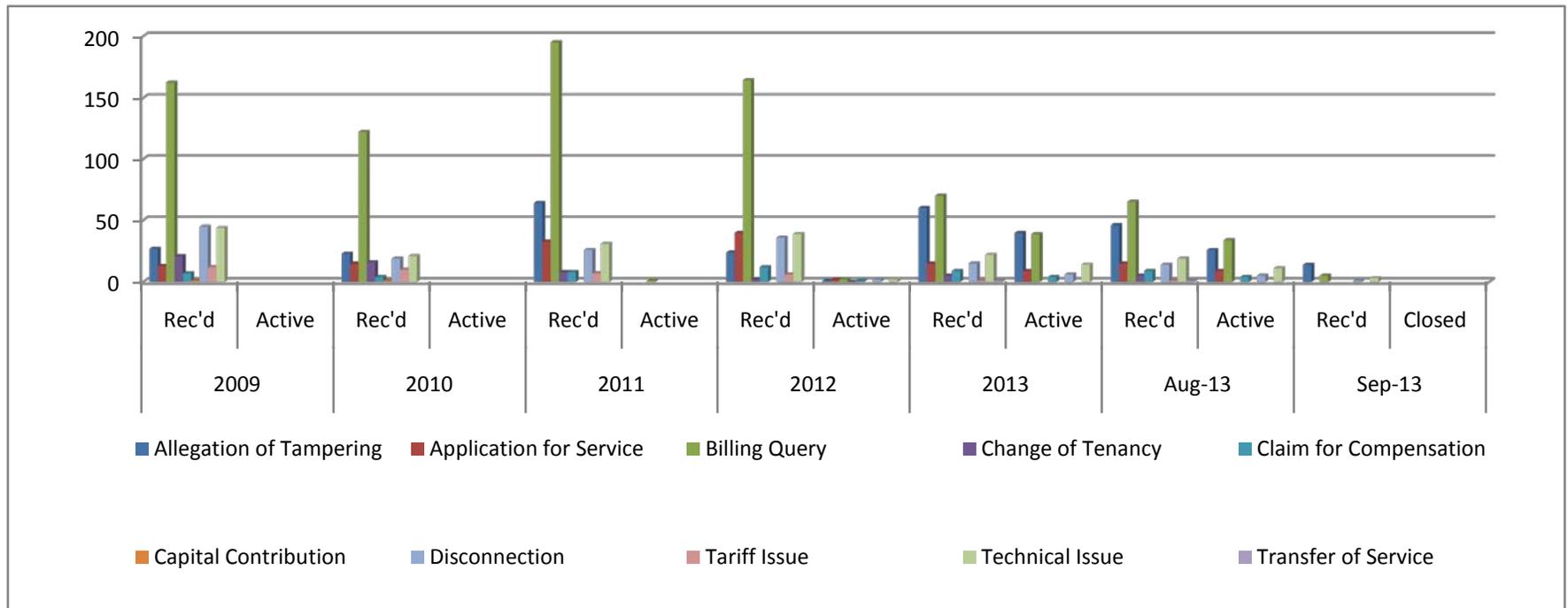


## Complaint against GPL

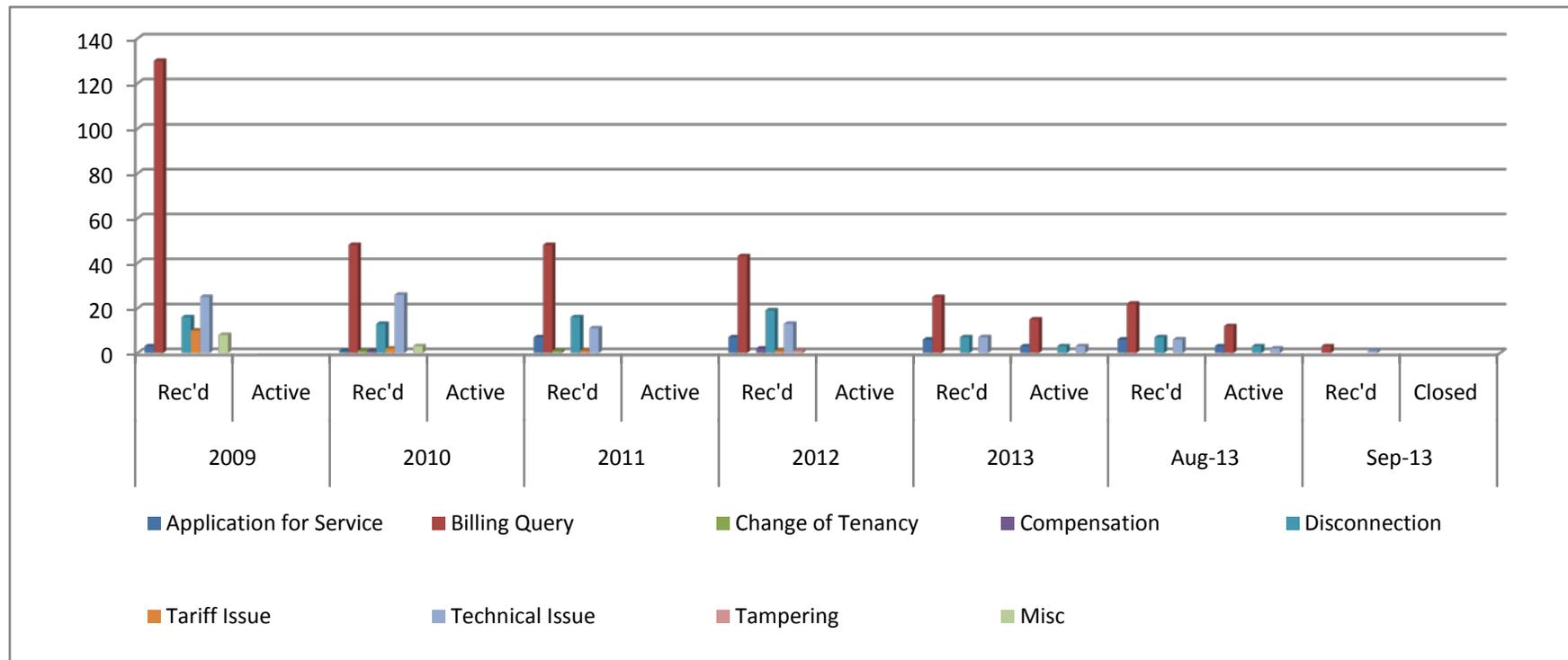
Complaint Category	2009		2010		2011		2012		2013		Aug-13		Sep-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Allegation of Tampering	27		23		64		24	1	60	40	46	26	14	
Application for Service	13		15		33		40	2	15	9	15	9		
Billing Query	162		122		195	1	164	2	70	39	65	34	5	
Change of Tenancy	21		16		8		2	0	5		5			
Claim for Compensation	7		4		8		12	1	9	4	9	4		
Capital Contribution	1		1											
Disconnection	45		19		26		36	2	15	6	14	5	1	
Tariff Issue	12		10		7		6		1		1			
Technical Issue	44		21		31		39	2	22	14	19	11	3	
Transfer of Service									1		1			
<b>TOTAL</b>	<b>332</b>	<b>0</b>	<b>231</b>		<b>372</b>	<b>1</b>	<b>323</b>	<b>10</b>	<b>198</b>	<b>112</b>	<b>175</b>	<b>89</b>	<b>23</b>	



Graph Showing Complaint against GPL

## Complaint against GWI

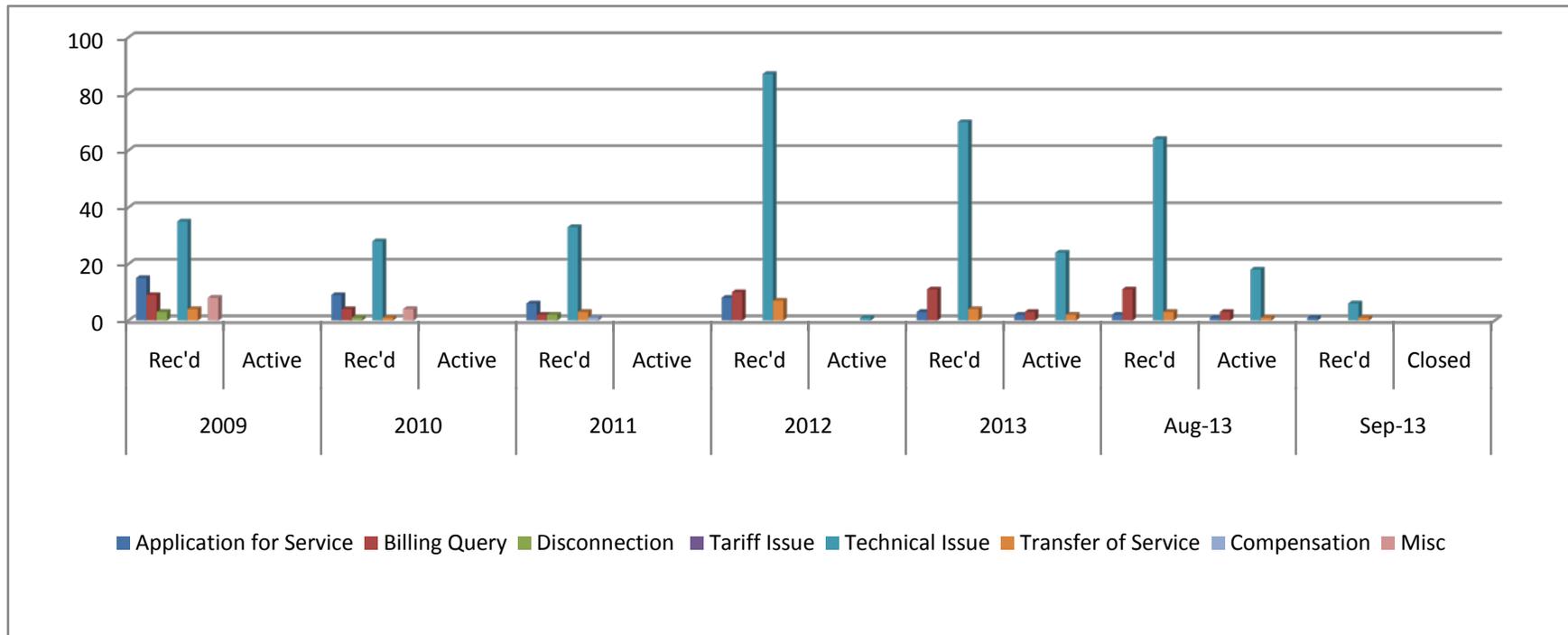
Complaint Category	2009		2010		2011		2012		2013		Aug-13		Sep-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		7		6	3	6	3		
Billing Query	130		48		48		43		25	15	22	12	3	
Change of Tenancy			1		1									
Compensation			1				2							
Disconnection	16		13		16		19		7	3	7	3		
Tariff Issue	10		2		1		1							
Technical Issue	25		26		11		13		7	3	6	2	1	
Tampering							1							
Misc	8		3											
<b>TOTAL</b>	<b>192</b>		<b>95</b>		<b>84</b>		<b>86</b>		<b>45</b>	<b>24</b>	<b>41</b>	<b>20</b>	<b>4</b>	



Graph Showing Complaint against GWI

### Complaint against GTT

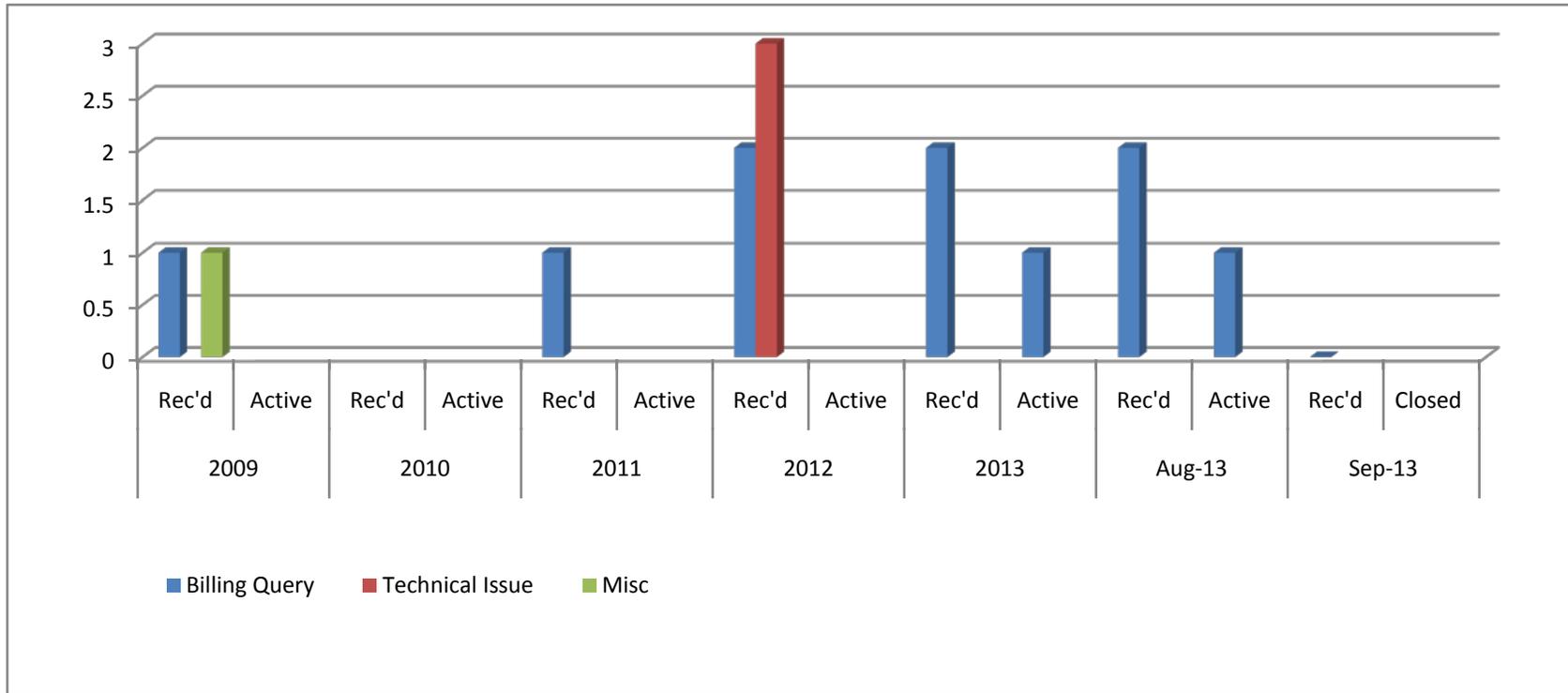
Complaint Category	2009		2010		2011		2012		2013		Aug-13		Sep-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	15		9		6		8		3	2	2	1	1	
Billing Query	9		4		2		10		11	3	11	3		
Disconnection	3		1		2									
Tariff Issue														
Technical Issue	35		28		33		87	1	70	24	64	18	6	
Transfer of Service	4		1		3		7		4	2	3	1	1	
Compensation					1									
Misc	8		4											
<b>TOTAL</b>	<b>74</b>		<b>47</b>		<b>47</b>		<b>112</b>	<b>1</b>	<b>88</b>	<b>31</b>	<b>80</b>	<b>23</b>	<b>8</b>	



Graph Showing Complaint against GT&T

**Complaint against Digicel**

Complaint Category	2009		2010		2011		2012		2013		Aug-13		Sep-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													
<b>TOTAL</b>	<b>2</b>				<b>1</b>		<b>5</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	



**Graph Showing Complaint against DIGICEL**

**Total Complaints Received**

Utilities	2009		2010		2011		2012		2013		Aug-13		Sep-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	198	112	175	89	23	
GWI	192		95		84		86		45	24	41	20	4	
GTT	74		47		47		112	1	88	31	80	23	8	
DIGICEL	2				1		5		2	1	2	1		
<b>TOTAL</b>	<b>600</b>		<b>373</b>		<b>504</b>	<b>1</b>	<b>526</b>	<b>11</b>	<b>333</b>	<b>168</b>	<b>298</b>	<b>133</b>	<b>35</b>	

