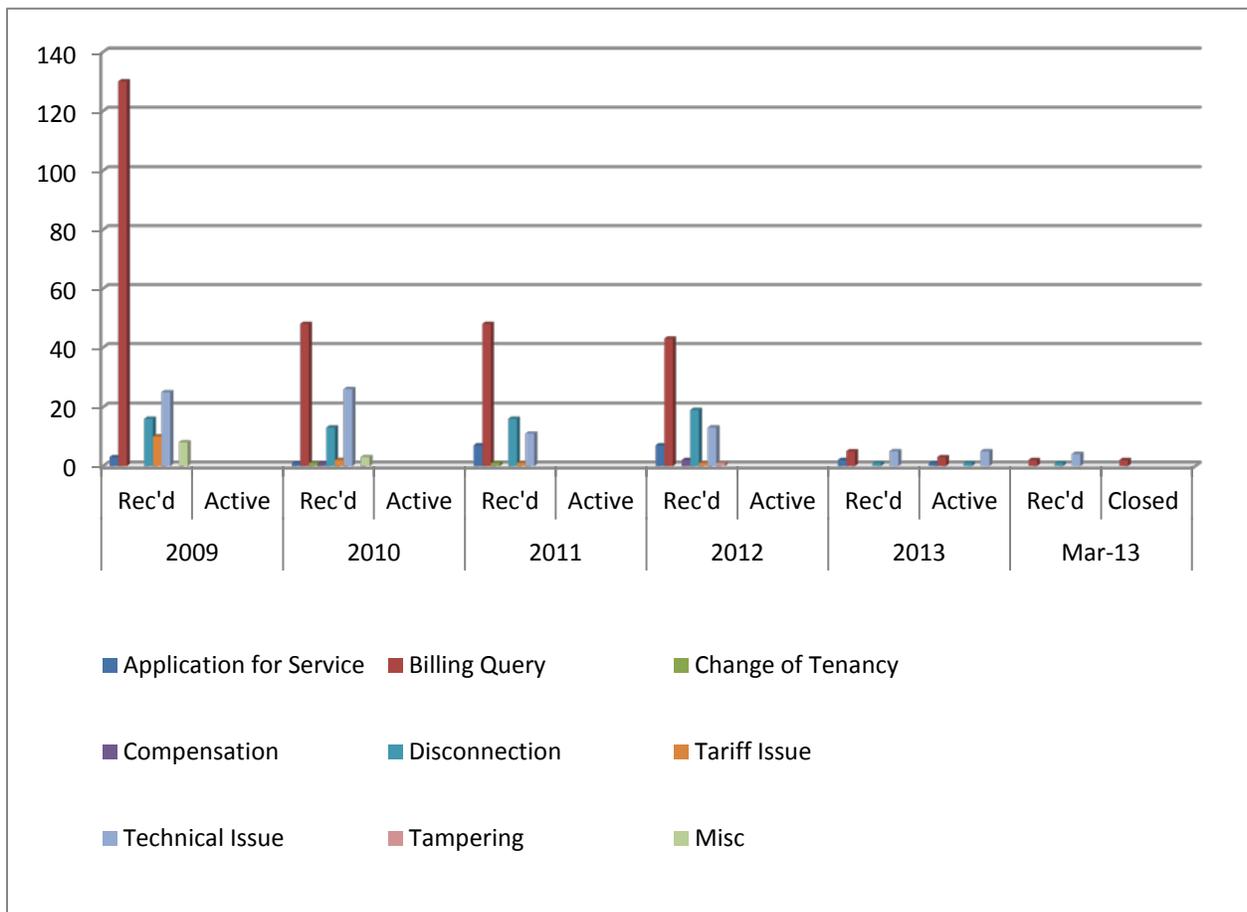
| Complaint Category | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | Mar-13 | |
|-------------------------|------------|----------|------------|--------|------------|----------|------------|-----------|-----------|-----------|-----------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Closed |
| Allegation of Tampering | 27 | | 23 | | 64 | | 24 | 2 | 17 | 15 | 3 | |
| Application for Service | 13 | | 15 | | 33 | | 40 | 3 | 4 | 3 | 1 | |
| Billing Query | 162 | 2 | 122 | | 195 | 1 | 164 | 5 | 29 | 19 | 9 | 1 |
| Change of Tenancy | 21 | | 16 | | 8 | | 2 | | 3 | 2 | 2 | 1 |
| Claim for Compensation | 7 | | 4 | | 8 | 1 | 12 | 1 | 6 | 4 | 2 | 1 |
| Capital Contribution | 1 | | 1 | | | | | | | | | |
| Disconnection | 45 | | 19 | | 26 | | 36 | 3 | 8 | 4 | 2 | |
| Tariff Issue | 12 | | 10 | | 7 | | 6 | 1 | | | | |
| Technical Issue | 44 | | 21 | | 31 | | 39 | 2 | 8 | 6 | | 1 |
| TOTAL | 332 | 2 | 231 | | 372 | 2 | 323 | 17 | 75 | 53 | 19 | 4 |



Graph Showing Complains against GPL

Complaint against GWI

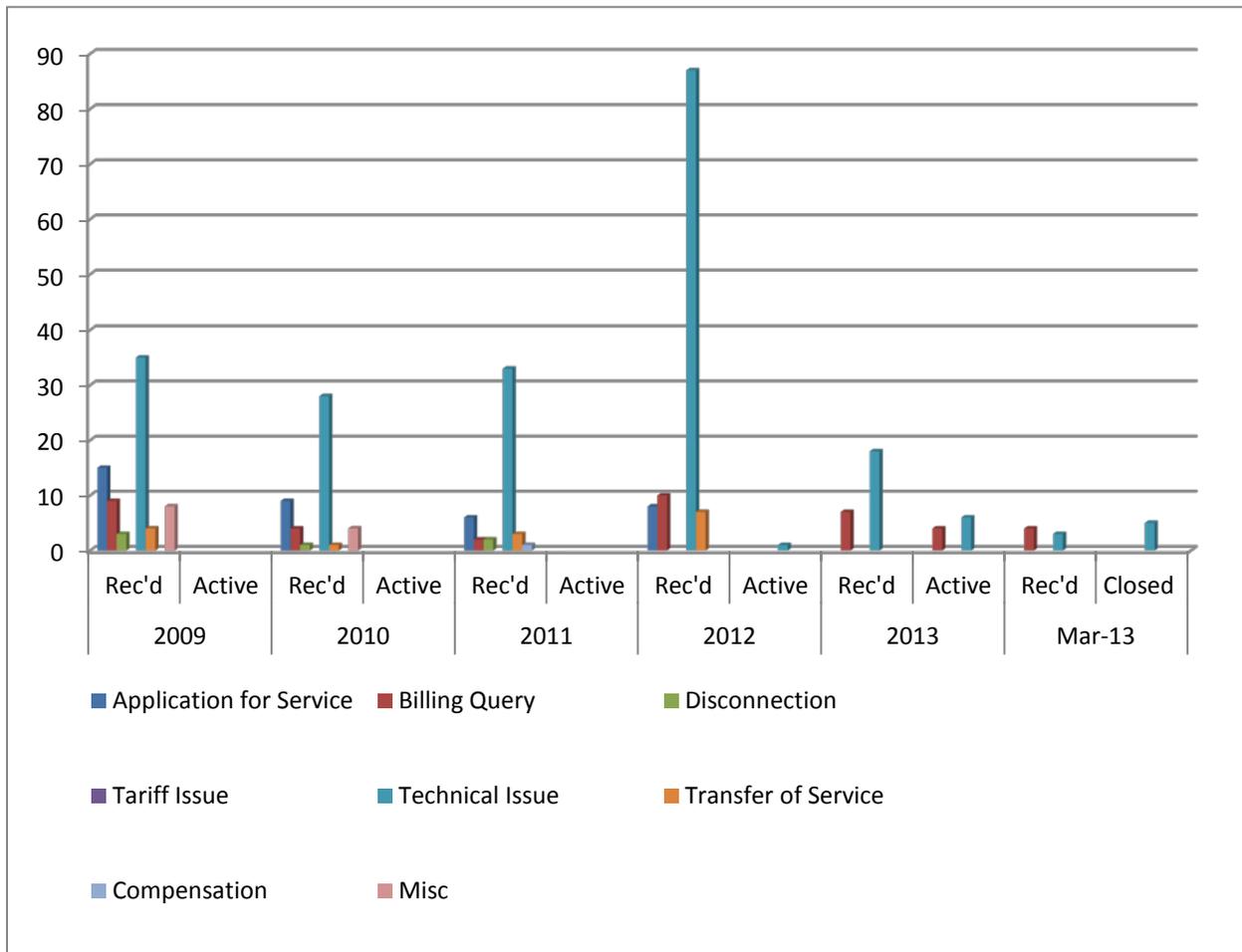
| Complaint Category | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | Mar-13 | |
|-------------------------|------------|--------|-----------|--------|-----------|--------|-----------|--------|-----------|-----------|----------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Closed |
| Application for Service | 3 | | 1 | | 7 | | 7 | | 2 | 1 | | |
| Billing Query | 130 | | 48 | | 48 | | 43 | | 5 | 3 | 2 | 2 |
| Change of Tenancy | | | 1 | | 1 | | | | | | | |
| Compensation | | | 1 | | | | 2 | | | | | |
| Disconnection | 16 | | 13 | | 16 | | 19 | | 1 | 1 | 1 | |
| Tariff Issue | 10 | | 2 | | 1 | | 1 | | | | | |
| Technical Issue | 25 | | 26 | | 11 | | 13 | | 5 | 5 | 4 | |
| Tampering | | | | | | | 1 | | | | | |
| Misc | 8 | | 3 | | | | | | | | | |
| TOTAL | 192 | | 95 | | 84 | | 86 | | 13 | 10 | 7 | 2 |



Graph Showing Complains against GWI

Complaint against GTT

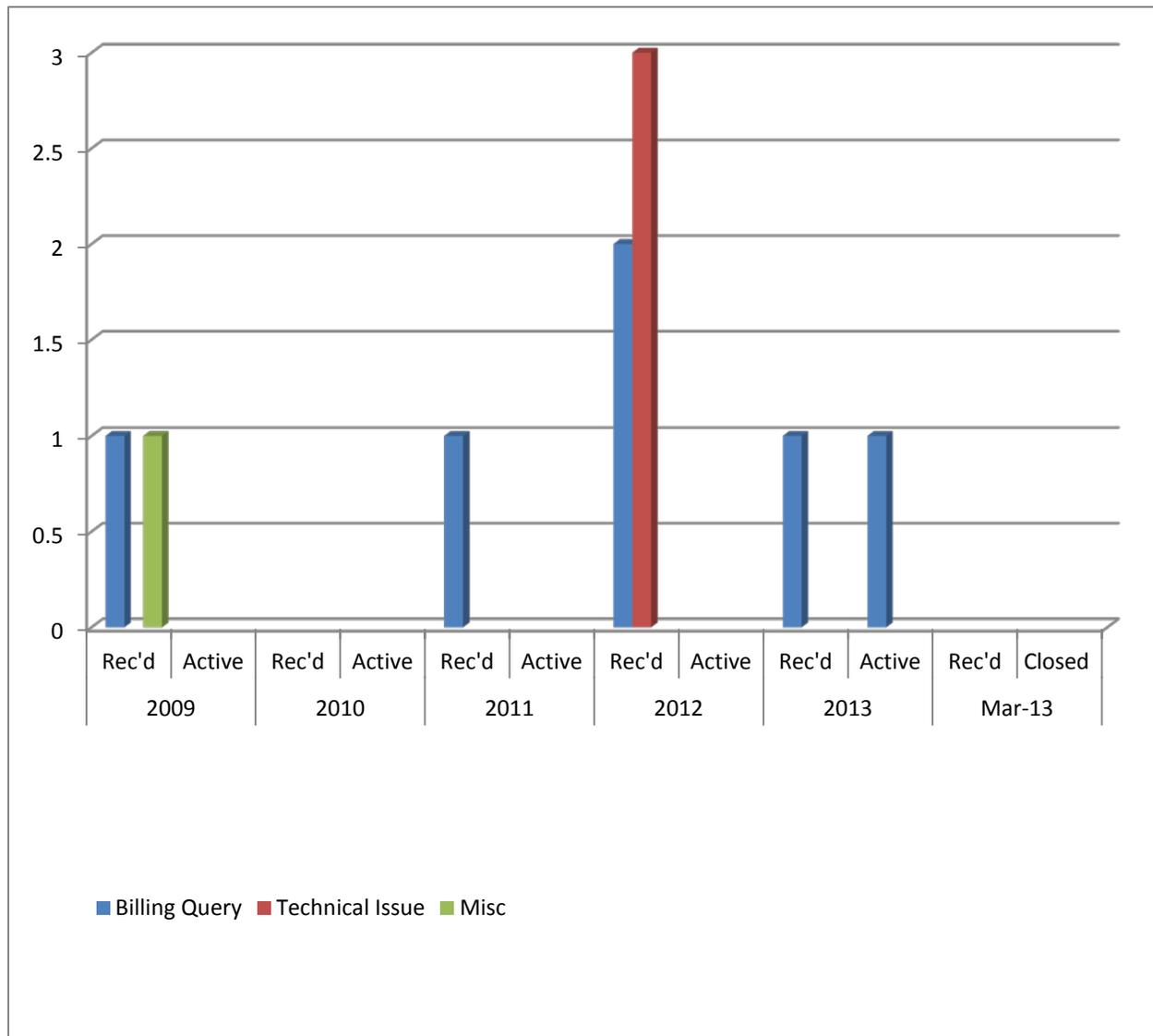
| Complaint Category | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | Mar-13 | |
|-------------------------|-----------|--------|-----------|--------|-----------|--------|------------|----------|-----------|-----------|----------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Closed |
| Application for Service | 15 | | 9 | | 6 | | 8 | | | | | |
| Billing Query | 9 | | 4 | | 2 | | 10 | | 7 | 4 | 4 | |
| Disconnection | 3 | | 1 | | 2 | | | | | | | |
| Tariff Issue | | | | | | | | | | | | |
| Technical Issue | 35 | | 28 | | 33 | | 87 | 1 | 18 | 6 | 3 | 5 |
| Transfer of Service | 4 | | 1 | | 3 | | 7 | | | | | |
| Compensation | | | | | 1 | | | | | | | |
| Misc | 8 | | 4 | | | | | | | | | |
| TOTAL | 74 | | 47 | | 47 | | 112 | 1 | 25 | 10 | 7 | 5 |



Graph Showing Complains against GT&T

Complaint against Digicel

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



Graph Showing Complains against DIGICEL

Total Complaints Received

| Utilities | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | Mar-13 | |
|--------------|------------|----------|------------|--------|------------|----------|------------|-----------|------------|-----------|-----------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Closed |
| GPL | 332 | 2 | 231 | | 372 | 2 | 323 | 17 | 75 | 53 | 19 | 4 |
| GWI | 192 | | 95 | | 84 | | 86 | | 13 | 10 | 7 | 2 |
| GTT | 74 | | 47 | | 47 | | 112 | 1 | 25 | 10 | 7 | 5 |
| DIGICEL | 2 | | | | 1 | | 5 | | 1 | 1 | | |
| TOTAL | 600 | 2 | 373 | | 504 | 2 | 526 | 18 | 114 | 74 | 33 | 11 |

