

1. Total number of complaints received in the Transfer queue:
 a. From 1 June 2017 to 31 May 2018 (including average of # received per month since the # of months is different)
 b. From 1 June 2018 to 30 April 2021 (including average of # received per month since the # of months is different)

Received count	Complaint Type	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Total	Average																							
1 June 2017 to 31 May 2018	Transfer	334	413	467	449	446	407	386	458	367	306	379	469	5,229	434																							
1 June 2018 to 30 April 2021	Transfer	331	323	317	407	300	310	267	209	322	371	425	357	291	330	265	269	264	324	268	269	253	416	264	373	352	337	337	448	416	460	935	1,356	906	926	2,451	16,640	475

2. From 1 June 2018 to 30 April 2021:
 i. With the Transfer Complaint Category: Unauthorized Transfer (in Kayako)
 ii. With the Complaint Category: Transfer (Unauthorized Inter-Registrar Transfer) (in Nsp), including any complaint received through a different complaint type with this category in Nsp.

Source	Complaint Category	Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Average	
2.i. Kayako	Unauthorized Transfer	Transfer	11	10	9	10	10	12	7	9	9	8	89	15	11	16	12	16	13	9	11	17	16	14	21	20	35	21	20	2	11					1		473		
2.ii. Nsp	Transfer (Unauthorized Inter-Registrar Transfer)*	Transfer																																						
TOTAL			11	10	9	10	10	12	7	9	9	8	89	15	11	16	12	16	13	9	11	17	16	14	21	20	35	21	20	2	11					1		473		

* No other Complaint Types had cases with this Complaint Category

3. From 1 June 2018 to 30 April 2021:
 i. With the Transfer Complaint Category: Unauthorized COR (in Kayako)
 ii. With the Complaint Category: Transfer (Unauthorized COR) (in Nsp), including any complaint received through a different complaint type with this category in Nsp.

Source	Complaint Category	Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Average	
3.i. Kayako	Unauthorized COR	Transfer	7	10	4	4	2	5	2	3	2	3	80	5	9	12	7	11	11	13	3	16	16	8	8	10	18	13	17	1							1		301	
3.ii. Nsp	Transfer (Unauthorized COR)*	Transfer																																						
TOTAL			7	10	4	4	2	5	2	3	2	3	80	5	9	12	7	11	11	13	3	16	16	8	8	10	18	13	17	1							1		301	

* No other Complaint Types had cases with this Complaint Category

4. From 1 June 2018 to 30 April 2021:
 i. With the Transfer Complaint Category: COR (in Kayako)
 ii. Complaints in Nsp with the Complaint Categories (including any complaint received through a different complaint type with these categories in Nsp)

Source	Complaint Category	Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Average	
4.i. Kayako	COR	Transfer	4	4	2	4	2	3	4	3	1	2	4	5	0	8	12	10	4	5	3	17	8	8	12	6	15	9	0									167		
4.ii. Nsp	Transfer (COR Denied): COR Not Authorized	Transfer																																						
4.iii. Nsp	Transfer (COR Denied): Court Order	Transfer																																						
4.iv. Nsp	Transfer (COR Denied): Domain Expired	Transfer																																						
4.v. Nsp	Transfer (COR Denied): Other	Registration Data Inaccuracy																																						
4.vi. Nsp	Transfer (COR Denied): Other	Transfer																																						
4.vii. Nsp	Transfer (COR Denied): UDRP, URS or TDRP Proceedings	Transfer																																						
TOTAL			4	4	2	4	2	3	4	3	1	2	4	5	0	8	12	10	4	5	3	17	8	8	12	6	15	9	0										167	

5. Number of complaints received in the Transfer queue:
 From 1 June 2018 to 30 April 2021:
 i. With the Transfer Complaint Category: Transfer (in Kayako), including complaints in Kayako Transfer category "N/A" or whatever category is shown when the processor did not select a Transfer Complaint Category
 ii. With the Complaint Categories (in Nsp) (including any other complaint with these categories received through a different queue in the total e.g., in generic registrar but with these categories)

Source	Complaint Category	Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Average	
5.i. Kayako	Transfer	Transfer	52	31	25	45	40	47	34	43	25	61	58	67	85	104	77	104	68	117	119	110	144	228	189	236	191	188	185										2,613	
5.ii. Kayako	N/A	Transfer	100	84	94	265	82	107	63	87	122	117	104	86	96	28	46	109	33	42	38	26	16	63	18	21	29	28	30										1,914	
5.iii. Kayako	(blank)	Transfer	164	188	189	146	153	139	181	157	168	188	184	184	127	158	117	146	137	142	98	88	64	103	83	79	80	118	79									3,612		
5.iv. Nsp	Transfer (Denied): Other	Abuse																																						
5.v. Nsp	Transfer (Denied): Other	Domain Renewal/Redemption																																						
5.vi. Nsp	Transfer (Denied): Other	Generic Registrar																																						
5.vii. Nsp	Transfer (Denied): Other	Transfer																																						
5.viii. Nsp	Transfer (Denied): 60-day COR Lock*	Transfer																																						
TOTAL			316	301	308	456	275	293	258	287	315	364	328	339	268	301	240	259	238	301	255	224	224	396	260	336	300	302	300	304	262	239	634	955	635	536	1,785	13,416	383	

* No other Complaint Types had cases with this Complaint Category