

Number of complaints by reason received between October and December 2007

Complaint Reason	Nr of Complaints
Baggage Allowance	23
Cancellations	440
Check-in problems	15
Delays	204
Denied Boarding	76
Diverted Flight	15
Documents	7
Fares	13
Ground Services	26
In-flight Services	25
Mishandled baggage	133
Missed connections	30
Missed departure	0
Other	30
Reservation Issues	69
Schedule Changes	25
Seating	27
Security	15
Special Needs	11
Taxes, fees and charges	12
Ticketing / refund	55
TOTAL	1251