

Number of complaints by reason received between January and March 2007

Complaint Reason	Nr of Complaints
Baggage Allowance	37
Cancellations	562
Check-in problems	18
Delays	223
Denied Boarding	57
Diverted Flight	30
Documents	14
Fares	7
Ground Services	23
In-flight Services	12
Mishandled baggage	188
Missed connections	21
Missed departure	0
Other	33
Reservation Issues	82
Schedule Changes	23
Seating	26
Security	12
Special Needs	18
Taxes, fees and charges	12
Ticketing / refund	66
TOTAL	1464