

PUBLIC UTILITIES COMMISSION
Complaints Received - April 2015

Complaints against GPL

| Complaint Category | 2010 | | 2011 | | 2012 | | 2013 | | 2014 | | as at April 2015 | |
|-------------------------|------------|----------|------------|----------|------------|----------|------------|-----------|------------|-----------|------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Allegation of Tampering | 23 | 0 | 64 | 0 | 24 | 0 | 79 | 8 | 160 | 38 | 17 | 11 |
| Application for Service | 15 | 0 | 33 | 0 | 40 | 0 | 17 | 2 | 40 | 10 | 1 | 0 |
| Billing Query | 122 | 0 | 195 | 0 | 164 | 0 | 85 | 2 | 65 | 12 | 7 | 5 |
| Change of Tenancy | 16 | 0 | 8 | 0 | 2 | 0 | 7 | 0 | 4 | 1 | 2 | 2 |
| Claim for Compensation | 4 | 0 | 8 | 0 | 12 | 0 | 11 | 0 | 10 | 4 | 1 | 1 |
| Capital Contribution | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disconnection | 19 | 0 | 26 | 0 | 36 | 0 | 24 | 1 | 47 | 12 | 3 | 3 |
| Tariff Issue | 10 | 0 | 7 | 0 | 6 | 0 | 1 | 0 | 2 | 1 | 0 | 0 |
| Technical Issue | 21 | 0 | 31 | 0 | 39 | 0 | 27 | 1 | 32 | 9 | 9 | 9 |
| Transfer of Service | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 231 | 0 | 372 | 0 | 323 | 0 | 252 | 10 | 360 | 81 | 40 | 31 |

Complaints against GWI

| Complaint Category | 2010 | | 2011 | | 2012 | | 2013 | | 2014 | | as at April 2015 | |
|-------------------------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|------------------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Application for Service | 1 | 0 | 7 | 0 | 7 | 0 | 6 | 0 | 3 | 1 | 0 | 0 |
| Billing Query | 48 | 0 | 48 | 0 | 43 | 0 | 33 | 0 | 27 | 1 | 5 | 4 |
| Change of Tenancy | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Compensation | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disconnection | 13 | 0 | 16 | 0 | 19 | 0 | 8 | 0 | 13 | 0 | 0 | 0 |
| Tariff Issue | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Technical Issue | 26 | 0 | 10 | 0 | 13 | 0 | 9 | 0 | 4 | 1 | 0 | 0 |
| Tampering | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Misc | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 95 | 0 | 83 | 0 | 86 | 0 | 56 | 0 | 48 | 3 | 5 | 4 |

Complaints against GT&T

| Complaint Category | 2010 | | 2011 | | 2012 | | 2013 | | 2014 | | as at April 2015 | |
|-------------------------|-----------|----------|-----------|----------|------------|----------|------------|----------|------------|----------|------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Application for Service | 9 | 0 | 6 | 0 | 8 | 0 | 6 | 0 | 15 | 1 | 4 | 1 |
| Billing Query | 4 | 0 | 2 | 0 | 10 | 0 | 12 | 0 | 3 | 0 | 0 | 0 |
| Disconnection | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 1 | 1 |
| Tariff Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Technical Issue | 28 | 0 | 33 | 0 | 87 | 0 | 88 | 0 | 111 | 0 | 37 | 9 |
| Transfer of Service | 1 | 0 | 3 | 0 | 7 | 0 | 6 | 0 | 5 | 0 | 1 | 1 |
| Compensation | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Misc | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 47 | 0 | 47 | 0 | 112 | 0 | 113 | 0 | 138 | 1 | 43 | 12 |

Complaints against Digicel

| Complaint Category | 2010 | | 2011 | | 2012 | | 2013 | | 2014 | | as at April 2015 | |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Billing Query | 0 | 0 | 1 | 0 | 2 | 0 | 2 | 0 | 5 | 0 | 3 | 1 |
| Technical Issue | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Misc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 1 | 0 | 5 | 0 | 2 | 0 | 6 | 0 | 3 | 1 |

Total Complaints Received

| Utility Organisation | 2010 | | 2011 | | 2012 | | 2013 | | 2014 | | as at April 2015 | |
|----------------------|------------|----------|------------|----------|------------|----------|------------|-----------|------------|-----------|------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| GPL | 231 | 0 | 372 | 0 | 323 | 0 | 252 | 10 | 360 | 81 | 40 | 31 |
| GWI | 95 | 0 | 83 | 0 | 86 | 0 | 56 | 0 | 48 | 3 | 5 | 4 |
| GTT | 47 | 0 | 47 | 0 | 112 | 0 | 113 | 0 | 138 | 1 | 43 | 12 |
| DIGICEL | 0 | 0 | 1 | 0 | 5 | 0 | 2 | 0 | 6 | 0 | 3 | 1 |
| TOTAL | 373 | 0 | 503 | 0 | 526 | 0 | 423 | 10 | 552 | 85 | 91 | 48 |