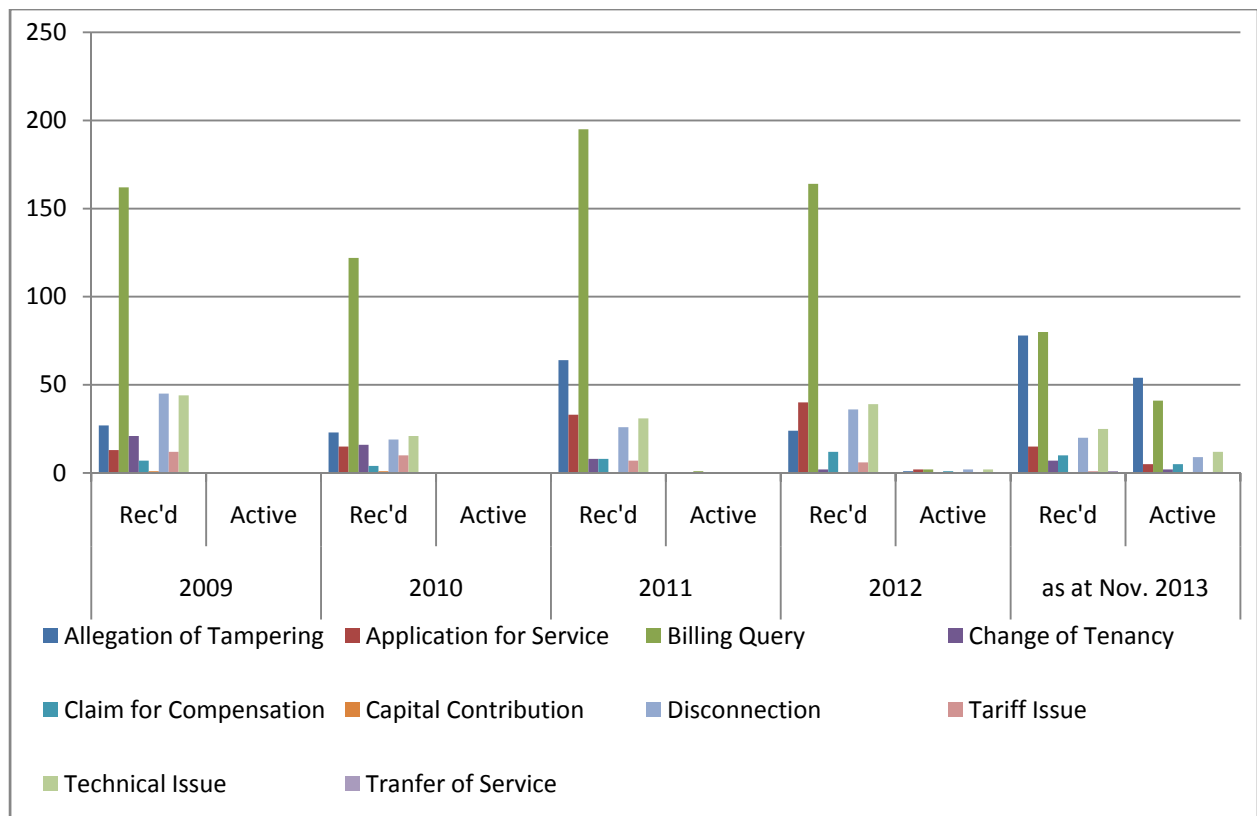


Complaint against GPL

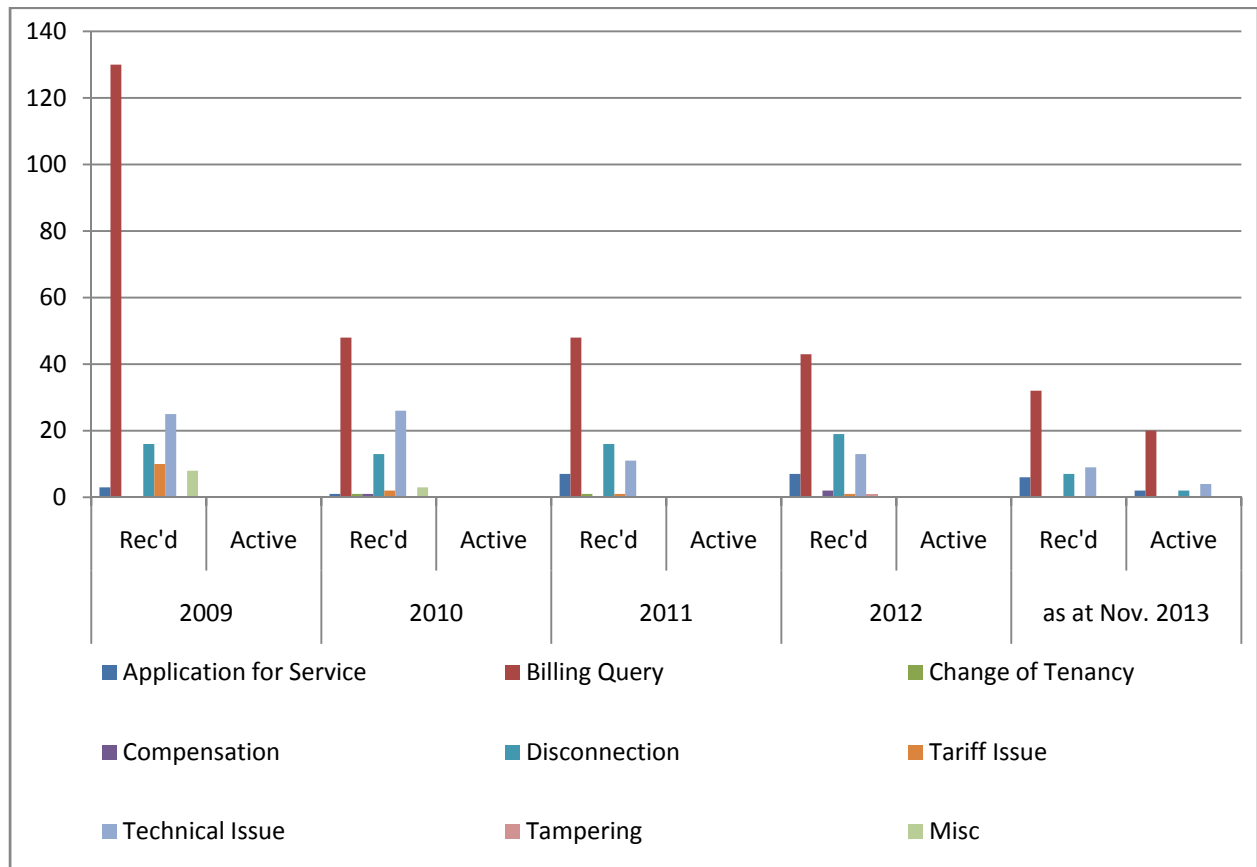
Complaint Category	2009		2010		2011		2012		as at Nov. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	0	23	0	64	0	24	1	78	54
Application for Service	13	0	15	0	33	0	40	2	15	5
Billing Query	162	0	122	0	195	1	164	2	80	41
Change of Tenancy	21	0	16	0	8	0	2	0	7	2
Claim for Compensation	7	0	4	0	8	0	12	1	10	5
Capital Contribution	1	0	1	0	0	0	0	0	0	0
Disconnection	45	0	19	0	26	0	36	2	20	9
Tariff Issue	12	0	10	0	7	0	6	0	1	0
Technical Issue	44	0	21	0	31	0	39	2	25	12
Transfer of Service	0	0	0	0	0	0	0	0	1	0
TOTAL	332	0	231	0	372	1	323	10	237	128



Graph Showing Complaints against GPL

Complaint against GWI

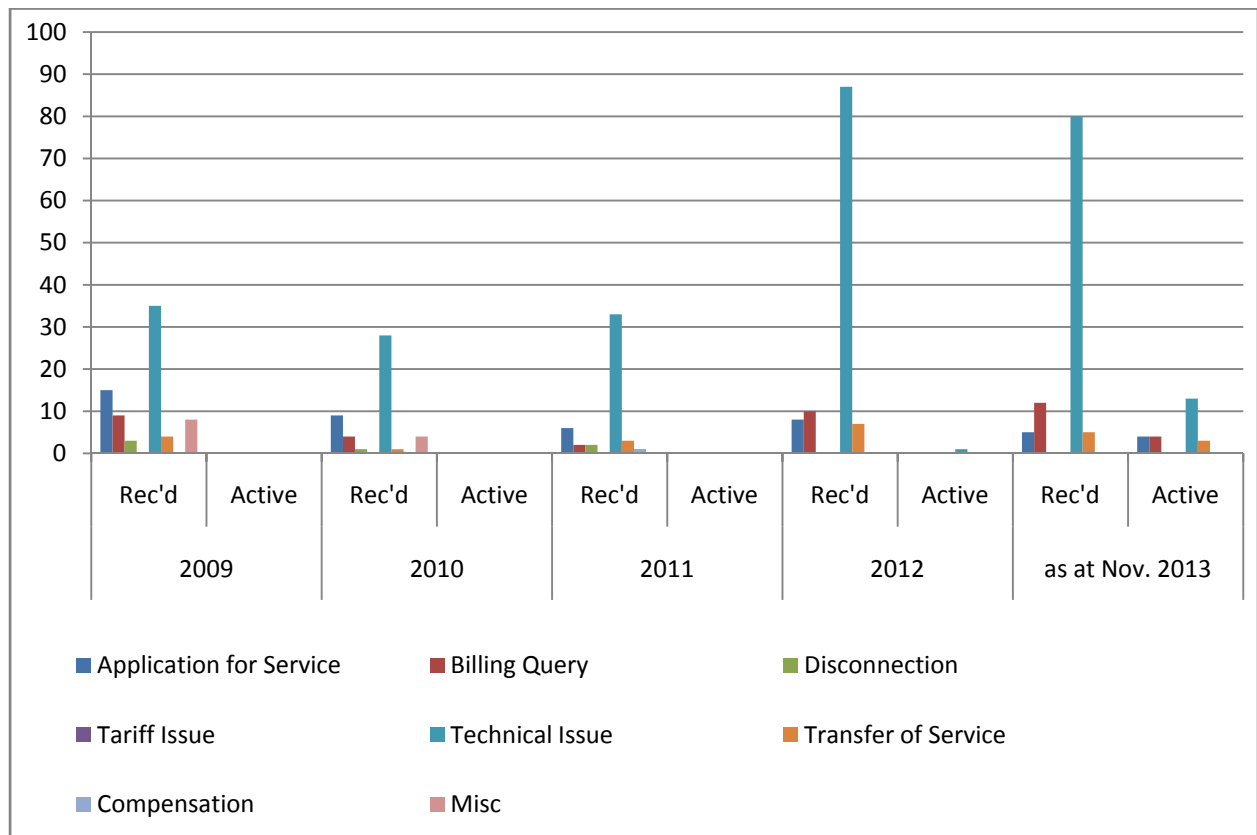
Complaint Category	2009		2010		2011		2012		as at Nov. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3	0	1	0	7	0	7	0	6	2
Billing Query	130	0	48	0	48	0	43	0	32	20
Change of Tenancy	0	0	1	0	1	0	0	0	0	0
Compensation	0	0	1	0	0	0	2	0	0	0
Disconnection	16	0	13	0	16	0	19	0	7	2
Tariff Issue	10	0	2	0	1	0	1	0	0	0
Technical Issue	25	0	26	0	11	0	13	0	9	4
Tampering	0	0	0	0	0	0	1	0	0	0
Misc	8	0	3	0	0	0	0	0	0	0
TOTAL	192	0	95	0	84	0	86	0	54	28



Graph Showing Complaints against GWI

Complaint against GTT

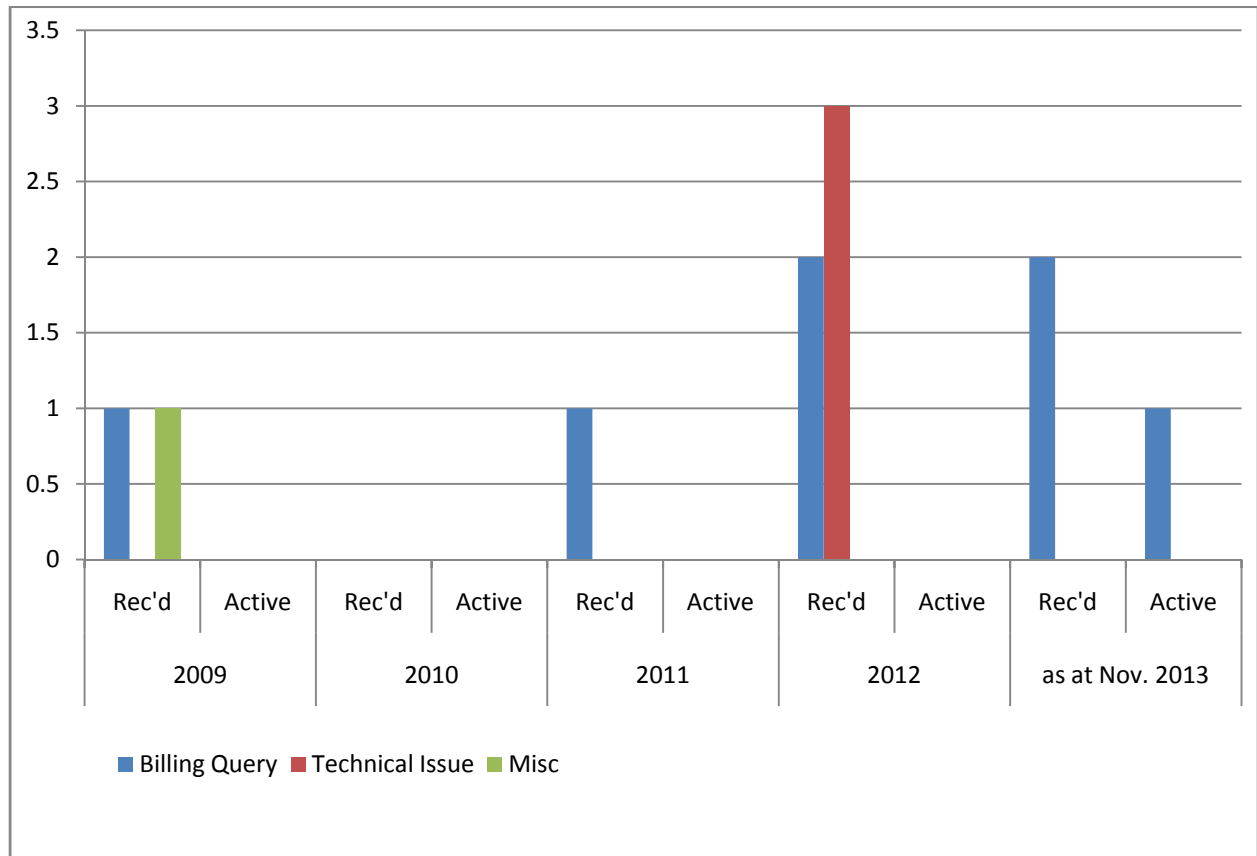
Complaint Category	2009		2010		2011		2012		as at Nov. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15	0	9	0	6	0	8	0	5	4
Billing Query	9	0	4	0	2	0	10	0	12	4
Disconnection	3	0	1	0	2	0	0	0	0	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0
Technical Issue	35	0	28	0	33	0	87	1	80	13
Transfer of Service	4	0	1	0	3	0	7	0	5	3
Compensation	0	0	0	0	1	0	0	0	0	0
Misc	8	0	4	0	0	0	0	0	0	0
TOTAL	74	0	47	0	47	0	112	1	102	24



Graph Showing Complaints against GT&T

Complaint against Digicel

Complaint Category	2009		2010		2011		2012		as at Nov. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1	0	0	0	1	0	2	0	2	1
Technical Issue	0	0	0	0	0	0	3	0	0	0
Misc	1	0	0	0	0	0	0	0	0	0
TOTAL	2	0	0	0	1	0	5	0	2	1



Graph Showing Complaints against Digicel

Total Complaints Received

Utility Organization	2009		2010		2011		2012		as at Nov. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	332	0	0	0	0	1	323	10	237	128
GWI	192	0	95	0	84	0	86	0	54	28
GTT	74	0	47	0	47	0	112	1	102	24
DIGICEL	2	0	0	0	1	0	5	0	2	1
TOTAL	600	0	142	0	132	1	526	11	395	181

