

SEPTEMBER, 2012

### Complaint against GPL

Complaint Category	2009		2010		2011		at Sept. 30 2012		at August 31, 2012		September 2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Allegation of Tampering	27	1	23	1	64	4	17	5	17	5		
Application for Service	13		15		33		35	9	30	5	5	1
Billing Query	162	2	122		195	6	144	32	138	38	6	12
Change of Tenancy	21		16		8		2	0	2	0		
Claim for Compensation	7	1	4		8	1	10	2	10	3		1
Capital Contribution	1		1									
Disconnection	45		19		26	1	26	8	23	9	3	4
Tariff Issue	12		10		7		5	2	4	1	1	
Technical Issue	44		21		31		28	6	24	3	4	1
<b>TOTAL</b>	<b>332</b>	<b>4</b>	<b>231</b>	<b>1</b>	<b>372</b>	<b>12</b>	267	64	248	64	19	19

### Complaint against GWI

Complaint Category	2009		2010		2011		at Sept. 30 2012		at August 31, 2012		September 2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		6	1	5	2	1	2
Billing Query	130		48		48		34	15	27	8	7	
Change of Tenancy			1		1							
Compensation			1				2		2	1		1
Disconnection	16		13		16	1	16	2	15	5	1	3
Tariff Issue	10		2		1		1		1			
Technical Issue	25		26		11		13	1	13	3		2
Tampering							1	1	1	1		
Misc	8		3									
<b>TOTAL</b>	<b>192</b>		<b>95</b>		84	1	73	20	64	20	9	8

## Complaint against GTT

Complaint Category	2009		2010		2011		at Sept. 30 2012		at August 31, 2012		September 2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	15		9		6		6	1	6	1		
Billing Query	9		4		2		8	1	7	1	1	1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		65	11	58	7	7	1
Transfer of Service	4		1		3		6		6			
Compensation					1							
Misc	8		4									
<b>TOTAL</b>	<b>74</b>		<b>47</b>		47		85	13	77	9	8	2

## Complaint against Digicel

Complaint Category	2009		2010		2011		at Sept. 30 2012		at August 31, 2012		September 2012	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Billing Query	1				1		1				1	1
Technical Issue							2	1	1		1	
Misc	1											
<b>TOTAL</b>	<b>2</b>				1		3	1	1		2	1

## Total Complaints Received

	2009		2010		2011		at Sept. 30 2012		at August 31, 2012		September 2012	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
GPL	332	4	231	1	372	12	267	64	248	64	19	19
GWI	192		95		84	1	73	20	64	20	9	8
GTT	74		47		47		85	13	77	9	8	2
DIGICEL	2				1		3	1	1	0	2	1
<b>TOTAL</b>	<b>600</b>	<b>4</b>	<b>373</b>	<b>1</b>	<b>504</b>	<b>13</b>	<b>428</b>	<b>98</b>	<b>390</b>	<b>93</b>	<b>38</b>	<b>30</b>

02-Oct-12