

Compliance data regarding Unauthorized Transfer complaints received during the period 29 Aug 20

<b>Complaint Categories:</b>	<b>Aug-20</b>	<b>Sep-20</b>	<b>Oct-20</b>
Transfer (Unauthorized Inter-Registrar Transfer)	1	29	13
Transfer (Unauthorized COR)	1	2	3
<b>TOTAL:</b>	<b>2</b>	<b>31</b>	<b>16</b>

<b>Closure Code Description</b>	<b>Aug-20</b>	<b>Sep-20</b>	<b>Oct-20</b>
Complaint is out of scope because it is regarding ccTLD	0	0	1
Complainant is not Transfer Contact	0	1	0
Complaint is about customer service-related issue	0	1	1
Transfer cannot be completed due to a Court order	0	0	1
Duplicate of closed complaint	0	1	0
Duplicate of open complaint	0	0	0
Complaint is out of scope because unauthorized transfer was due to hijacking (email or control panel)	0	0	0
Complaint is about private dispute	0	1	0
Registrar demonstrated compliance	0	4	1
Complainant did not provide requested information	2	19	11
Complaint is about Reseller/WebHosting	0	0	0
Registrar corrected non-compliance	0	2	0
Complaint about terminated registrar	0	1	0
Transfer has been completed	0	0	0
Unknown: complaint still in process	0	1	1
<b>TOTAL:</b>	<b>2</b>	<b>31</b>	<b>16</b>

2020 - 30 Sept 2021 (i.e. Since transition to NSp system)

Data

Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
13	23	31	30	22	31	41
3	4	12	6	9	13	14
<b>16</b>	<b>27</b>	<b>43</b>	<b>36</b>	<b>31</b>	<b>44</b>	<b>55</b>

Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
1	3	1	4	1	0	1
0	0	0	0	0	0	0
0	0	0	0	0	0	1
0	0	0	0	1	0	0
1	0	1	0	1	0	0
0	1	4	2	2	1	1
1	0	0	1	0	0	0
0	1	0	0	0	0	0
0	0	1	1	0	0	1
11	18	20	23	17	16	20
0	0	0	0	0	0	1
1	0	0	0	1	1	0
0	3	12	4	8	24	29
0	0	1	0	0	0	0
1	1	3	1	0	2	1
<b>16</b>	<b>27</b>	<b>43</b>	<b>36</b>	<b>31</b>	<b>44</b>	<b>55</b>

<b>Jun-21</b>	<b>Jul-21</b>	<b>Aug-21</b>	<b>Sep-21</b>	<b>Total</b>
28	48	24	18	<b>352</b>
7	9	6	6	<b>95</b>
<b>35</b>	<b>57</b>	<b>30</b>	<b>24</b>	<b>447</b>

<b>Jun-21</b>	<b>Jul-21</b>	<b>Aug-21</b>	<b>Sep-21</b>	<b>Total</b>
1	4	2	1	<b>20</b>
0	0	0	0	<b>1</b>
0	0	0	0	<b>3</b>
0	0	0	0	<b>2</b>
0	1	0	0	<b>5</b>
1	6	7	1	<b>26</b>
1	1	0	0	<b>4</b>
0	0	0	0	<b>2</b>
0	1	3	0	<b>12</b>
19	36	13	15	<b>240</b>
0	0	0	0	<b>1</b>
0	0	0	0	<b>5</b>
12	1	0	1	<b>95</b>
0	6	0	0	<b>7</b>
1	1	5	6	<b>24</b>
<b>35</b>	<b>57</b>	<b>30</b>	<b>24</b>	<b>447</b>