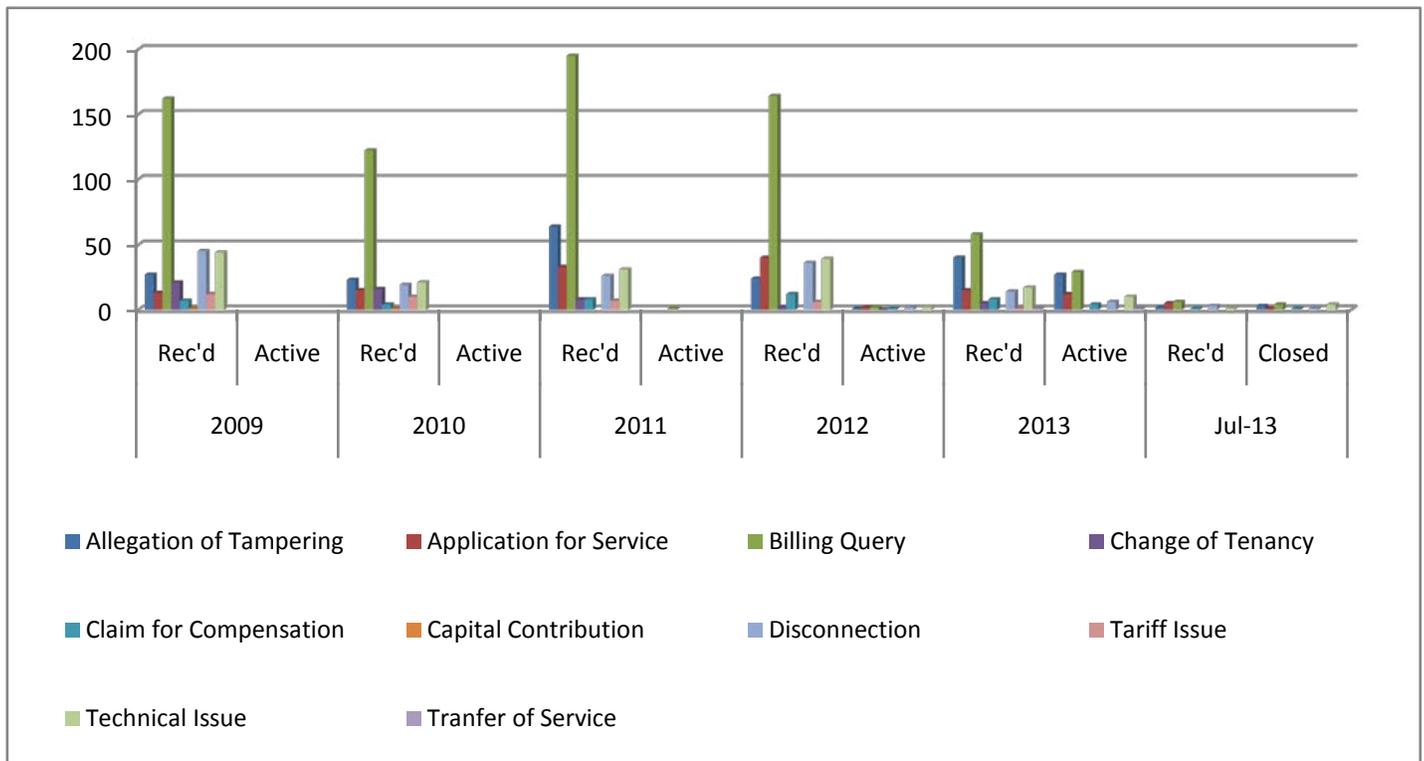


### Complaint against GPL

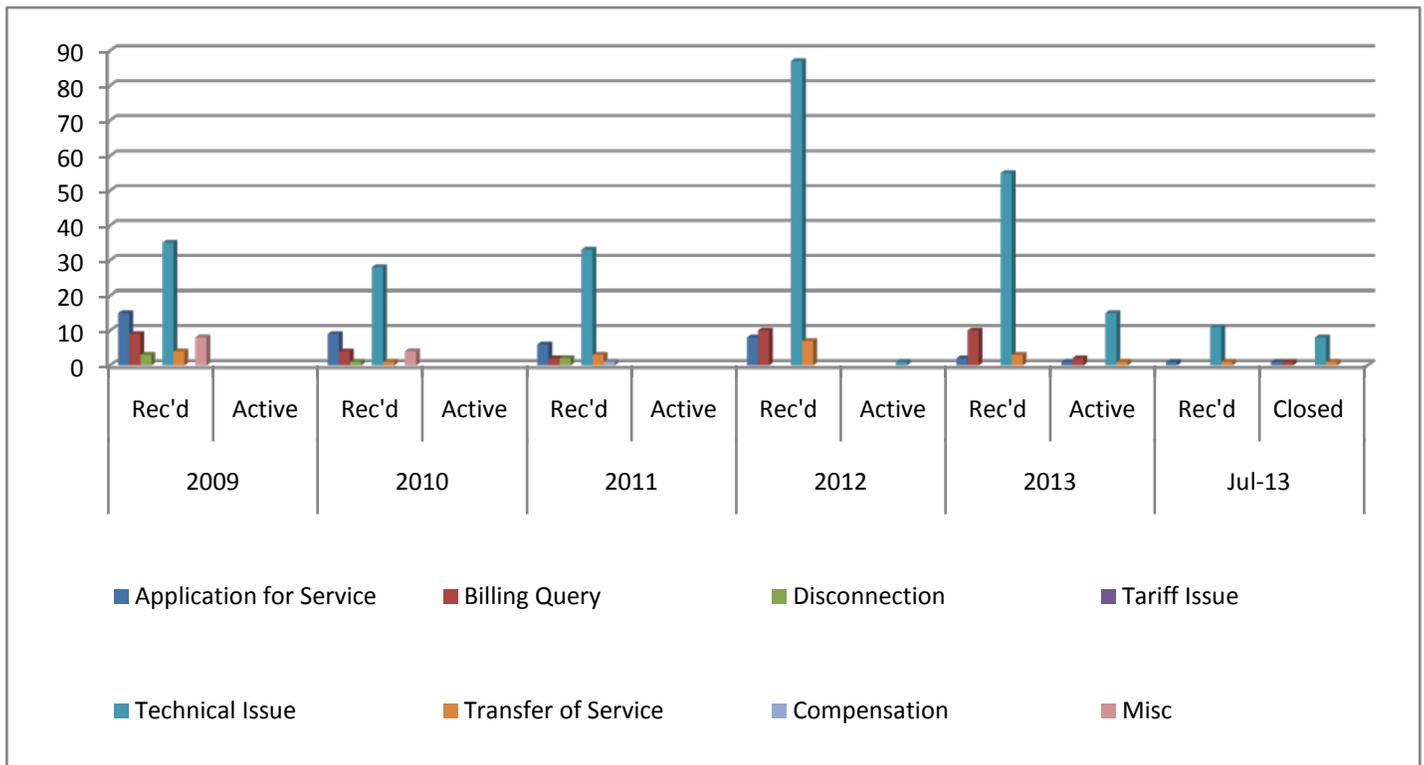
Complaint Category	2009		2010		2011		2012		2013		Jul-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Allegation of Tampering	27		23		64		24	1	40	27	2	3
Application for Service	13		15		33		40	2	15	12	5	1
Billing Query	162		122		195	1	164	2	58	29	6	4
Change of Tenancy	21		16		8		2	0	5			
Claim for Compensation	7		4		8		12	1	8	4	1	1
Capital Contribution	1		1									
Disconnection	45		19		26		36	2	14	6	3	1
Tariff Issue	12		10		7		6		1			
Technical Issue	44		21		31		39	2	17	10	1	4
Tranfer of Service									1	1		
<b>TOTAL</b>	<b>332</b>	<b>0</b>	<b>231</b>		<b>372</b>	<b>1</b>	<b>323</b>	<b>10</b>	<b>159</b>	<b>89</b>	<b>18</b>	<b>14</b>





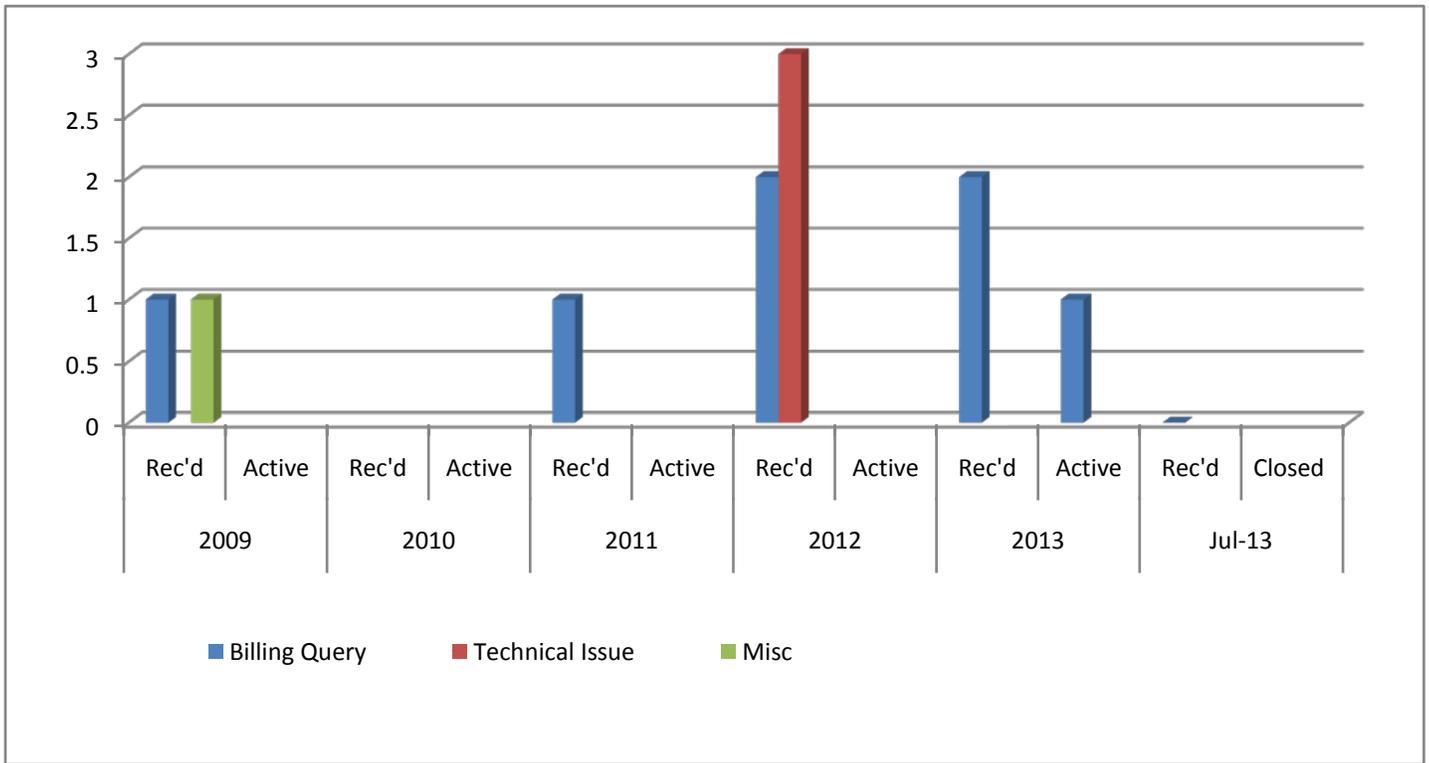
### Complaint against GTT

Complaint Category	2009		2010		2011		2012		2013		Jul-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	15		9		6		8		2	1	<b>1</b>	<b>1</b>
Billing Query	9		4		2		10		10	2		<b>1</b>
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		87	<b>1</b>	55	15	<b>11</b>	<b>8</b>
Transfer of Service	4		1		3		7		3	1	<b>1</b>	<b>1</b>
Compensation					1							
Misc	8		4									
<b>TOTAL</b>	<b>74</b>		<b>47</b>		47		112	<b>1</b>	70	19	<b>13</b>	<b>11</b>



**Complaint against Digicel**

Complaint Category	2009		2010		2011		2012		2013		Jul-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Billing Query	1				1		2		2	1	0	
Technical Issue							3					
Misc	1											
<b>TOTAL</b>	<b>2</b>				<b>1</b>		<b>5</b>		<b>2</b>	<b>1</b>	<b>0</b>	



### Total Complaints Received

Utilities	2009		2010		2011		2012		2013		Jul-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
GPL	332		231		372	1	323	10	159	89	<b>18</b>	<b>14</b>
GWI	192		95		84		86		37	18	<b>3</b>	<b>1</b>
GTT	74		47		47		112	1	70	19	<b>13</b>	<b>11</b>
DIGICEL	2				1		5		2	1		
<b>TOTAL</b>	<b>600</b>		<b>373</b>		<b>504</b>	<b>1</b>	<b>526</b>	<b>11</b>	<b>268</b>	<b>127</b>	<b>34</b>	<b>26</b>

