**Category 1 Complaints**  
*Low Level Spam, WHOIS Inaccuracy*

- Initial Registry Response to Complainant: [1-2 days]
- Registry Notification to Registrar: [1-2 days]
- Initial Response from Registrar: [2-4 days]
- Update from Registrar (taken/intended action): [8-15 days]
- Final Resolution provided to Complainant: [15 days]

**Category 2 Complaints**  
*Network Intrusion, Inactive Botnets*

- Initial Registry Response to Complainant: [1-2 days]
- Registry Notification to Registrar: [1-2 days]
- Initial Response from Registrar: [2-4 days]
- Update from Registrar (taken/intended action): [8-15 days]
- Final Resolution provided to Complainant: [15 days]

**Category 3 Complaints**  
*Botnets, Phishing, Child Pornography, Pharming*

- Initial Registry Response to Complainant: [NA]
- Registry Notification to Registrar: [NA]
- Initial Response from Registrar: [NA]
- Update from Registrar (taken/intended action): [NA]
- Final Resolution provided to Complainant: [1-2 days]