

July, 2012

Complaint against GPL

Complaint Category	2009		2010		2011		2012		At June 2012		Jul-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	6	17	8	0	2
Application for Service	13		15		33		29	8	21	3	8	3
Billing Query	162	2	122	6	195	10	117	27	106	33	11	19
Change of Tenancy	21		16		8		2	1	1		1	0
Claim for Compensation	7	1	4		8	3	10	3	8	2	2	1
Capital Contribution	1		1									
Disconnection	45		19	1	26	1	20	6	17	5	3	3
Tariff Issue	12		10		7		4	1	3	1	1	1
Technical Issue	44		21		31	1	24	4	22	7	2	0
TOTAL	332	4	231	10	372	25	223	56	195	59	28	29

Complaint against GWI

Complaint Category	2009		2010		2011		2012		as at June 2012		Jul-12	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	
Application for Service	3		1		7		5	4	4	3	1	0
Billing Query	130		48	1	48		23	7	22	9	1	3
Change of Tenancy			1		1							
Compensation			1				2	1	2	2	0	1
Disconnection	16		13		16	1	13	4	13	6	0	2
Tariff Issue	10		2		1		1		1			
Technical Issue	25		26		11		11	3	9	3	2	2
Tampering							1	1			1	0
Misc	8		3									
TOTAL	192		95	1	84	1	56	20	51	23	5	8

Complaint against GTT

Complaint Category	2009		2010		2011		2012		as at June 2012		Jul-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	1	6	2	0	2
Billing Query	9		4		2		7	2	5	2	2	1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		53	11	46	12	7	6
Transfer of Service	4		1		3		5	1	5	1	0	0
Compensation					1							
Misc	8		4									
TOTAL	74		47		47		71	15	62	17	9	9

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							
TOTAL	2				1		1	

Total Complaints Received

	2009		2010		2011		2012		2012		Jul-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	25	223	56	195	59	28	29
GWI	192		95	1	84	1	56	20	51	23	5	8
GTT	74		47		47		71	15	62	17	9	9
DIGICEL	2				1		1		1	0	0	0
TOTAL	600	4	373	11	504	26	351	91	309	99	42	46

02-Aug-12
E. Herbert