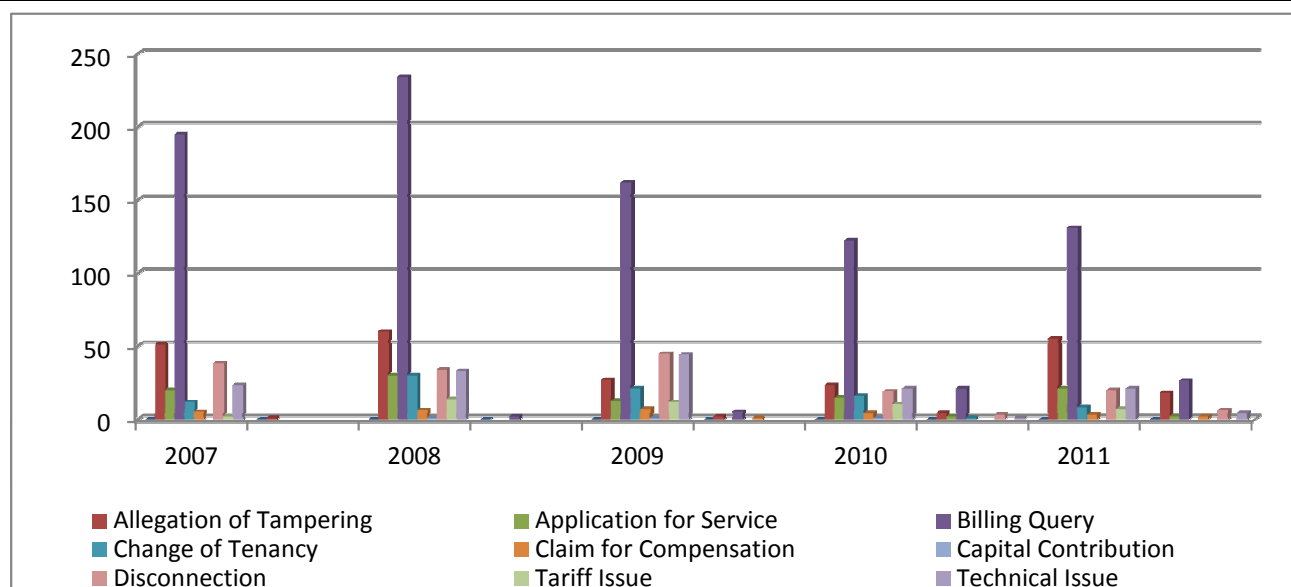


Complaints Figures as at August 2011

Month	GPL		GWI		GTT		DIGICEL	
	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed	Rec'd	Closed
January	31	29	11	11	9	9	-	-
February	28	28	11	11	8	8	-	-
March	36	31	6	6	4	4	-	-
April	52	48	10	10	5	5	-	-
May	33	31	11	11	5	5	-	-
June	35	27	3	2	6	6	-	-
July	31	15	4	2	3	2	-	-
August	20	02	4	0	2	2		
Total	266	211	60	53	42	41	-	-

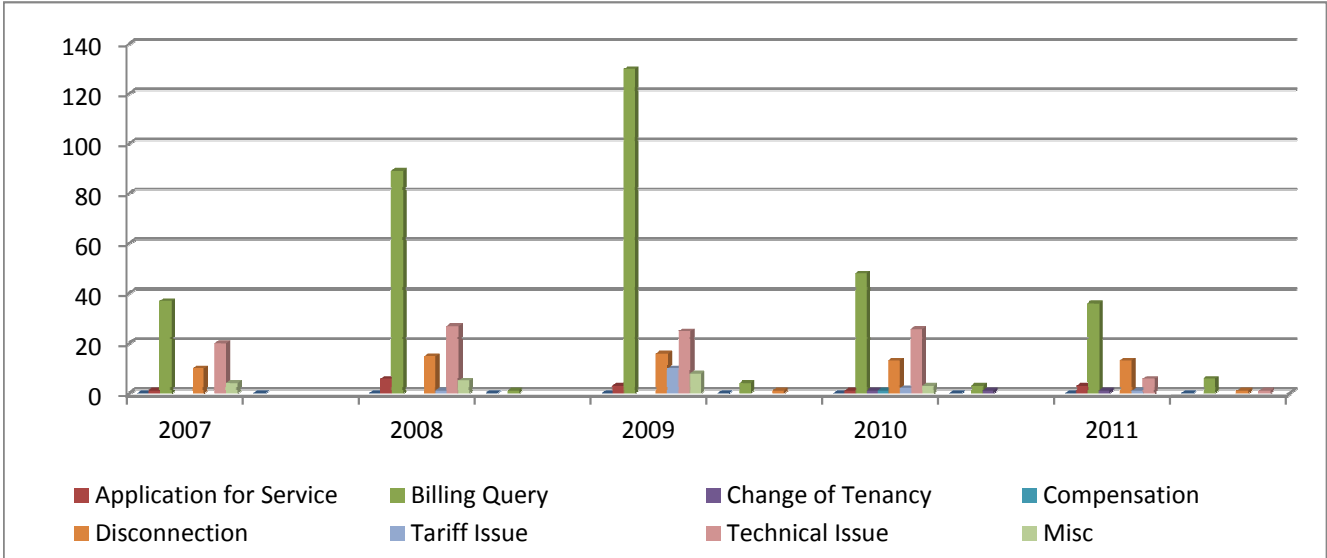
Complaint against GPL

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	1	60		27	2	23	4	55	18
Application for Service	20		30		13		15	2	21	2
Billing Query	195		234	2	162	5	122	21	131	26
Change of Tenancy	12		30		21		16	1	8	
Claim for Compensation	5		6		7	1	4		3	2
Capital Contribution			1		1		1			
Disconnection	38		34		45		19	3	20	6
Tariff Issue	2		14		12		10		7	
Technical Issue	23		33		44		21	1	21	4
TOTAL	346	1	442	2	332	8	231	32	266	58



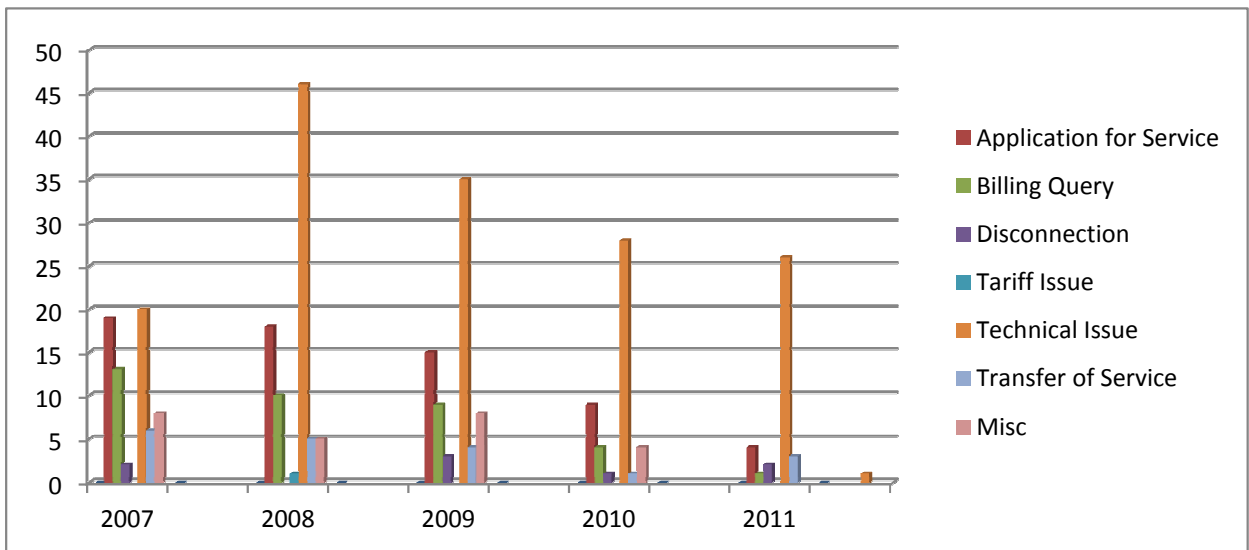
Complaint against GWI

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		3	
Billing Query	37		89	1	130	4	48	3	36	6
Change of Tenancy							1	1	1	
Compensation							1			
Disconnection	10		15		16	1	13		13	1
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26		6	1
Misc	4		5		8		3			
TOTAL	72		143	1	192	5	95	4	60	8



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		4	
Billing Query	13		10		9		4		1	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		26	1
Transfer of Service	6		5		4		1		3	
Compensation									1	
Misc	8		5		8		4			
TOTAL	68		85		74		47		37	1



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					
Technical Issue	1		2							
Misc					1					
TOTAL	6		3		2					

Total Complaints Received

	2007		2008		2009		2010		2011	
	rec'd	active	rec'd	active	rec'd	active	rec'd	active	Rec'd	Active
GPL	346	1	442	2	332	8	231	32	266	43
GWI	72		143	1	192	5	95	4	60	10
GTT	68		85		74		47		37	0
DIGICEL	6		3		2					
TOTAL	492	1	673	3	600	13	373	36	363	53

