Complaint against GPL

Complaint Category	2009		2010		2011		2012		2013		June 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27		23		64		24	2	36	33	7	1
Application for Service	13		15		33		40	3	8	6	2	0
Billing Query	162	1	122		195	1	164	6	47	31	12	3
Change of Tenancy	21		16		8		2	0	5	0	1	2
Claim for Compensation	7		4		8	1	12	1	6	3	0	0
Capital Contribution	1		1						0	0	0	0
Disconnection	45		19		26		36	3	11	6	2	0
Tariff Issue	12		10		7		6	1	1	1	1	0
Technical Issue	44		21		31		39	2	12	10	1	0
Tranfer of Service									1	1	1	0
TOTAL	332	1	231		372	2	323	18	127	91	27	6
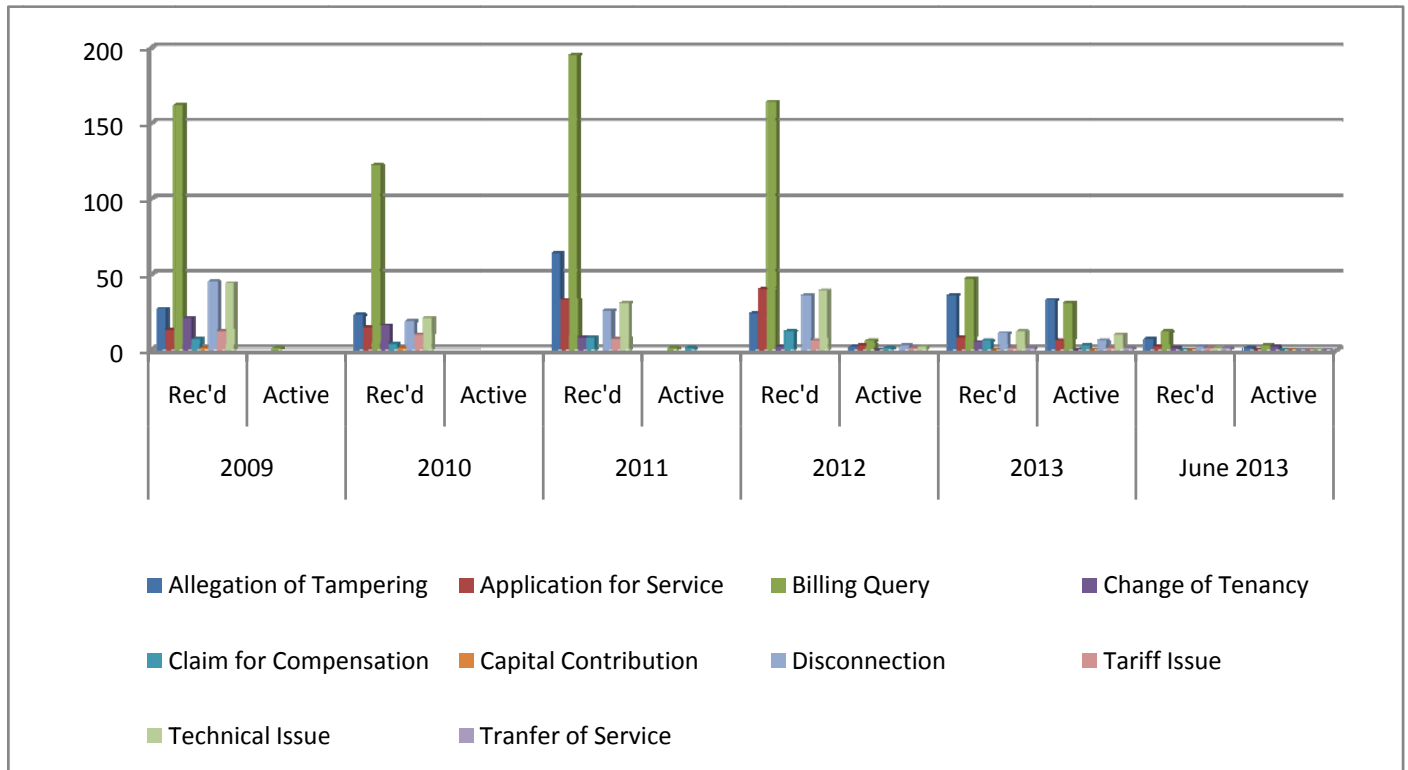
Complaint against GWI

Complaint Category	2009		2010		2011		2012		2013		June 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3		1		7		7		3	1	1	0
Billing Query	130		48		48		43		12	8	1	1
Change of Tenancy			1		1				0	0	0	0
Compensation			1				2		0	0	0	0
Disconnection	16		13		16		19		5	5	1	0
Tariff Issue	10		2		1		1		0	0	0	0
Technical Issue	25		26		11		13		6	2	0	1
Tampering							1		0	0	0	0
Misc	8		3						0	0	0	0
TOTAL	192		95		84		86		26	16	3	2
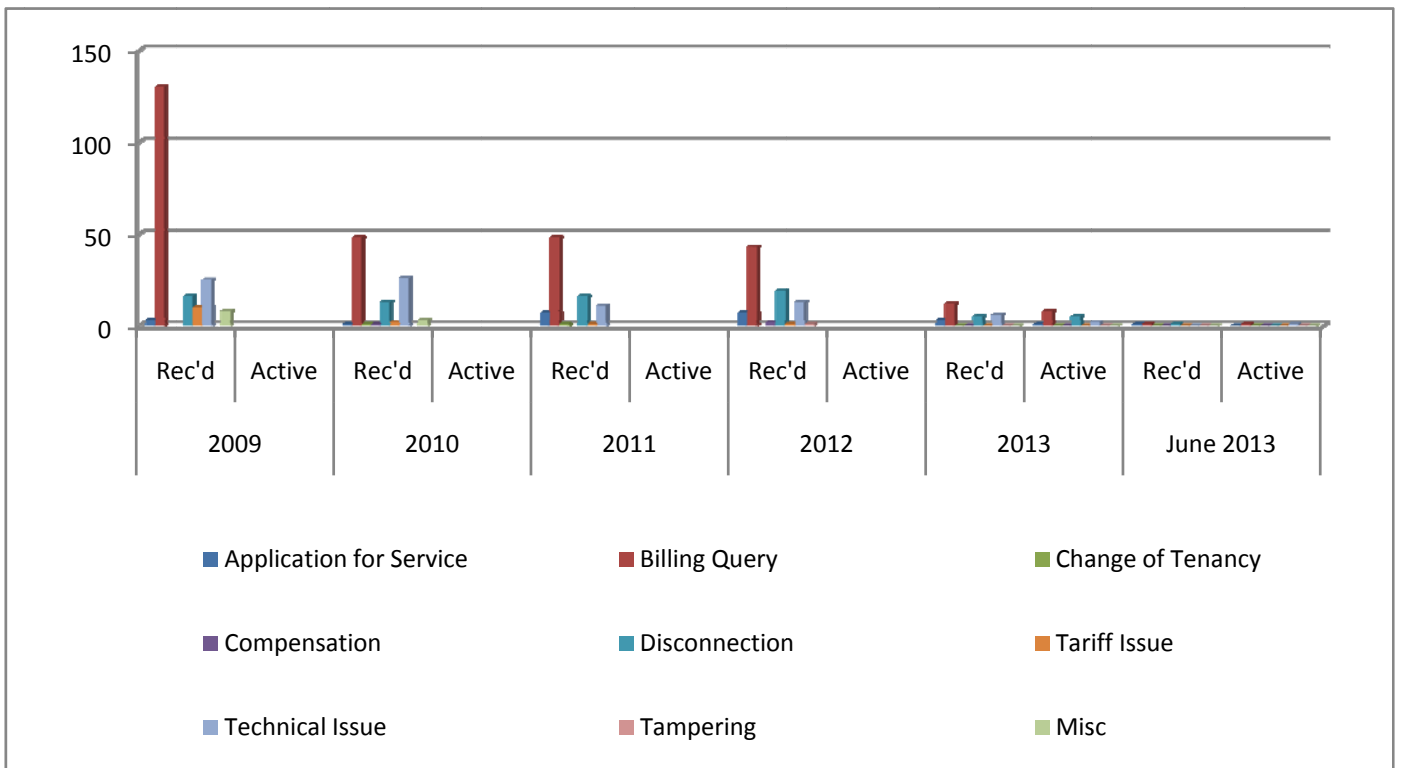
Complaint against GTT

Complaint Category	2009		2010		2011		2012		2013		June 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15		9		6		8		1	1	1	0
Billing Query	9		4		2		10		8	3	0	0
Disconnection	3		1		2				0	0	0	0
Tariff Issue									0	0	0	0
Technical Issue	35		28		33		87	1	33	15	6	3
Transfer of Service	4		1		3		7		1	1	0	0
Compensation					1				0	0	0	0
Misc	8		4						0	0	0	0
TOTAL	74		47		47		112	1	43	20	7	3
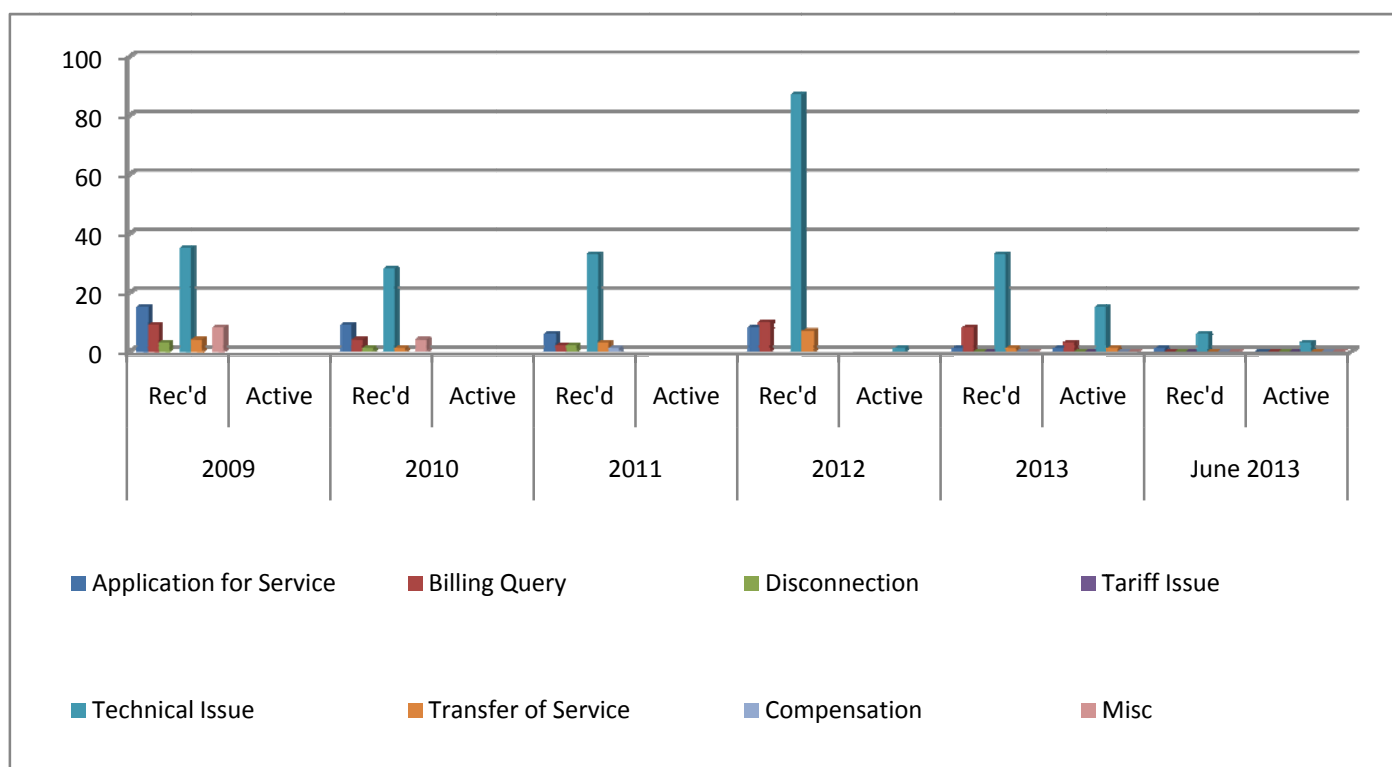
Complaint against Digicel

Complaint Category	2009		2010		2011		2012		2013		June 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1				1		2		2	2	0	0
Technical Issue							3		0	0	0	0
Misc	1								0	0	0	0
TOTAL	2				1		5		2	2	0	0
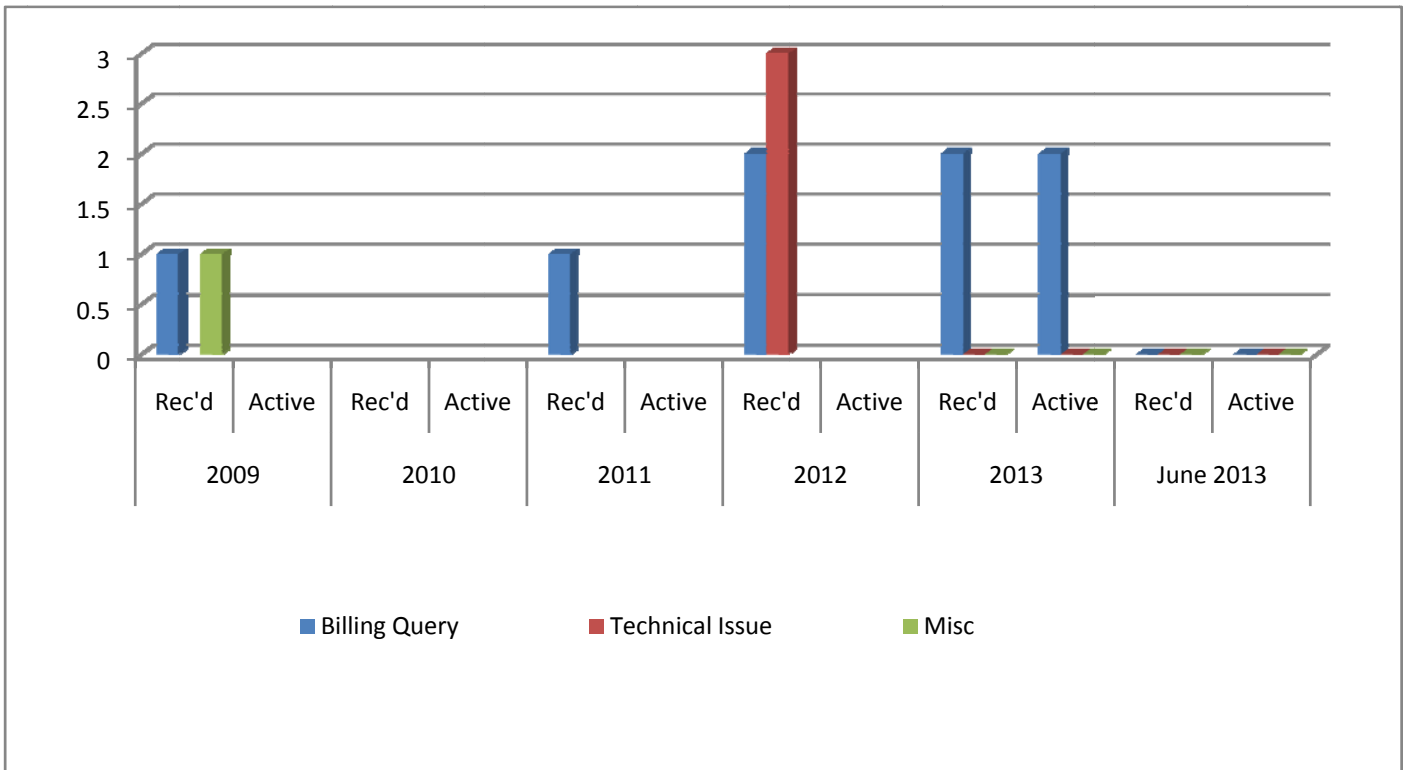
Total Complaints Received

Utility	2009		2010		2011		2012		2013		June 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	332	1	231		372	2	323	18	127	91	27	6
GWI	192		95		84		86		26	16	3	2
GTT	74		47		47		112	1	43	20	7	2
DIGICEL	2				1		5		2	2	0	0
TOTAL	600	1	373		504	2	526	19	198	129	37	10