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

    b. From 1 June 2018 to 30 April 2021 (including average of # received per month since the # of

| **Received count** |
| 1 June 2017 to 31 May 2018 |

| **Received count** |
| 1 June 2018 to 30 April 2021 |

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), in

	Source	**Complaint Category**
2. i.	Kayako	**Unauthorized Transfer**
2.ii.	NSp	**Transfer (Unauthorized Inter-Registrar Transfer)***

* 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 compla

	Source	**Complaint Category**
3. i.	Kayako	**Unauthorized COR**
3. ii.	NSp	**Transfer (Unauthorized COR)***

* 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 throug

	Source	**Complaint Category**
4. i.	Kayako	**COR**
4. ii.	NSp	**Transfer (COR Denied): COR Not Authorized**
4. ii.	NSp	**Transfer (COR Denied): Court Order**
4. ii.	NSp	**Transfer (COR Denied): Domain Expired**
4. ii.	NSp	**Transfer (COR Denied): Other**
4. ii.	NSp	**Transfer (COR Denied): Other**
4. ii.	NSp	**Transfer (COR Denied): UDRP, URS or TDRP Proceedings**

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 T

    ii.   With the Complaint Categories (in NSp) (including any other complaint with these categor

	Source	Complaint Category
5. i.	Kayako	**Transfer**
5. i.	Kayako	**N/A**
5. i.	Kayako	**(blank)**
5. ii.	NSp	**Transfer (Denied): Other**
5. ii.	NSp	**Transfer (Denied): Other**
5. ii.	NSp	**Transfer (Denied): Other**
5. ii.	NSp	**Transfer (Denied): Other**
5. ii.	NSp	**Transfer (Denied): 60-day COR Lock***

* No other Complaint Types had cases with this Complaint Category

months is different)
months is different)

Complaint Type	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
Transfer	554	413	447	449	446	407

Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Transfer	331	323	317	467	300	310

cluding any complaint received through a different complaint type with this category in NSp.

Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Transfer	11	15	5	10	19	12
Transfer	-	-	-	-	-	-
TOTAL	11	15	5	10	19	12

aint received through a different complaint type with this category in NSp.

Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Transfer	7	10	4	4	2	5
Transfer	-	-	-	-	-	-
TOTAL	7	10	4	4	2	5

gh a different complaint type with these categories in NSp)

Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Transfer	4	4	2	4	2	3
Transfer	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
Registration Data Inaccuracy	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
TOTAL	4	4	2	4	2	3

Transfer caterogy "N/A" or whatever category is shown when the processor did not select a Transfer Complaint
ries received through a different queue in the total e.g., in generic registrar but with these categories)

Complaint Type	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Transfer	52	31	25	45	40	47
Transfer	100	84	94	265	82	107
Transfer	164	186	189	146	153	139
Abuse	-	-	-	-	-	-
Domain Renewal/Redemption	-	-	-	-	-	-
Generic Registrar	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
Transfer	-	-	-	-	-	-
TOTAL	316	301	308	456	275	293

Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Total	Average
346	458	367	504	379	459	5,229	436

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
267	289	322	371	425	357	291	330	265	389

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
7	2	9	5	89	15	11	16	12	16
-	-	-	-	-	-	-	-	-	-
7	2	9	5	89	15	11	16	12	16

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
2	3	2	3	80	5	9	12	7	11
-	-	-	-	-	-	-	-	-	-
2	3	2	3	80	5	9	12	7	11

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
4	3	1	2	4	5	6	8	12	10
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
4	3	1	2	4	5	6	8	12	10

Category

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
34	43	25	61	58	67	85	104	77	104
63	87	122	117	106	88	56	39	46	109
161	157	168	186	164	184	127	158	117	146
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
258	**287**	**315**	**364**	**328**	**339**	**268**	**301**	**240**	**359**

Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
264	324	268	269	253	415	294	373	352	337

Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
13	9	11	17	15	14	21	29	35	21
-	-	-	-	-	-	-	-	-	-
13	**9**	**11**	**17**	**15**	**14**	**21**	**29**	**35**	**21**

Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
11	13	3	16	16	8	8	10	18	13
-	-	-	-	-	-	-	-	-	-
11	**13**	**3**	**16**	**16**	**8**	**8**	**10**	**18**	**13**

Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
4	5	3	17	8	8	12	6	15	9
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
4	**5**	**3**	**17**	**8**	**8**	**12**	**6**	**15**	**9**

Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
68	117	119	110	144	228	159	236	191	158
33	42	38	28	16	65	18	21	29	28
137	142	98	86	64	103	83	79	80	116
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
238	**301**	**255**	**224**	**224**	**396**	**260**	**336**	**300**	**302**

Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
337	448	416	460	935	1,358	906	826	2,451	**16,640**

Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
29	2	1	-	-	-	-	1	-	472
1	29	13	13	23	31	30	22	31	193
30	**31**	**14**	**13**	**23**	**31**	**30**	**23**	**31**	**665**

Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
17	1	-	-	-	-	-	1	-	301
1	2	3	3	4	12	6	9	13	53
18	**3**	**3**	**3**	**4**	**12**	**6**	**10**	**13**	**354**

Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
6	-	-	-	-	-	-	-	-	167
1	9	4	15	34	56	23	56	57	255
-	1	-		1	1			6	9
-	7	5	4	13	32	19	57	30	167
-	1	1	-	-	-	-	-	-	2
-	50	56	68	128	189	122	113	404	1,130
-	4	-	-	1	1	1	-	12	19
7	**72**	**66**	**87**	**177**	**279**	**165**	**226**	**509**	**1,749**

Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total
185	-	-	-	-	-	-	-	-	2,613
30	-	1	-	-	-	-	-	-	1,914
79	-	-	-	-	-	-	-	-	3,612
	1	-	-	-			-	-	1
	2	-		-	-	2	-	-	4
		1	1	1	-	-	-		3
6	276	250	227	594	903	575	495	1,585	4,911
	25	10	11	39	52	58	43	120	358
300	**304**	**262**	**239**	**634**	**955**	**635**	**538**	**1,705**	**13,416**

Average
475

Average
19

Average
10

Average
50

Average
383