

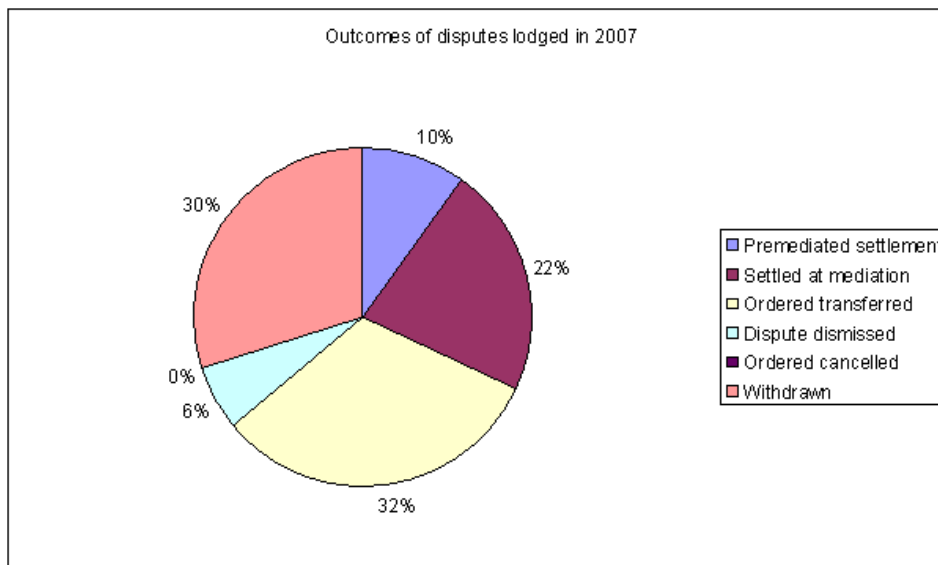
Summary of Dispute Resolution Service Data for 2007

For the full 2007 calendar year, there were a total of 50 valid complaints.

- 28 complaints were deemed invalid (e.g. involved non .nz domain names, no signed copy received)

Of the 50 valid complaints received during 2007:

- 19 proceeded to an Expert determination
 - 16 ordered transferred
 - 3 disputes dismissed
 - No appeals were lodged.
- 11 of the 20 disputes that proceeded to mediation were resolved
- 5 disputes settled prior to the appointment of the mediator
- 15 disputes were withdrawn



Month	Complaints	Premediated settlement	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
Total 07	50	5	11	16	3	0	15
12-2007	3	0	0	3	0	0	0
11-2007	4	0	0	1	0	0	3
10-2007	10	1	3	3	1	0	2
09-2007	4	0	0	2	0	0	2
08-2007	4	1	1	1	0	0	1
07-2007	5	1	1	0	0	0	3
06-2007	2	0	1	1	0	0	0
05-2007	5	0	1	3	1	0	0
04-2007	3	0	1	1	0	0	1
03-2007	7	2	3	0	0	0	2
02-2007	2	0	0	1	1	0	0
01-2007	1	0	0	0	0	0	1