

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	391		
	Number of complaints related to billing	174		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	20		
2	Number of complaints resolved	391		
	Number of complaints related to billing	174		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	20		
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	3	1	
	Amount of refunds given due to roaming complaints	\$270.77	0	
	Number of roaming complaints while customer is still local	0	0	
6	Total value of complaints where reimbursement were claimed	19	subscribers	
	Total value of complaints where compensation were claimed	0	subscribers	
	Total value of complaints where credits or similar actions or facilities were claimed	\$0.00	subscribers	
7	Total value of reimbursements	\$1,386.32	USD	
	Total value of compensations	\$0.00	USD	
	Total value of credits or similar actions or facilities	\$0.00	USD	
8	Total value of actual monetary reimbursement or compensation	\$1,386.32	USD	