

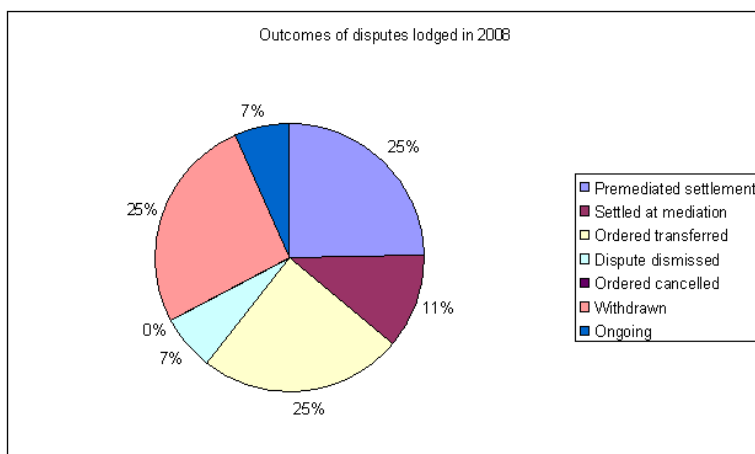
Summary of Dispute Resolution Service Data for 2008

For the full 2008 calendar year, there were a total of 61 valid complaints.

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

Of the 61 valid complaints received during 2008:

- 19 proceeded to an Expert determination
 - 15 ordered transferred
 - 4 disputes dismissed
 - No appeals were lodged. 1 notice of intent to appeal was lodged during August 2008, but this was not followed by the full appeal, therefore the appeal was deemed withdrawn.
- 7 of the 24 disputes that proceeded to mediation were resolved
- 15 disputes settled prior to the appointment of the mediator
- 16 disputes were withdrawn
- At the time of summarising these statistics, only 5 of the disputes lodged during 2008 were still continuing through the process



| Month | Complaints | Premediated settlement | Mediated settlement | Transfer ordered | Dispute dismissed | Cancellation ordered | Dispute withdrawn |
|-----------------|------------|------------------------|---------------------|------------------|-------------------|----------------------|-------------------|
| Total 08 | 61 | 15 | 8 | 16 | 4 | 0 | 18 |
| 12-2008 | 4 | 2 | 0 | 0 | 0 | 0 | 2 |
| 11-2008 | 5 | 1 | 1 | 1 | 0 | 0 | 2 |
| 10-2008 | 7 | 1 | 0 | 5 | 1 | 0 | 0 |
| 09-2008 | 7 | 3 | 0 | 2 | 1 | 0 | 1 |
| 08-2008 | 9 | 1 | 3 | 1 | 1 | 0 | 3 |
| 07-2008 | 8 | 3 | 1 | 1 | 0 | 0 | 3 |
| 06-2008 | 4 | 3 | 0 | 0 | 1 | 0 | 0 |
| 05-2008 | 5 | 1 | 2 | 1 | 0 | 0 | 1 |
| 04-2008 | 5 | 0 | 1 | 2 | 0 | 0 | 2 |
| 03-2008 | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| 02-2008 | 2 | 0 | 0 | 2 | 0 | 0 | 0 |
| 01-2008 | 2 | 0 | 0 | 1 | 0 | 0 | 1 |