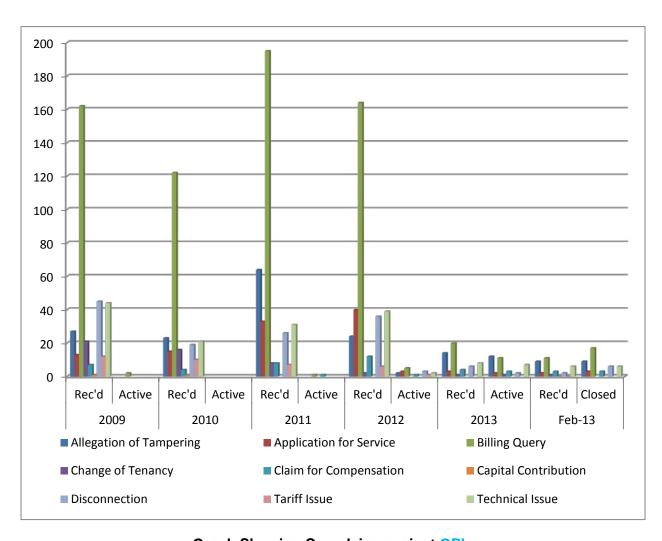
Complaint against GPL

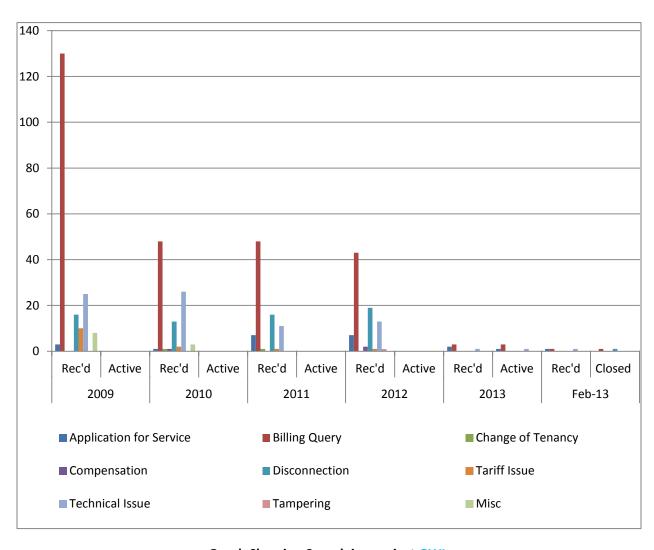
Complaint Category	20	2009		2010		2011		2012		2013		b-13
	Rec'd	Active	Rec'd	Closed								
Allegation of Tampering	27		23		64		24	2	14	12	9	9
Application for Service	13		15		33		40	3	3	2	2	3
Billing Query	162	2	122		195	1	164	5	20	11	11	17
Change of Tenancy	21		16		8		2		1	1	1	
Claim for Compensation	7		4		8	1	12	1	4	3	3	3
Capital Contribution	1		1								0	
Disconnection	45		19		26		36	3	6	2	2	6
Tariff Issue	12		10		7		6	1			0	
Technical Issue	44		21		31		39	2	8	7	6	6
TOTAL	332	2	231		372	2	323	17	56	38	34	44



Graph Showing Complains against GPL

Complaint against GWI

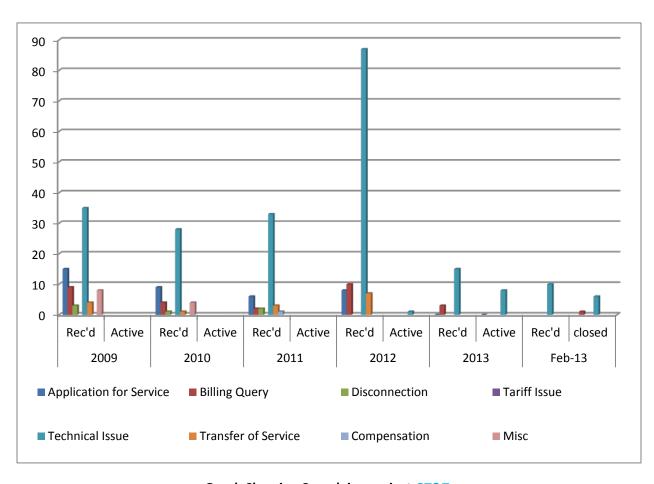
Complaint Category	20	2009		2010		2011		2012		2013		b-13
	Rec'd	Active	Rec'd	Closed								
Application for Service	3		1		7		7		2	1	1	
Billing Query	130		48		48		43		3	3	1	1
Change of Tenancy			1		1							
Compensation			1				2					
Disconnection	16		13		16		19					1
Tariff Issue	10		2		1		1					
Technical Issue	25		26		11		13		1	1	1	
Tampering							1					
Misc	8		3									
TOTAL	192		95		84		86		6	5	3	2



Graph Showing Complains against GWI

Complaint against GTT

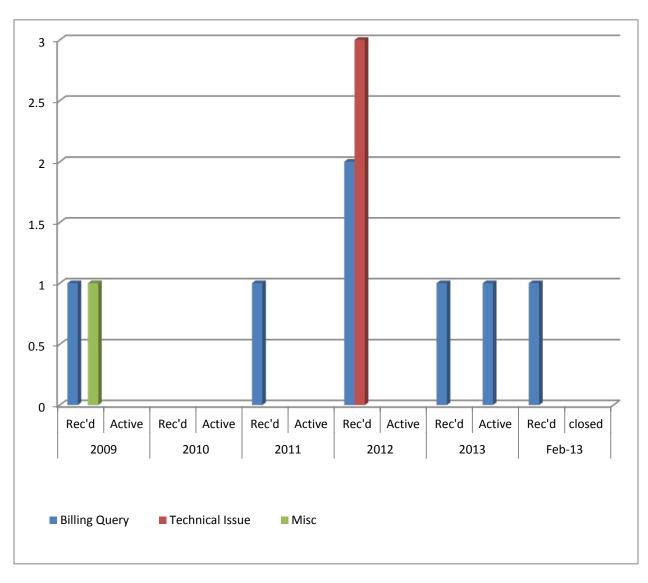
Complaint Category	2009		2010		2011		2012		2013		Feb-13	
	Rec'd	Active	Rec'd	closed								
Application for Service	15		9		6		8		0	0		
Billing Query	9		4		2		10		3			1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		87	1	15	8	10	6
Transfer of Service	4		1		3		7					
Compensation					1							
Misc	8		4									
TOTAL	74		47		47		112	1	18	8	10	7



Graph Showing Complains against GT&T

Complaint against Digicel

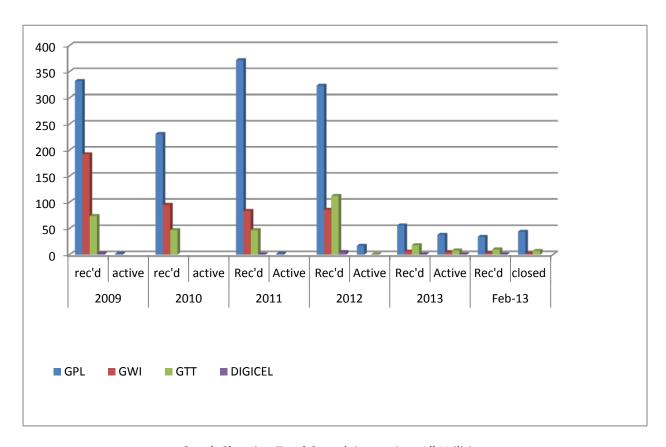
Complaint Catagory	2009		2010		2011		2012		2013		Feb-13	
Complaint Category	Rec'd	Active	Rec'd	closed								
Billing Query	1				1		2		1	1	1	
Technical Issue							3					
Misc	1											
TOTAL	2				1		5		1	1	1	



Graph Showing Complains against DIGICEL

Total Complaints Received

Utilities	2009		2010		2011		2012		2013		Feb-13	
	Rec'd	Active	Rec'd	closed								
GPL	332	2	231		372	2	323	17	56	38	34	44
GWI	192		95		84		86		6	5	3	2
GTT	74		47		47		112	1	18	8	10	7
DIGICEL	2				1		5		1	1	1	
TOTAL	600	2	373		504	2	526	18	81	52	48	53



Graph Showing Total Complains against All Utilities