

Complaints Report for 2nd Quarter 2011

Status	Apr	May	Jun	Total
Number of complaints received	186	232	171	589
Number of complaints resolved	116	116	112	344
Number of complaints unresolved	70	116	59	245
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	62%	50%	65%	58%
No. of outstanding complaints resolved	78	64	117	259
Total number of complaints resolved	194	180	229	603
Rebate/Compensation Awarded to Customers for the 2nd Quarter 2011				\$215,050.00
