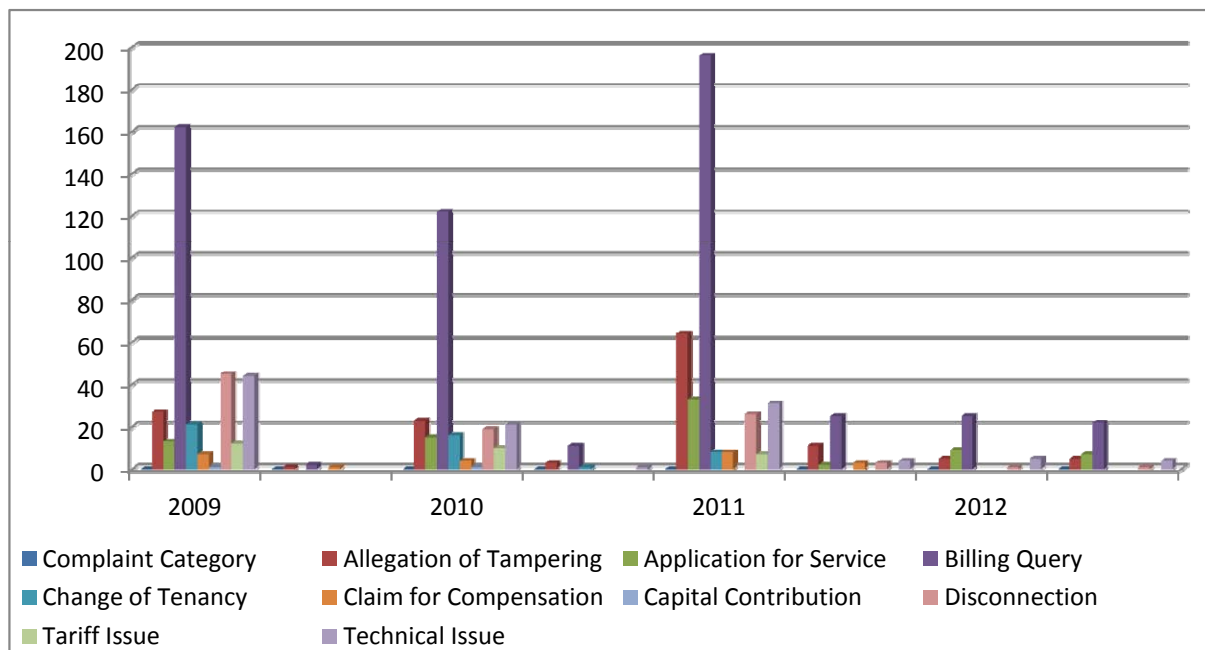


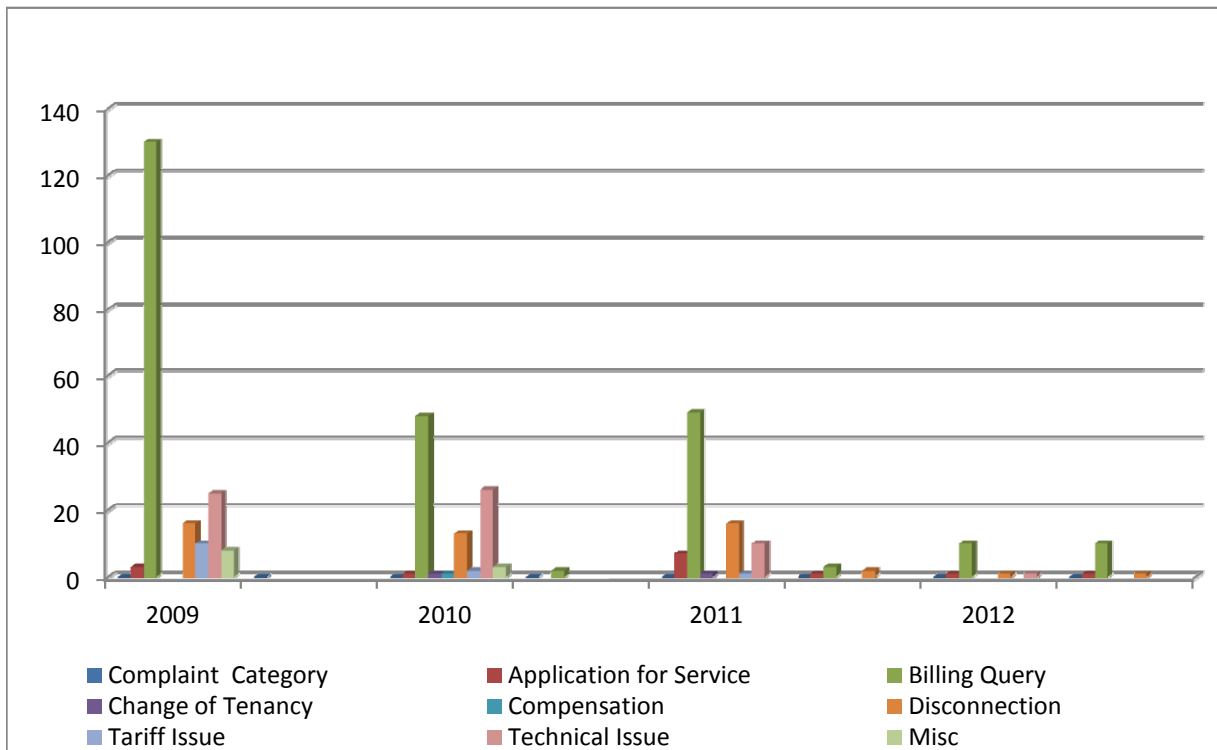
Complaint against GPL

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	1	23	3	64	11	5	5
Application for Service	13		15		33	2	9	7
Billing Query	162	2	122	11	196	25	25	22
Change of Tenancy	21		16	1	8			
Claim for Compensation	7	1	4		8	3		
Capital Contribution	1		1					
Disconnection	45		19		26	3	1	1
Tariff Issue	12		10		7			
Technical Issue	44		21	1	31	4	5	4
TOTAL	332	4	231	16	373	48	45	39



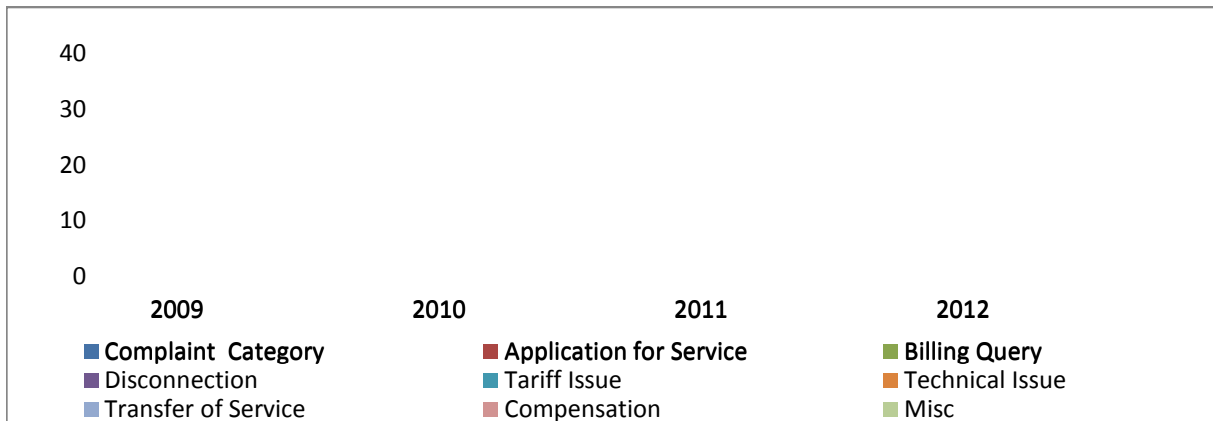
Complaint against GWI

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3		1		7	1	1	1
Billing Query	130		48	2	49	3	10	10
Change of Tenancy			1		1			
Compensation			1					
Disconnection	16		13		16	2	1	1
Tariff Issue	10		2		1			
Technical Issue	25		26		10		1	
Misc	8		3					
TOTAL	192		95	2	84	6	13	12



Complaint against GTT

Complaint Category	2009		2010		2011		2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15		9		6		1	1
Billing Query	9		4		2		1	
Disconnection	3		1		2			
Tariff Issue								
Technical Issue	35		28		33		4	1
Transfer of Service	4		1		3		2	2
Compensation					1			
Misc	8		4					
TOTAL	74		47		47		8	4



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	0		
Technical Issue							1	1
Misc	1							
TOTAL	2				1	0	1	1

Total Complaints Received

	2009		2010		2011		2012	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active
GPL	332	4	231	16	372	48	45	39
GWl	192		95	2	84	6	13	12
GTT	74		47		47		8	4
DIGICEL	2				1		1	1
TOTAL	600	4	373	18	504	54	67	56

