

Consumer Complaints Reporting				
No.	Parameter	Statistic	Unit	Comment
1	Number of complaints received	251		
	Number of complaints related to billing	147		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	22		
2	Number of complaints resolved	251		
	Number of complaints related to billing	147		
	Number of complaints related to rates	0		
	Number of complaints related to quality of service	22		
3	Number of complaints rejected			
	Number of complaints related to billing			
	Number of complaints related to rates			
	Number of complaints related to quality of service			
4	Number of complaints where the licensee fully or partially satisfied grievances of complainants			
5	Number of roaming billing complaints	1	1	
	Amount of refunds given due to roaming complaints	\$273.90	9	
	Number of roaming complaints while customer is still local	1		
6	Total value of complaints where reimbursement were claimed	0	subscribers	
	Total value of complaints where compensation were claimed	15	subscribers	
	Total value of complaints where credits or similar actions or facilities were claimed	\$0.00	subscribers	
7	Total value of reimbursements	\$968.32	USD	
	Total value of compensations	0	USD	
	Total value of credits or similar actions or facilities	\$0.00	USD	
8	Total value of actual monetary reimbursement or compensation	\$968.32	USD	