

Complaints Report for the 4th Quarter of 2010

Status	Oct '10	Nov '10	Dec '10	Total
Number of complaints received	234	259	291	784
Number of complaints resolved	103	123	214	440
Number of complaints unresolved	131	136	77	344
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	44%	47%	74%	56%
No. of outstanding complaints resolved	100	158	547	805
Total number of complaints resolved	203	281	761	1,245
Rebate/compensation awarded to customers between Oct 1, 2010 to Dec 31, 2010				\$139,090.00