

Legend:

REGISTRY RESPONSIBILITY

REGISTRAR RESPONSIBILITY

JOINT REGISTRY-REGISTRAR RESPONSIBILITY

NUMBER OF DAYS

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

Category 1 Complaints

Low Level Spam, WHOIS Inaccuracy

Initial Registry Response to Complainant



Registry Notification to Registrar



Initial Response from Registrar



Update from Registrar (taken/intended action)



Final Resolution provided to Complainant



Category 2 Complaints

Network Intrusion, Inactive Botnets

Initial Registry Response to Complainant



Registry Notification to Registrar



Initial Response from Registrar



Update from Registrar (taken/intended action)



Final Resolution provided to Complainant



Category 3 Complaints

Botnets, Phishing, Child Pornography, Pharming

Initial Registry Response to Complainant



Registry Notification to Registrar

NA

Initial Response from Registrar

NA

Update from Registrar (taken/intended action)

NA

Final Resolution provided to Complainant

