

Complaints Report for 1st Quarter 2011

Status	Jan	Feb	Mar	Total
Number of complaints received	139	158	171	468
Number of complaints resolved	79	105	91	275
Number of complaints unresolved	60	53	80	193
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	57%	66%	53%	59%
No. of outstanding complaints resolved	133	106	65	304
Total number of complaints resolved	212	211	156	579
Rebate/Compensation Awarded to Customers for the 1st Quarter 2011				\$300,910.00
