Complaint against GPL

Complaint Category	2007 Rec'd	2007 Active	2008 Rec'd	2008 Active	2009 Rec'd	2009 Active	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active
Allegation of Tampering	51		60		27	2	23	3	61	10
Application for Service	20		30		13		15	1	29	8
Billing Query	195		234	2	162	4	122	19	185	46
Change of Tenancy	12		30		21		16	1	8	
Claim for Compensation	5		6		7	1	4		7	4
Capital Contribution			1		1		1			
Disconnection	38		34		45		19	1	26	6
Tariff Issue	2		14		12		10		7	
Technical Issue	23		33		44		21	1	29	6
TOTAL	**346**		**442**	**2**	**332**	**7**	**231**	**26**	**352**	**80**
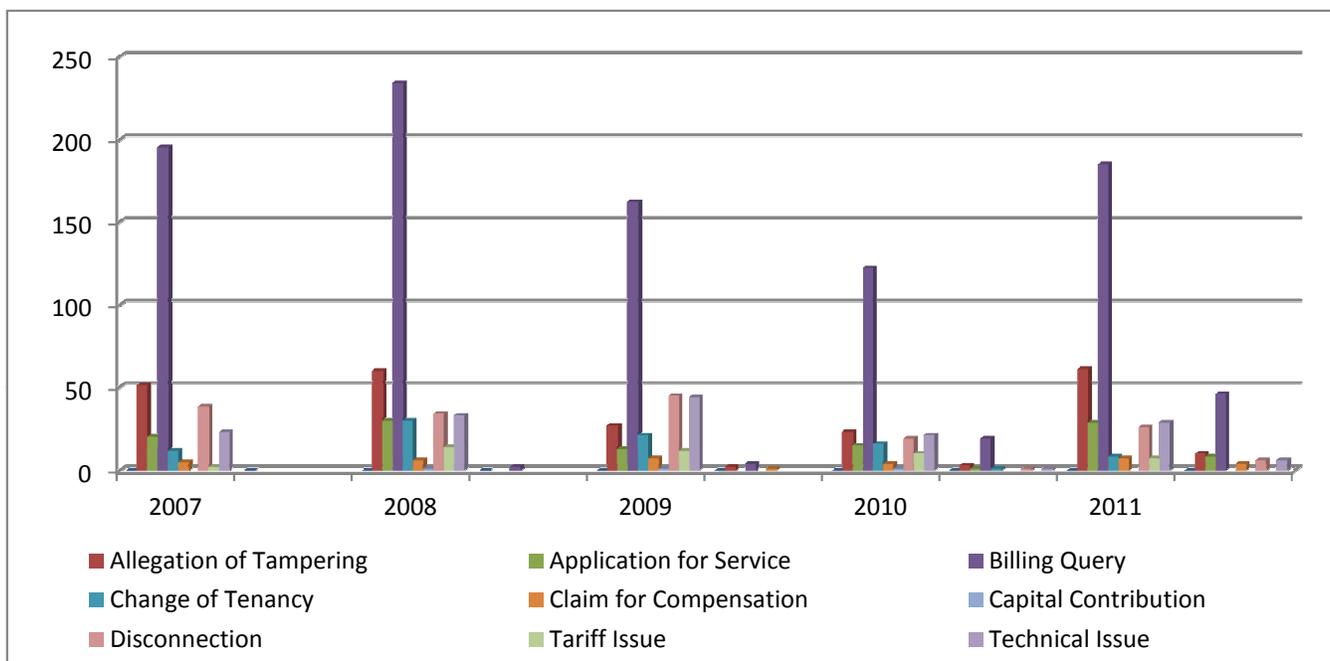
Complaint against GWI

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		6	1
Billing Query	37		89		130		48	2	45	8
Change of Tenancy							1		1	
Compensation							1			
Disconnection	10		15		16		13		15	2
Tariff Issue			1		10		2		1	
Technical Issue	20		27		25		26		9	2
Misc	4		5		8		3			
TOTAL	**72**		**143**		**192**		**95**	**2**	77	13
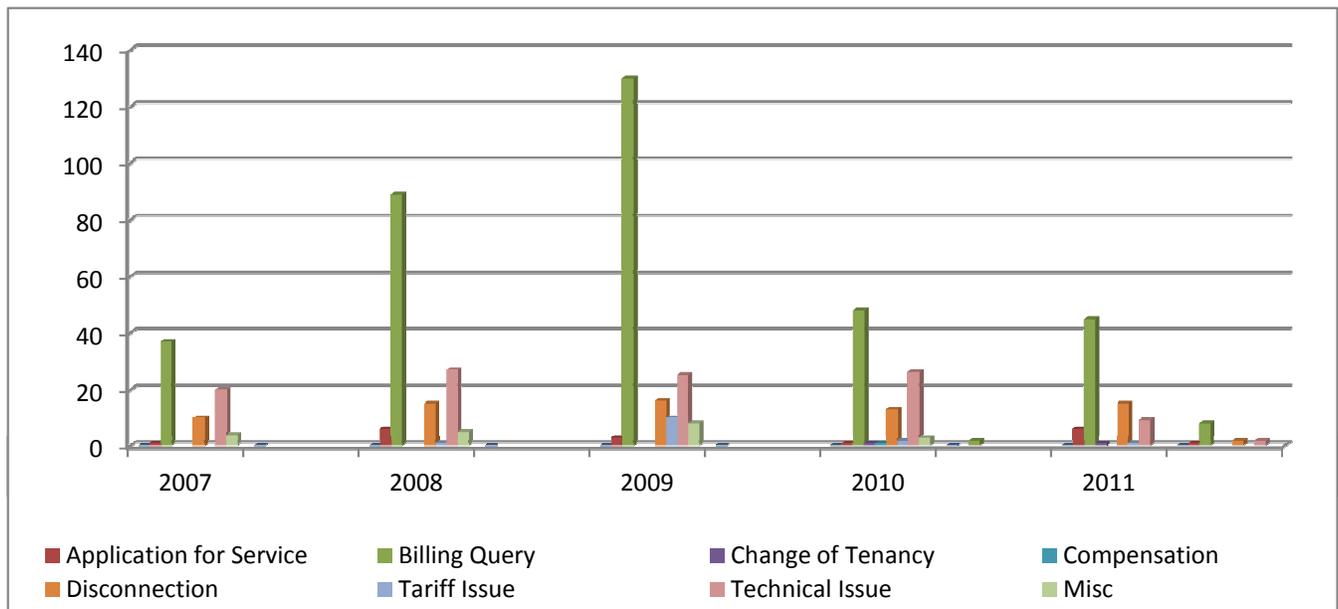
Complaint against GTT

Complaint Category	2007 Rec'd	2007 Active	2008 Rec'd	2008 Active	2009 Rec'd	2009 Active	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active
Application for Service	19		18		15		9		5	
Billing Query	13		10		9		4		1	
Disconnection	2				3		1		2	
Tariff Issue			1							
Technical Issue	20		46		35		28		30	1
Transfer of Service	6		5		4		1		4	
Compensation									1	
Misc	8		5		8		4		1	
TOTAL	**68**		**85**		**74**		**47**		44	1
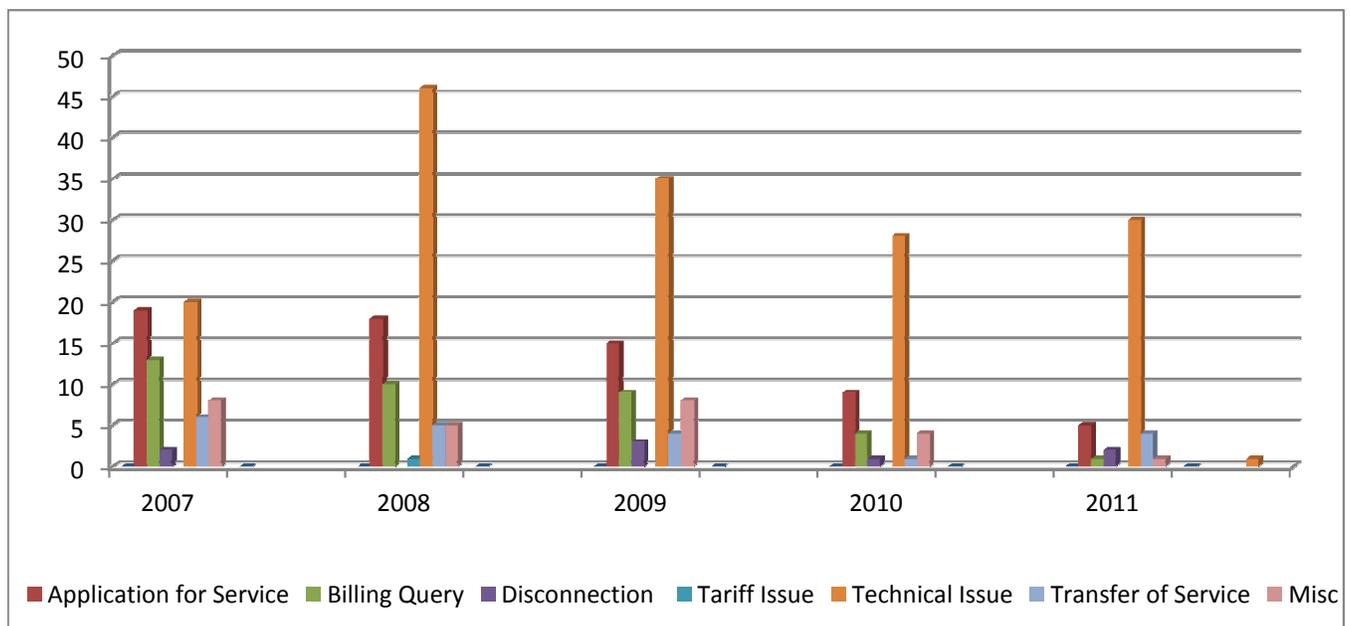
Complaint against Digicel

Complaint Category	2007 Rec'd	2007 Active	2008 Rec'd	2008 Active	2009 Rec'd	2009 Active	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active
Billing Query	5		1		1				1	1
Technical Issue	1		2							
Misc					1					
TOTAL	**6**		**3**		**2**				1	1

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**		442	2	332	7	231	24	352	80
GWI	72		143		192		95	2	77	13
GTT	68		85		74		47		44	1
DIGICEL	6		3		2				1	1
TOTAL	492		673	2	600	7	373	26	474	95