

Number of complaints by reason received between October and December 2008

Complaint Reason	Nr of Complaints
Baggage Allowance	49
Cancellations	456
Check-in problems	9
Delays	176
Denied Boarding	56
Diverted Flight	28
Documents	11
Fares	5
Ground Services	10
In-flight Services	31
Mishandled baggage	109
Missed connections	35
Missed departure	37
Other	41
Reservation Issues	94
Schedule Changes	30
Seating	20
Security	9
Special Needs	10
Taxes, fees and charges	22
Ticketing / refund	64
TOTAL	1302