

Figure S1. Online complaining behavior for different hotel classes (hotel size node), using the whole dataset (100%).

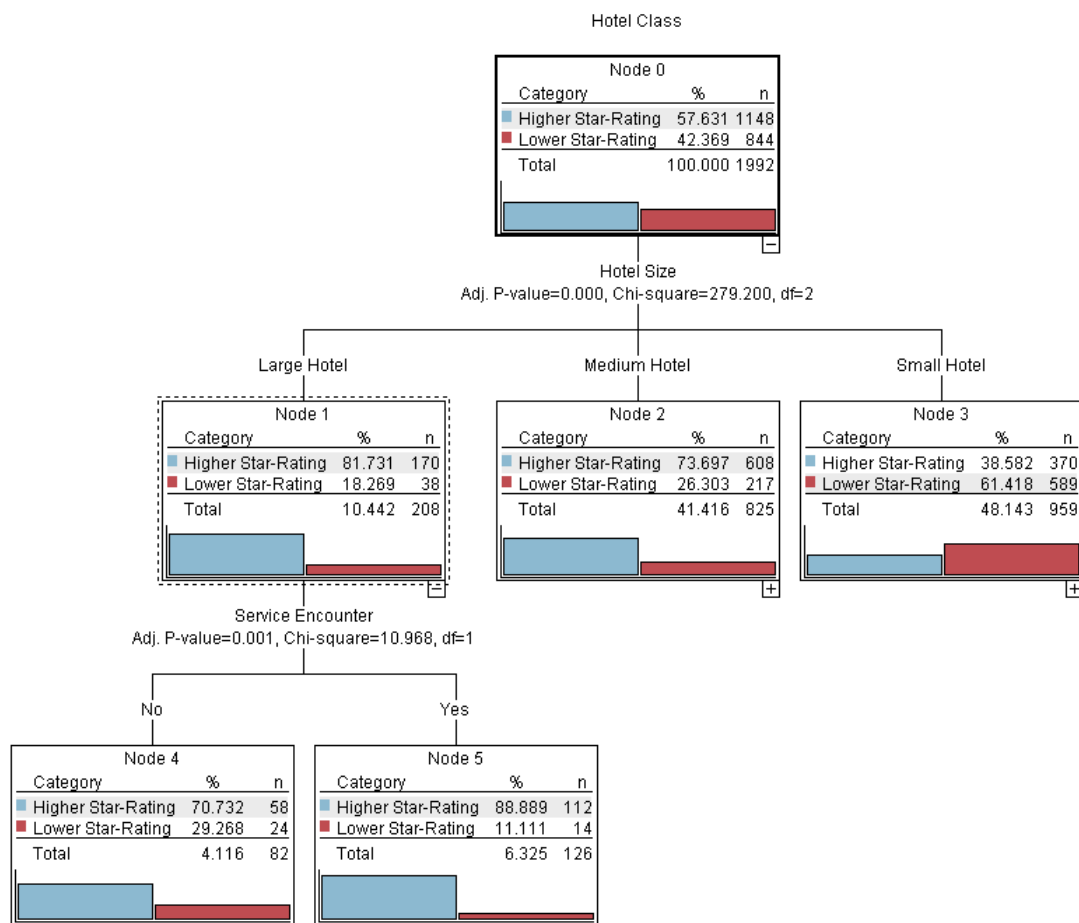


Figure S2. Online complaining behavior for different hotel classes (large hotel category node), using the whole dataset (100%).

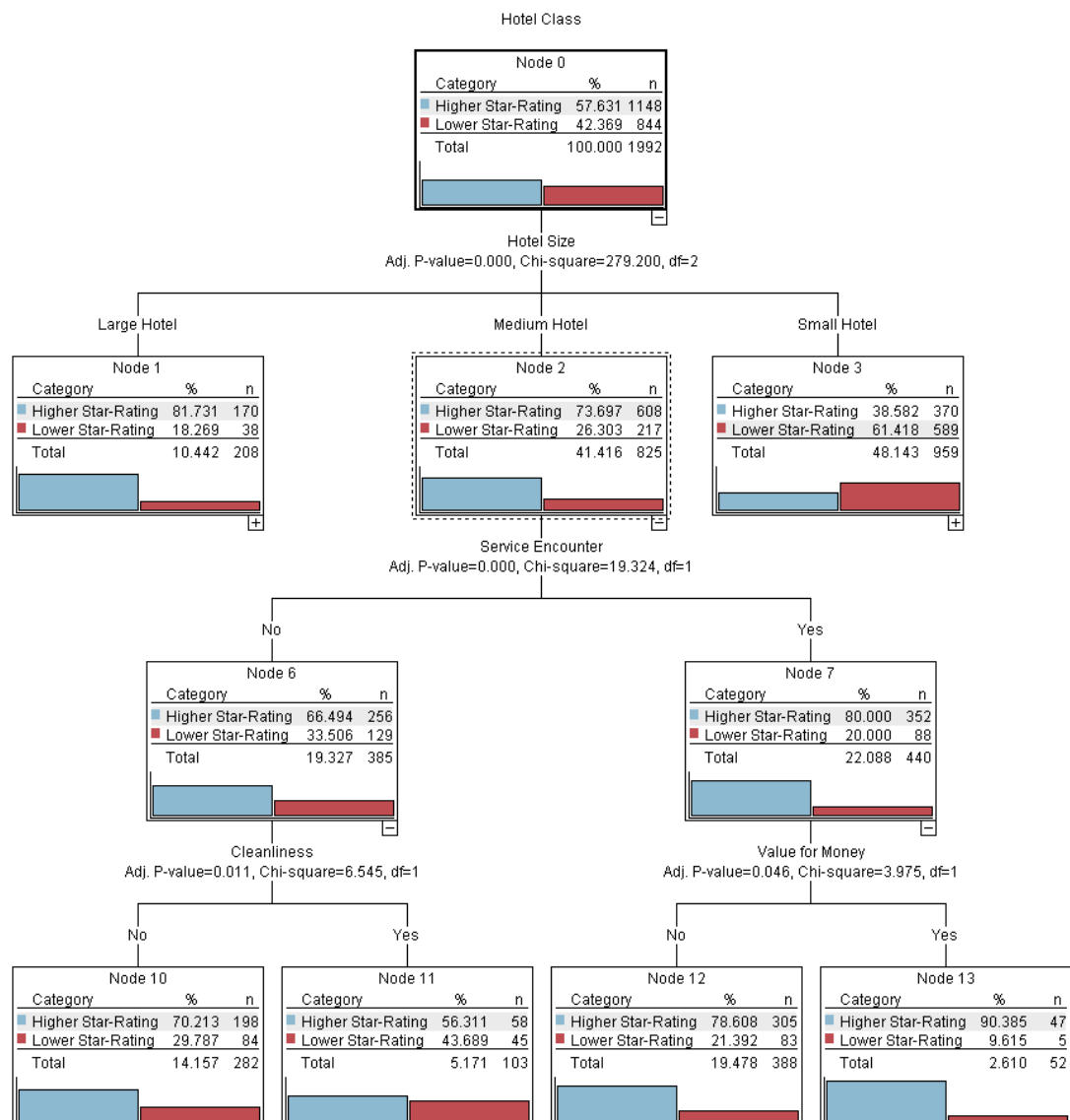


Figure S3. Online complaining behavior for different hotel classes (medium hotel category node), using the whole dataset (100%).

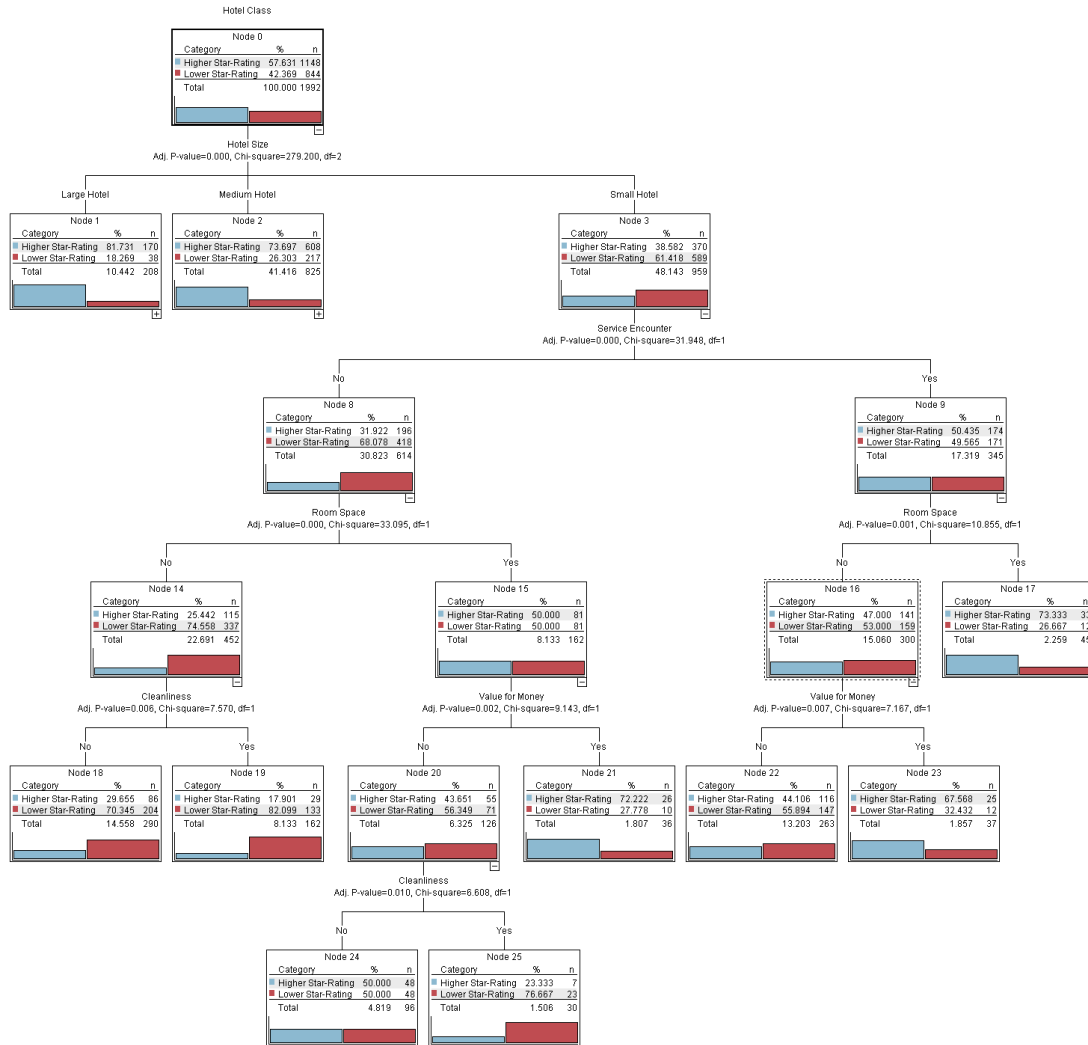


Figure S4. Online complaining behavior for different hotel classes (small hotel category node), using the whole dataset (100%).