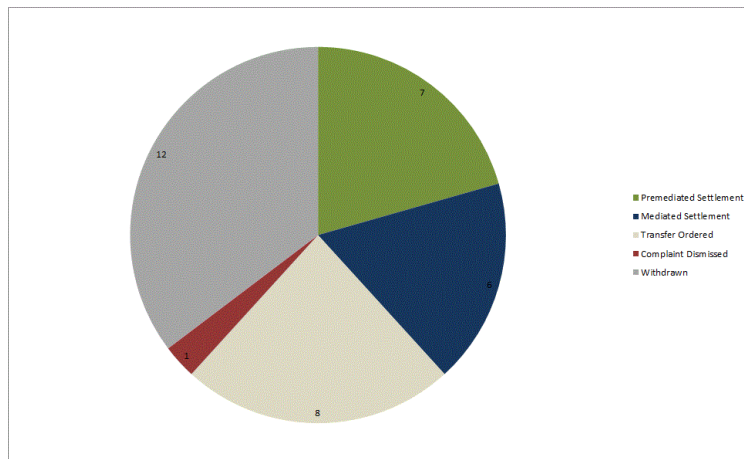


## Summary of Dispute Resolution Service Data for 2013

For the 2013 calendar year, to the end of December there were a total of 43 valid complaints.

Of the 43 valid complaints received during 2013, 34 have so far reached their conclusion. Thirteen complaints in total settled between the parties - seven prior to mediation, and six at mediation. Twelve complaints have been withdrawn. Nine disputes have been considered by an Expert, one was dismissed, and eight more have resulted in a transfer, including one dispute over three domain names.

At the time of writing, 9 disputes are in various stages of processing, including one which has been suspended awaiting the outcome of legal action. It is likely that this dispute will remain suspended for some time into the future, as the legal proceedings progress



Month	Complaints	Premediated settlement	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
<b>Total to date 2013</b>	<b>43</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>12</b>
12-2013	5	0	0	0	0	0	0
11-2013	4	0	0	1	0	0	1
10-2013	6	2	0	3	0	0	1
9-2013	3	0	0	0	0	0	3
8-2013	2	0	0	0	0	0	1
7-2013	4	2	1	0	0	0	1
6-2013	5	1	1	2	0	0	1
5-2013	3	0	1	1	0	0	1
4-2013	2	1	0	0	0	0	1
3-2013	4	0	2	1	0	0	1
2-2013	2	0	0	0	0	0	1
1-2013	3	1	1	0	1	0	0