

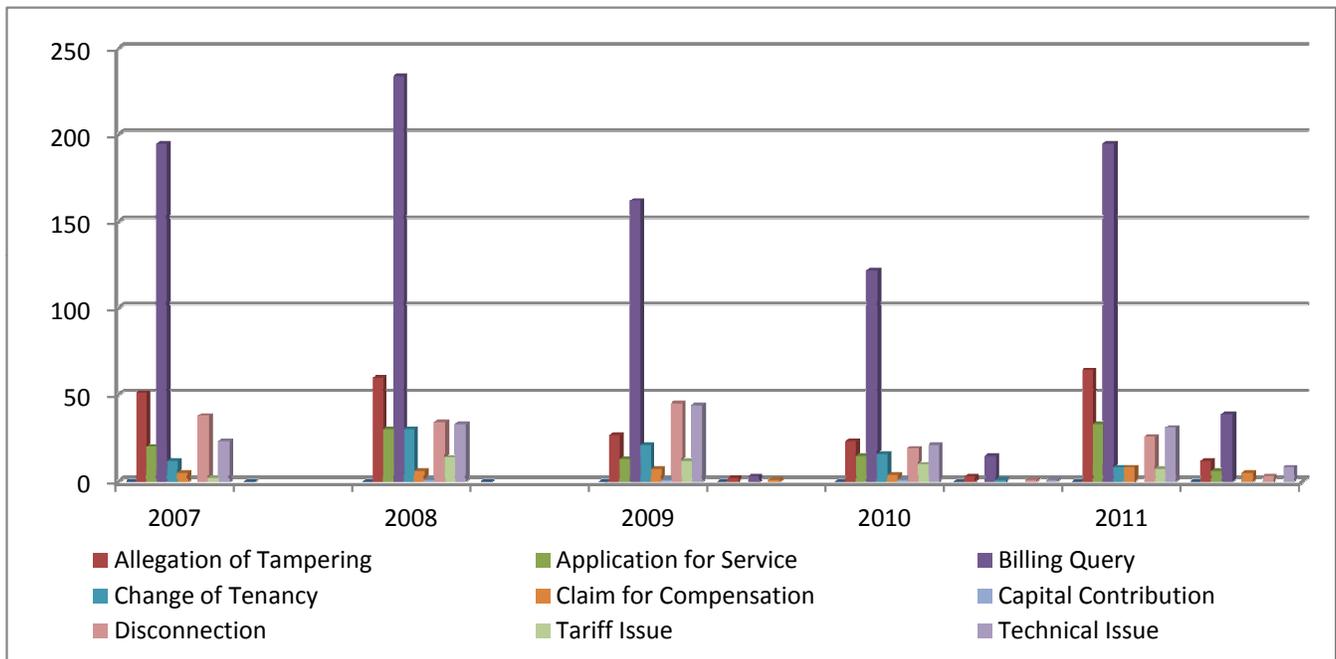
Complaints Figures as at December 31, 2011

Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	30	11	11	9	9	0	0
February	28	28	11	11	3	3	0	0
March	36	35	6	6	4	4	0	0
April	52	49	10	10	6	6	0	0
May	33	33	11	10	4	4	0	0
June	35	34	3	3	6	6	0	0
July	31	29	4	4	3	3	0	0
August	20	16	4	3	2	2	0	0
September	29	22	8	6	3	3	1	0
October	25	10	5	2	2	2	0	0
November	32	11	5	1	2	1	0	0
December	20	2	6	0	3	3	0	0
<b>Total</b>	372	299	84	67	47	43	1	0

Dec-11

### Complaint against GPL

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	51		60		27	2	23	3	64	12
Application for Service	20		30		13		15		33	6
Billing Query	195		234		162	3	122	15	195	39
Change of Tenancy	12		30		21		16	1	8	
Claim for Compensation	5		6		7	1	4		8	5
Capital Contribution			1		1		1			
Disconnection	38		34		45		19	1	26	3
Tariff Issue	2		14		12		10		7	
Technical Issue	23		33		44		21	1	31	8
<b>TOTAL</b>	<b>346</b>		<b>442</b>		<b>332</b>	<b>6</b>	<b>231</b>	<b>21</b>	<b>372</b>	<b>73</b>



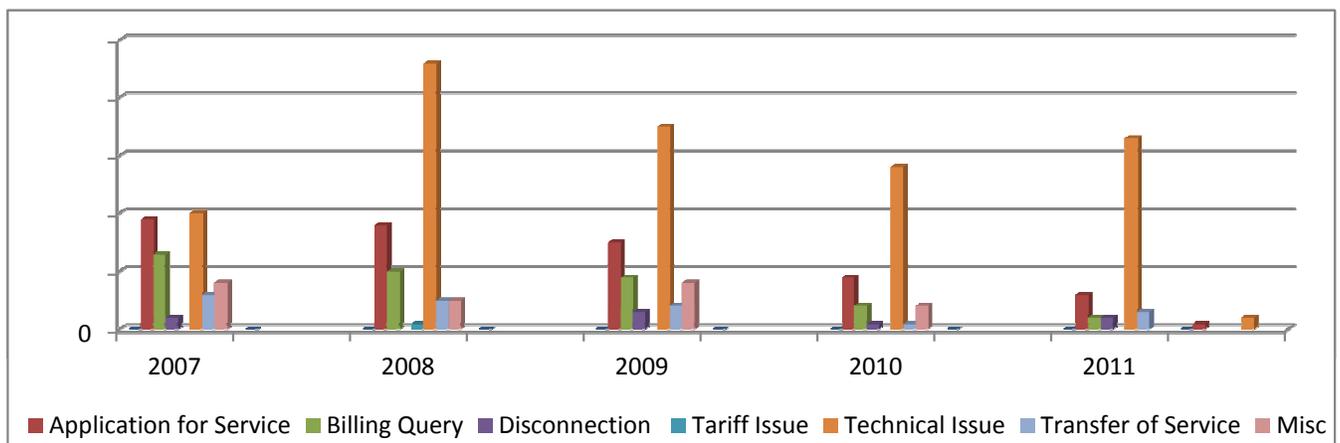
## Complaint against GWI

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	1		6		3		1		7	2
Billing Query	37		89		130		48	2	49	11
Change of Tenancy							1		1	
Compensation							1			
Disconnection	10		15		16		13		16	3
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26		10	1
Misc	4		5		8		3			
<b>TOTAL</b>	<b>72</b>		<b>143</b>		<b>192</b>		<b>95</b>	<b>2</b>	84	<b>17</b>



## Complaint against GTT

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	19		18		15		9		6	1
Billing Query	13		10		9		4		2	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		33	2
Transfer of Service	6		5		4		1		3	
Compensation									1	
Misc	8		5		8		4			
<b>TOTAL</b>	<b>68</b>		<b>85</b>		<b>74</b>		<b>47</b>		47	3



## Complaint against Digicel

Complaint Category	2007		2008		2009		2010		2011	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	5		1		1				1	0
Technical Issue	1		2							
Misc					1					
<b>TOTAL</b>	<b>6</b>		<b>3</b>		<b>2</b>				<b>1</b>	<b>0</b>

## Total Complaints Received

	2007		2008		2009		2010		2011	
	rec'd	active	rec'd	active	rec'd	active	rec'd	active	Rec'd	Active
GPL	<b>346</b>		442	0	332	6	231	24	372	73
GWl	72		143		192		95	2	84	17
GTT	68		85		74		47		47	3
DIGICEL	6		3		2				1	0
<b>TOTAL</b>	<b>492</b>		<b>673</b>	<b>0</b>	<b>600</b>	<b>6</b>	<b>373</b>	<b>26</b>	<b>504</b>	<b>93</b>

