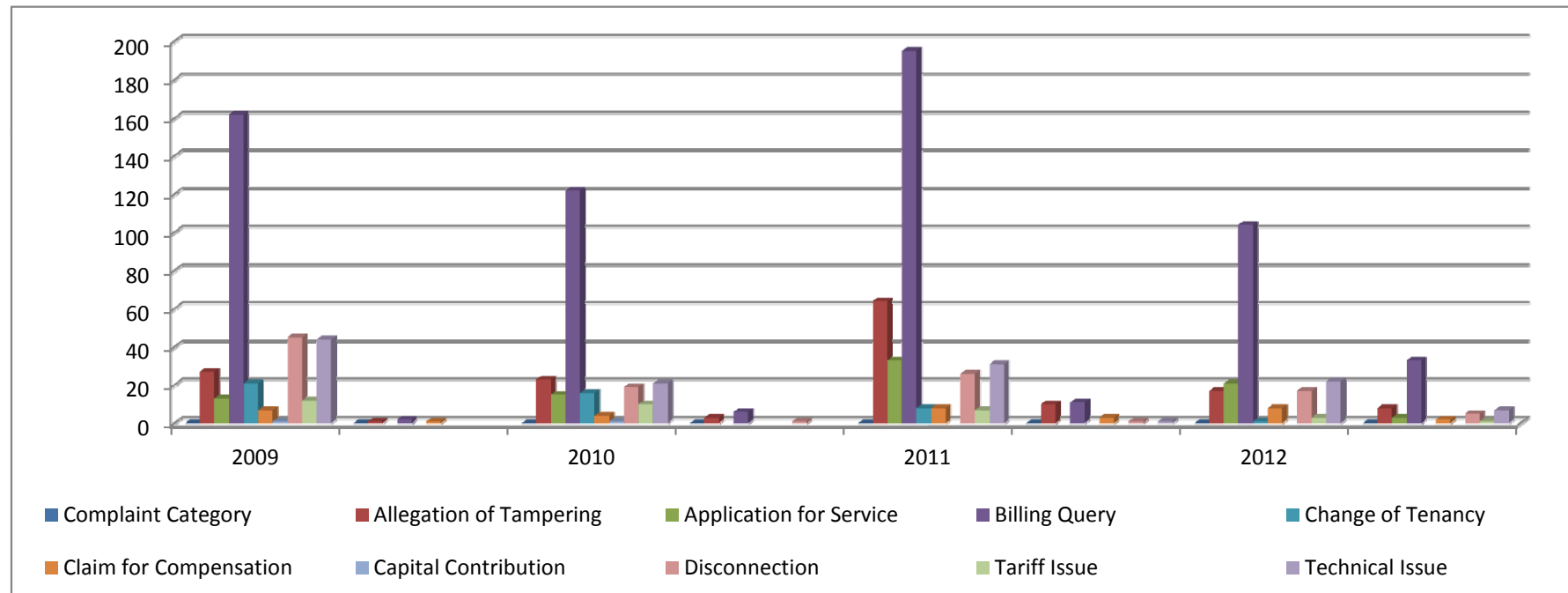


June, 2012

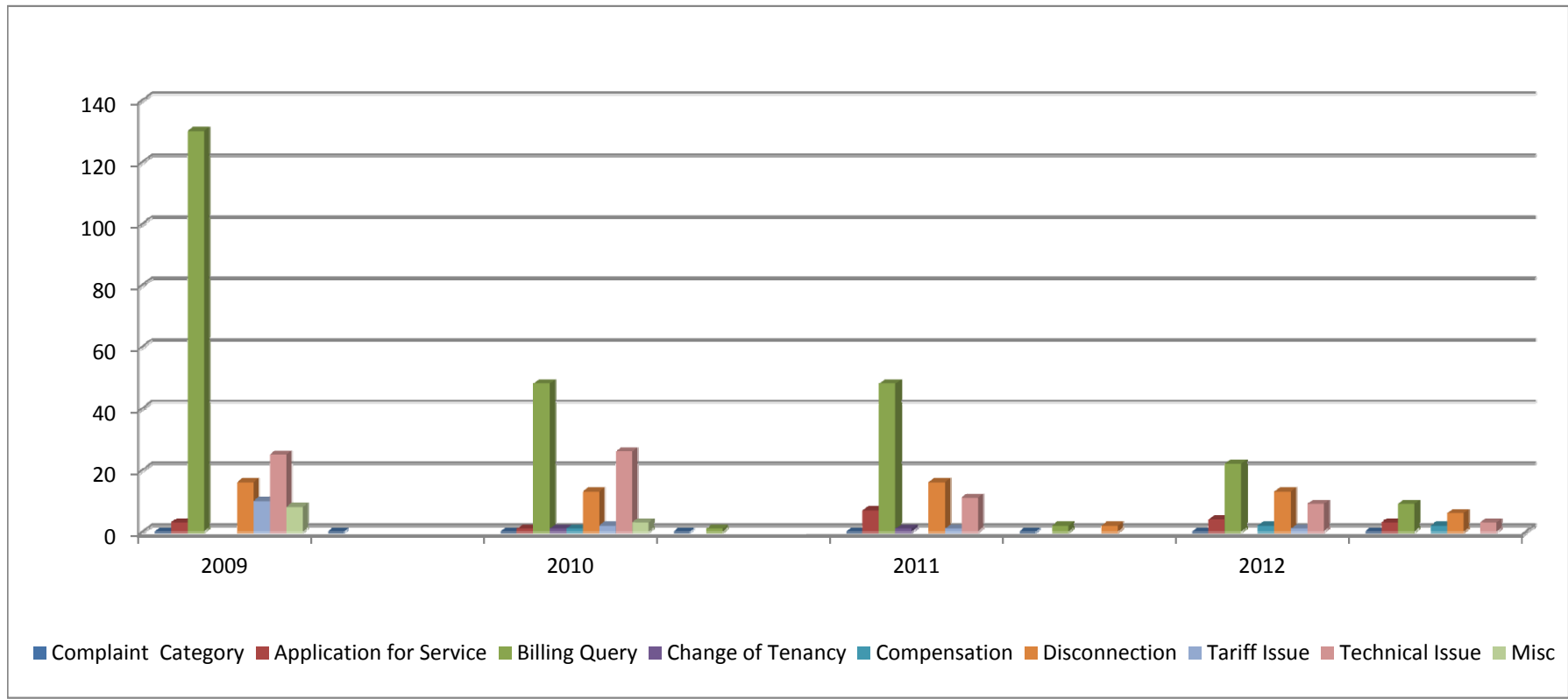
### Complaint against GPL

Complaint Category	2009		2010		2011		2012		At May 2012		Jun-12	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	
Allegation of Tampering	27	1	23	3	64	10	17	8	15	9	2	3
Application for Service	13		15		33		21	3	19	5	2	4
Billing Query	162	2	122	6	195	11	104	33	87	30	17	14
Change of Tenancy	21		16		8		1		1	0	0	0
Claim for Compensation	7	1	4		8	3	8	2	8	4	0	2
Capital Contribution	1		1									
Disconnection	45		19	1	26	1	17	5	13	4	4	3
Tariff Issue	12		10		7		3	1	2	0	1	0
Technical Issue	44		21		31	1	22	7	17	3	5	1
<b>TOTAL</b>	<b>332</b>	<b>4</b>	<b>231</b>	<b>10</b>	<b>372</b>	<b>26</b>	<b>193</b>	<b>59</b>	<b>162</b>	<b>55</b>	<b>31</b>	<b>27</b>



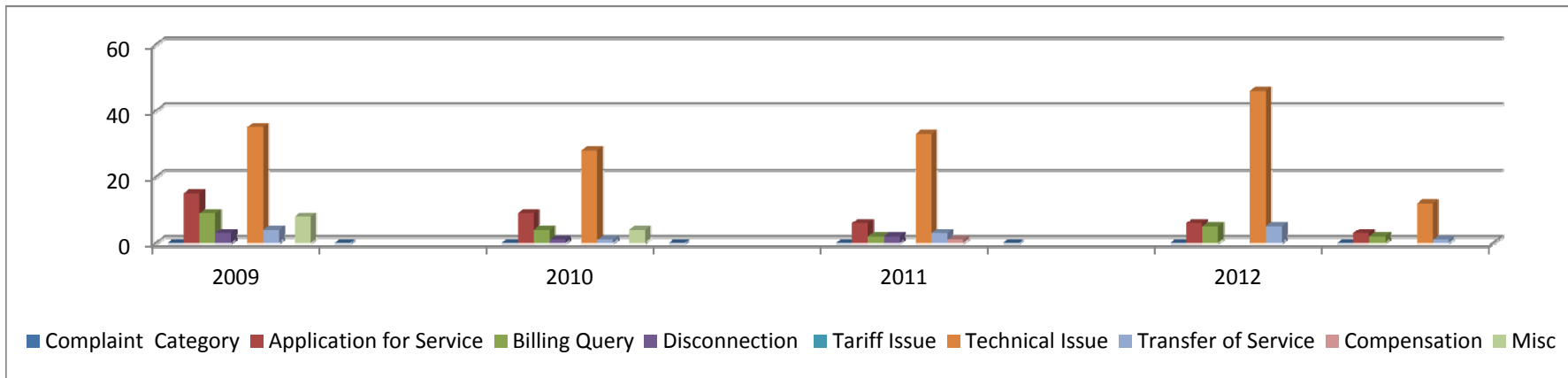
## Complaint against GWI

Complaint Category	2009		2010		2011		2012		as at May 2012		Jun-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		4	3	4	3	0	0
Billing Query	130		48	1	48	2	22	9	20	7	2	0
Change of Tenancy			1		1							
Compensation			1				2	2	1	1	1	0
Disconnection	16		13		16	2	13	6	13	11	0	5
Tariff Issue	10		2		1		1				1	0
Technical Issue	25		26		11		9	3	7	2	2	1
Misc	8		3									
<b>TOTAL</b>	<b>192</b>		<b>95</b>	<b>1</b>	<b>84</b>	<b>4</b>	<b>51</b>	<b>23</b>	<b>45</b>	<b>24</b>	<b>6</b>	<b>6</b>



## Complaint against GTT

Complaint Category	2009		2010		2011		2012		as at May 2012		Jun-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	closed
Application for Service	15		9		6		6	3	5	2	1	0
Billing Query	9		4		2		5	2	5	3	0	1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		46	12	40	11	6	5
Transfer of Service	4		1		3		5	1	4	0	1	0
Compensation					1							
Misc	8		4									
<b>TOTAL</b>	<b>74</b>		<b>47</b>		47		62	18	54	16	8	6

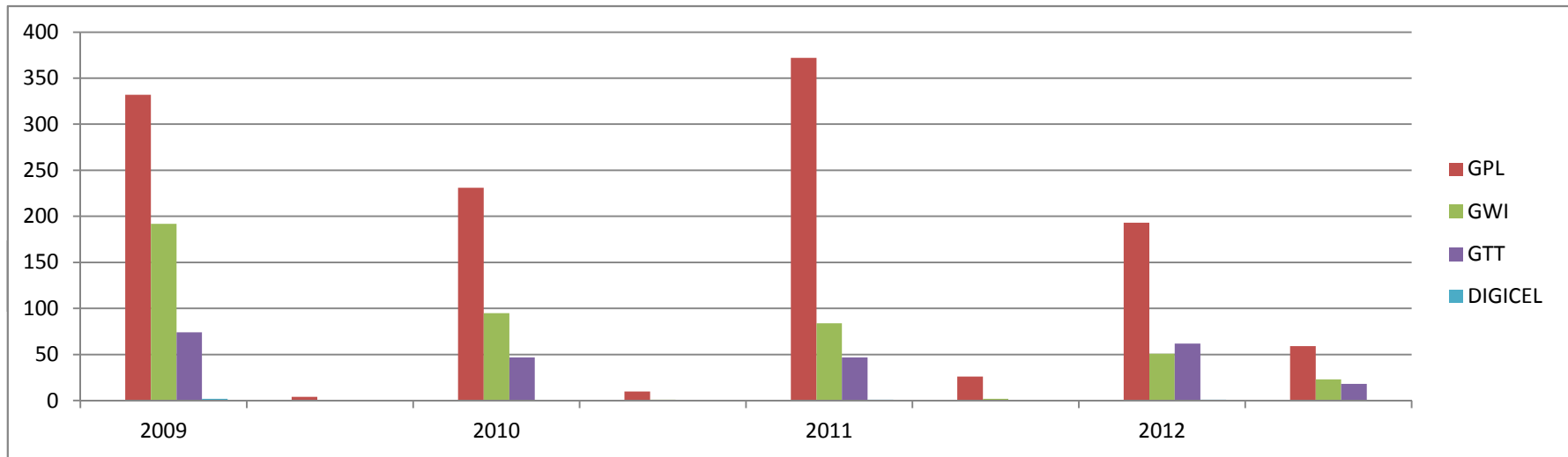


## Complaint against Digicel

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1				1			
Technical Issue							1	
Misc	1							
<b>TOTAL</b>	<b>2</b>				1		1	

## Total Complaints Received

	2009		2010		2011		2012		2012		Jun-12	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	closed
GPL	332	4	231	10	372	26	193	59	162	55	31	27
GWJ	192		95	1	84	2	51	23	45	24	6	6
GTT	74		47		47		62	18	54	16	8	6
DIGICEL	2				1		1		1	0	0	0
<b>TOTAL</b>	600	4	373	11	504	28	307	100	262	95	45	39



04-Jul-12  
E. Herbert