

Compliance data regarding Unauthorized Transfer complaints received during the period 29 Aug 2020 - 30 Sept 2021 (i.e. Since transition to NSp system)

Data

Complaint Categories:	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Total
Transfer (Unauthorized Inter-Registrar Transfer)	1	29	13	13	23	31	30	22	31	41	28	48	24	18	352
Transfer (Unauthorized COR)	1	2	3	3	4	12	6	9	13	14	7	9	6	6	95
TOTAL:	2	31	16	16	27	43	36	31	44	55	35	57	30	24	447

Closure Code Description	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Total
Complaint is out of scope because it is regarding ccTLD	0	0	1	1	3	1	4	1	0	1	1	4	2	1	20
Complainant is not Transfer Contact	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaint is about customer service-related issue	0	1	1	0	0	0	0	0	0	1	0	0	0	0	3
Transfer cannot be completed due to a Court order	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
Duplicate of closed complaint	0	1	0	1	0	1	0	1	0	0	0	1	0	0	5
Duplicate of open complaint	0	0	0	0	1	4	2	2	1	1	1	6	7	1	26
Complaint is out of scope because unauthorized transfer was due to hijacking (email or control panel)	0	0	0	1	0	0	1	0	0	0	1	1	0	0	4
Complaint is about private dispute	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2
Registrar demonstrated compliance	0	4	1	0	0	1	1	0	0	1	0	1	3	0	12
Complainant did not provide requested information	2	19	11	11	18	20	23	17	16	20	19	36	13	15	240
Complaint is about Reseller/WebHosting	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Registrar corrected non-compliance	0	2	0	1	0	0	0	1	1	0	0	0	0	0	5
Complaint about terminated registrar	0	1	0	0	3	12	4	8	24	29	12	1	0	1	95
Transfer has been completed	0	0	0	0	0	1	0	0	0	0	0	6	0	0	7
Unknown: complaint still in process	0	1	1	1	1	3	1	0	2	1	1	1	5	6	24
TOTAL:	2	31	16	16	27	43	36	31	44	55	35	57	30	24	447