

Number of complaints by reason received between July and September 2008

Complaint Reason	Nr of Complaints
Baggage Allowance	40
Cancellations	639
Check-in problems	15
Delays	249
Denied Boarding	95
Diverted Flight	50
Documents	14
Fares	8
Ground Services	17
In-flight Services	46
Mishandled baggage	129
Missed connections	39
Missed departure	38
Other	48
Reservation Issues	143
Schedule Changes	44
Seating	28
Security	9
Special Needs	28
Taxes, fees and charges	28
Ticketing / refund	72
TOTAL	1779