

| Consumer Complaints Reporting |                                                                                                 |            |             |         |
|-------------------------------|-------------------------------------------------------------------------------------------------|------------|-------------|---------|
| No.                           | Parameter                                                                                       | Statistic  | Unit        | Comment |
| 1                             | Number of complaints received                                                                   | 322        |             |         |
|                               | Number of complaints related to billing                                                         | 147        |             |         |
|                               | Number of complaints related to rates                                                           | 38         |             |         |
|                               | Number of complaints related to quality of service                                              | 2          |             |         |
| 2                             | Number of complaints resolved                                                                   | 322        |             |         |
|                               | Number of complaints related to billing                                                         | 147        |             |         |
|                               | Number of complaints related to rates                                                           | 38         |             |         |
|                               | Number of complaints related to quality of service                                              | 2          |             |         |
| 3                             | Number of complaints rejected                                                                   | 0          |             |         |
|                               | Number of complaints related to billing                                                         | 0          |             |         |
|                               | Number of complaints related to rates                                                           | 0          |             |         |
|                               | Number of complaints related to quality of service                                              | 0          |             |         |
| 4                             | Number of complaints where the licensee fully or partially satisfied grievances of complainants | 0          |             |         |
| 5                             | Number of roaming billing complaints                                                            | 6          | 1           |         |
|                               | Amount of refunds given due to roaming complaints                                               | \$335.23   | 0           |         |
|                               | Number of roaming complaints while customer is still local                                      | 0          | 0           |         |
| 6                             | Total value of complaints where reimbursement were claimed                                      | 31         | subscribers |         |
|                               | Total value of complaints where compensation were claimed                                       | 4          | subscribers |         |
|                               | Total value of complaints where credits or similar actions or facilities were claimed           | \$0.00     | subscribers |         |
| 7                             | Total value of reimbursements                                                                   | \$1,171.06 | USD         |         |
|                               | Total value of compensations                                                                    | \$234.44   | USD         |         |
|                               | Total value of credits or similar actions or facilities                                         | \$0.00     | USD         |         |
| 8                             | Total value of actual monetary reimbursement or compensation                                    | \$1,740.23 | USD         |         |