

Number of complaints by reason received between July and September 2007

Complaint Reason	Nr of Complaints
Baggage Allowance	36
Cancellations	602
Check-in problems	20
Delays	305
Denied Boarding	73
Diverted Flight	46
Documents	12
Fares	16
Ground Services	35
In-flight Services	34
Mishandled baggage	168
Missed connections	30
Missed departure	2
Other	39
Reservation Issues	78
Schedule Changes	26
Seating	30
Security	11
Special Needs	19
Taxes, fees and charges	10
Ticketing / refund	62
TOTAL	1654