

Complaints Report for 3rd Quarter 2011

Status	Jul	Aug	Sep	Total
Number of complaints received	166	241	220	627
Number of complaints resolved	106	172	145	423
Number of complaints unresolved	60	69	75	204
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	64%	71%	66%	67%
No. of outstanding complaints resolved	62	72	103	237
Total number of complaints resolved	168	244	248	660
Rebate/Compensation Awarded to Customers for the 3rd Quarter 2011				\$453,858.00

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