

RIC's Complaints Report for 3rd Quarter for 2008

| Status | Jul '08 | Aug '08 | Sep '08 | Total |
|---|-------------------|------------------|-------------------|-------------------|
| Number of complaints received | 316 | 407 | 305 | 1,028 |
| Number of complaints resolved | 134 | 239 | 166 | 539 |
| Number of complaints unresolved | 182 | 168 | 139 | 489 |
| Number of complaints withdrawn | 0 | 0 | 0 | |
| Resolution rate for complaints received | 42% | 59% | 54% | 52% |
| No. of outstanding complaints resolved | 108 | 73 | 210 | 391 |
| Total number of complaints resolved | 242 | 312 | 376 | 930 |
| Rebate/compensation awarded to customers | TT\$25,500 | TT\$3,515 | TT\$17,781 | TT\$46,796 |

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