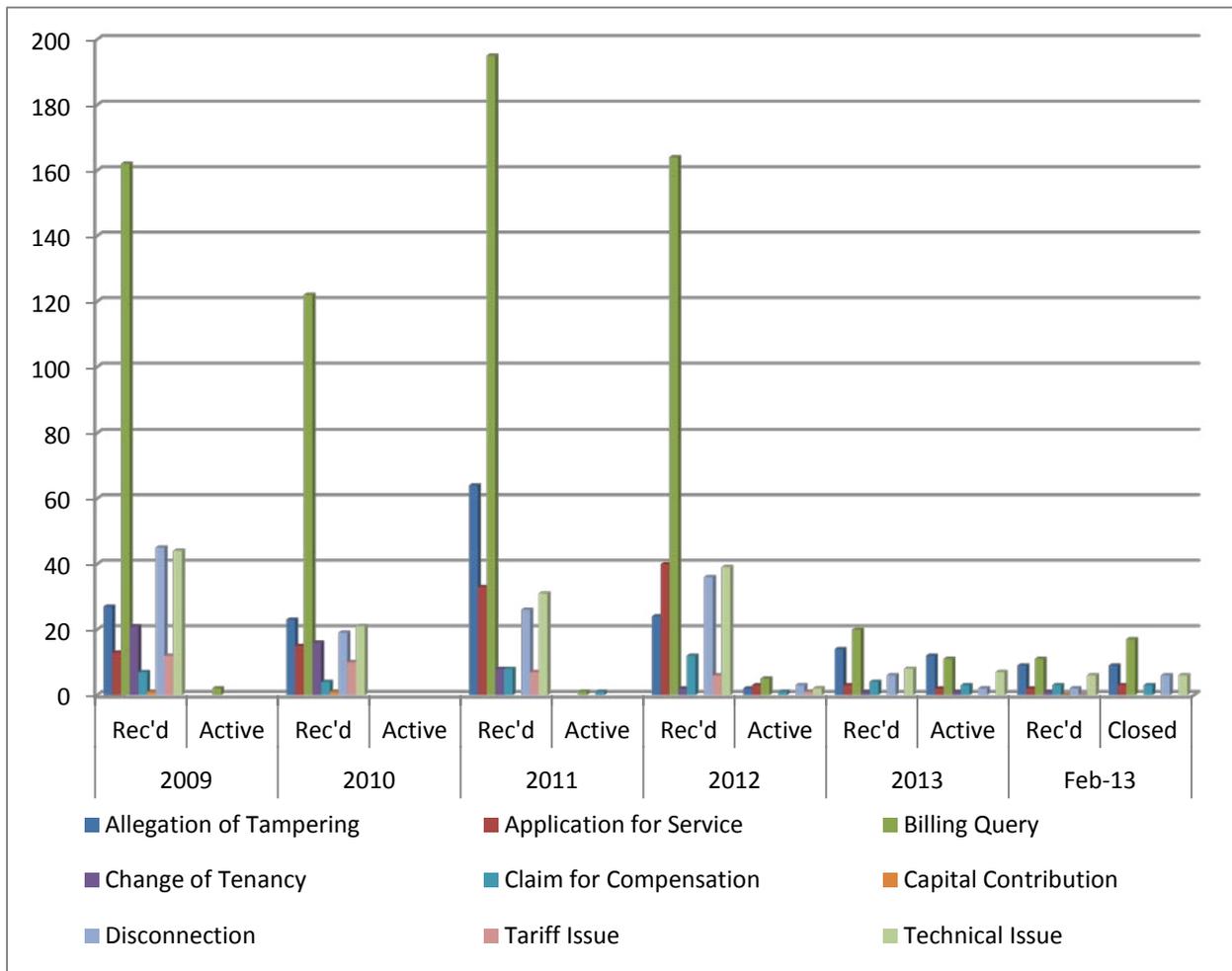


## Complaint against GPL

Complaint Category	2009		2010		2011		2012		2013		Feb-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	2	14	12	9	9
Application for Service	13		15		33		40	3	3	2	2	3
Billing Query	162	2	122		195	1	164	5	20	11	11	17
Change of Tenancy	21		16		8		2		1	1	1	
Claim for Compensation	7		4		8	1	12	1	4	3	3	3
Capital Contribution	1		1								0	
Disconnection	45		19		26		36	3	6	2	2	6
Tariff Issue	12		10		7		6	1			0	
Technical Issue	44		21		31		39	2	8	7	6	6
<b>TOTAL</b>	<b>332</b>	<b>2</b>	<b>231</b>		<b>372</b>	<b>2</b>	<b>323</b>	<b>17</b>	<b>56</b>	<b>38</b>	<b>34</b>	<b>44</b>

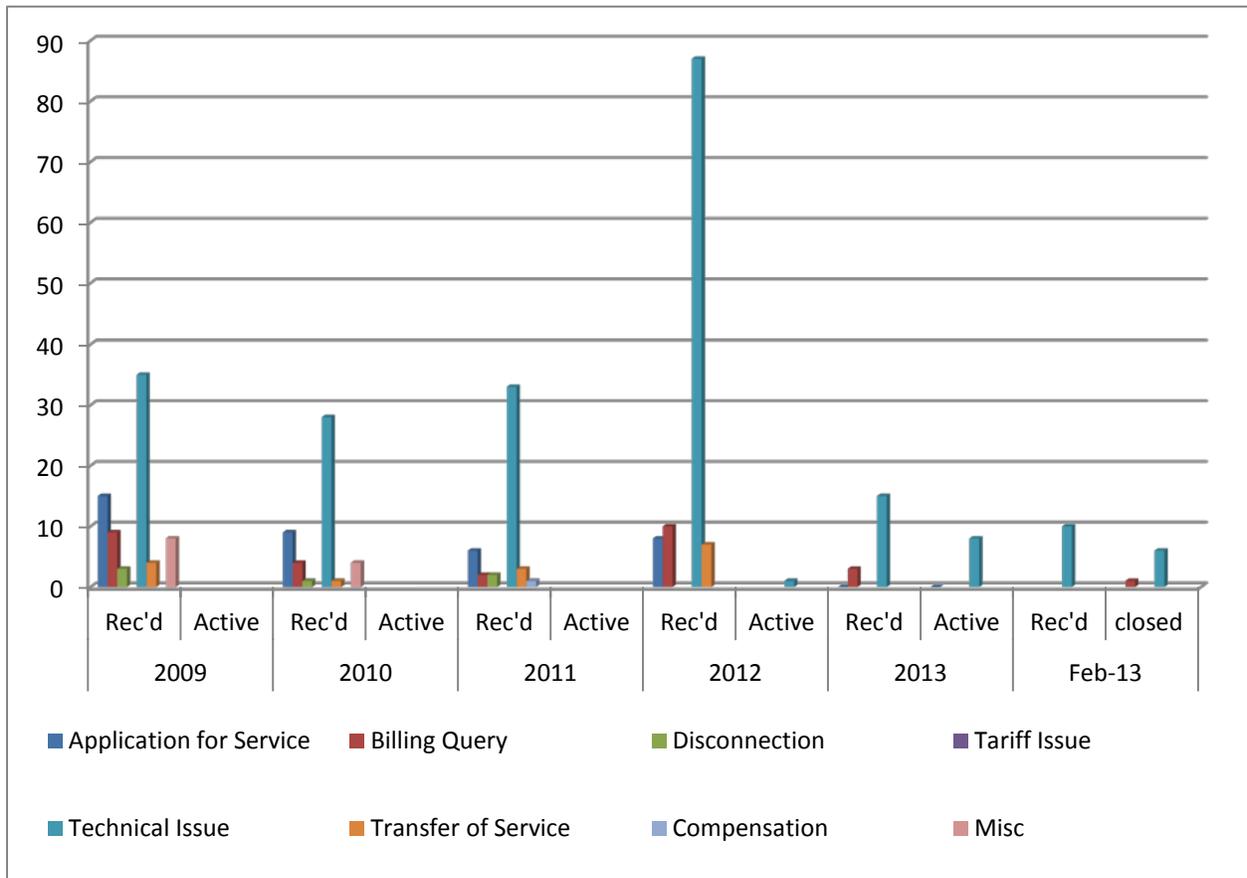


Graph Showing Complains against GPL



## Complaint against GTT

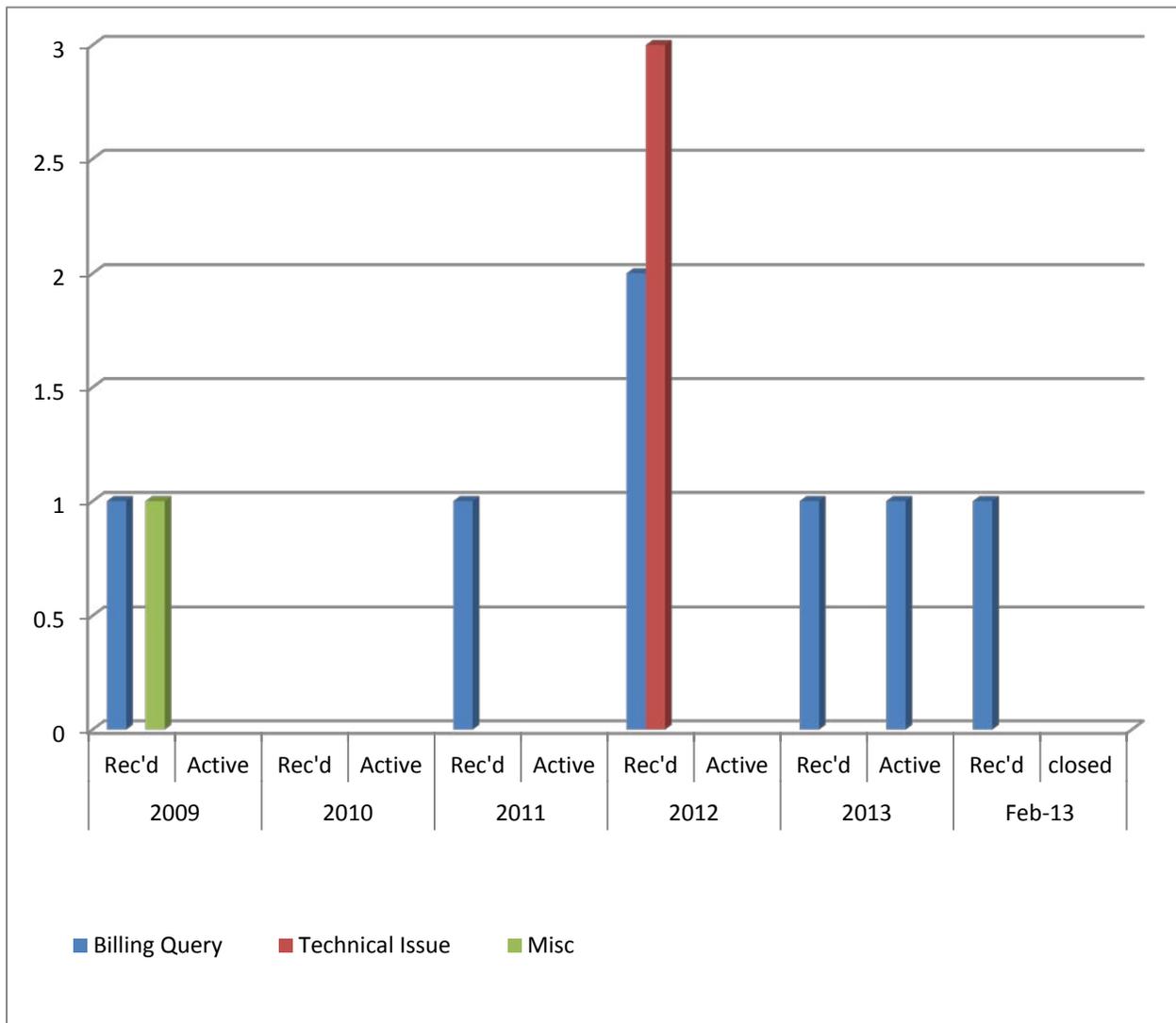
Complaint Category	2009		2010		2011		2012		2013		Feb-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	closed
Application for Service	15		9		6		8		0	0		
Billing Query	9		4		2		10		3			1
Disconnection	3		1		2							
Tariff Issue												
Technical Issue	35		28		33		87	1	15	8	10	6
Transfer of Service	4		1		3		7					
Compensation					1							
Misc	8		4									
<b>TOTAL</b>	<b>74</b>		<b>47</b>		<b>47</b>		<b>112</b>	<b>1</b>	<b>18</b>	<b>8</b>	<b>10</b>	<b>7</b>



Graph Showing Complains against GT&T

**Complaint against  
Digicel**

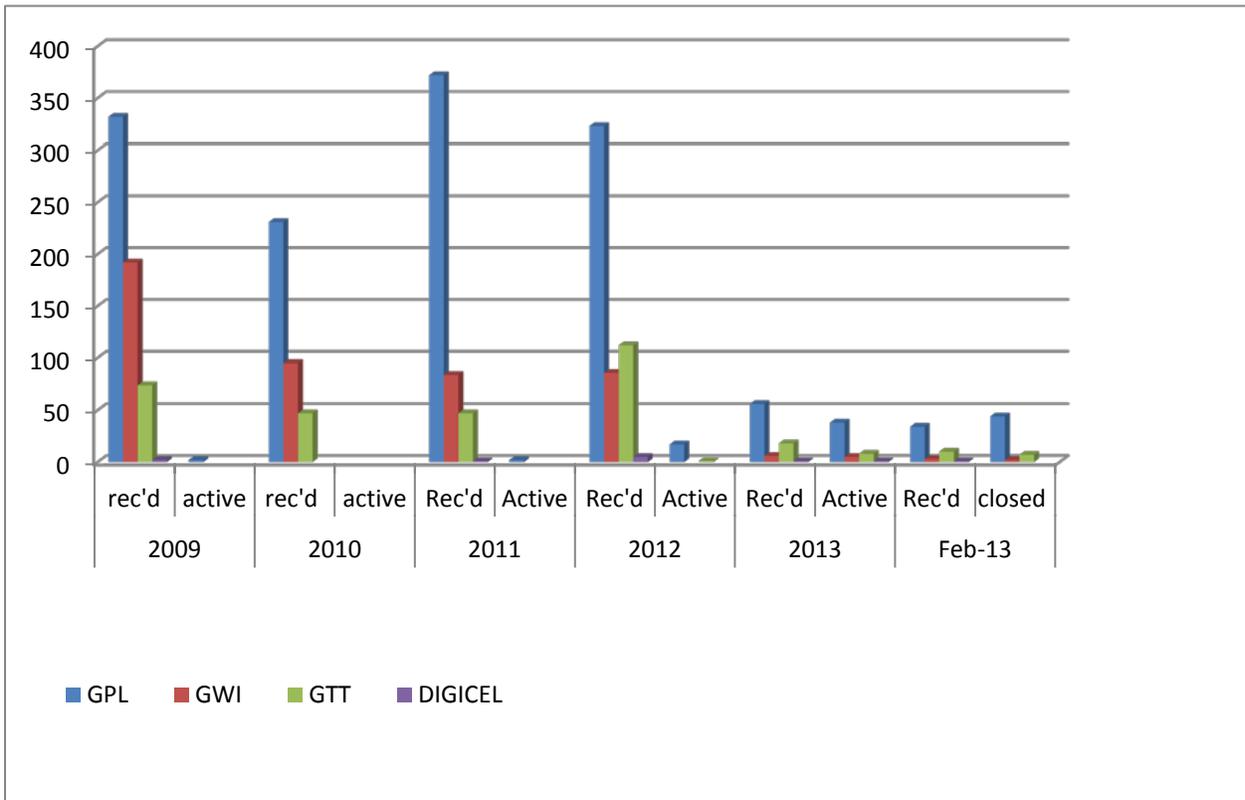
Complaint Category	2009		2010		2011		2012		2013		Feb-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	closed
Billing Query	1				1		2		1	1	1	
Technical Issue							3					
Misc	1											
<b>TOTAL</b>	<b>2</b>				<b>1</b>		<b>5</b>		<b>1</b>	<b>1</b>	<b>1</b>	



**Graph Showing Complains against DIGICEL**

### Total Complaints Received

Utilities	2009		2010		2011		2012		2013		Feb-13	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	closed
GPL	332	2	231		372	2	323	17	56	38	<b>34</b>	<b>44</b>
GWI	192		95		84		86		6	5	<b>3</b>	<b>2</b>
GTT	74		47		47		112	1	18	8	<b>10</b>	<b>7</b>
DIGICEL	2				1		5		1	1	<b>1</b>	
<b>TOTAL</b>	<b>600</b>	<b>2</b>	<b>373</b>		<b>504</b>	<b>2</b>	<b>526</b>	<b>18</b>	<b>81</b>	<b>52</b>	<b>48</b>	<b>53</b>



Graph Showing Total Complains against All Utilities