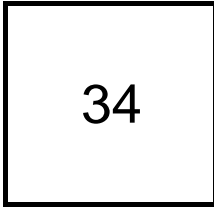


## Creating Cases

Created Last Week



### Cases Created Per Day

Average	Max
4.86	12 last week
4.31	12 6 weeks
6.54	25 6 months

### Total Last Week

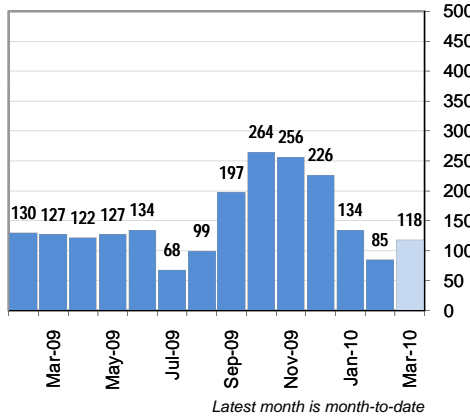
34 opened  
6 closed

### Month so far

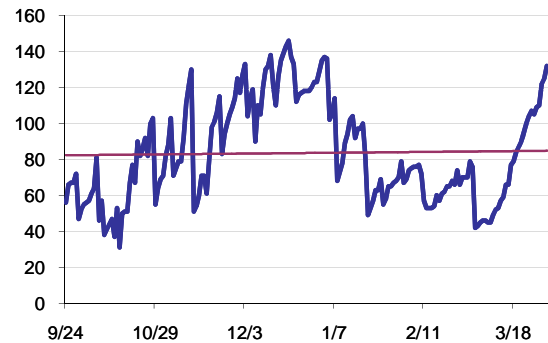
118 opened  
56 closed

Pending Cases as of 4/1/2010

### Cases Created Per Month



### Pending Queue over the last 6 months



Net effect over six months:

76 ↑

### Stalled Cases

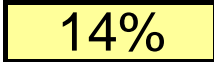
71 age of oldest, in days gone by  
60 longest in days since any activity

## Closing Cases

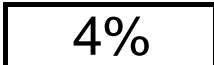
7 or more days



1 to 7 days



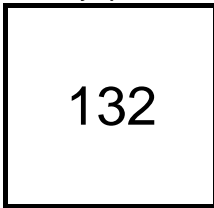
< 24 hours



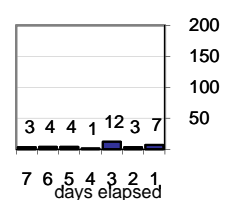
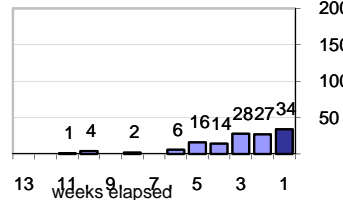
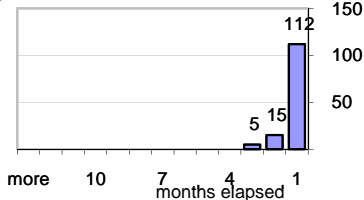
(over the last six weeks)

## Pending Queue

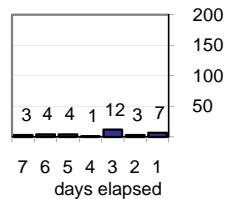
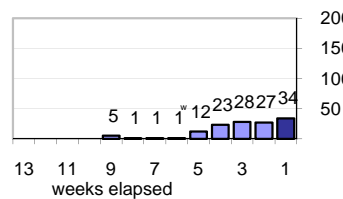
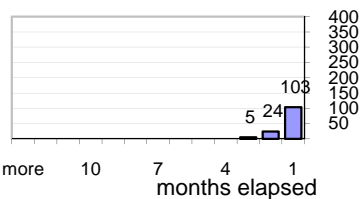
Currently Open



### Age of Active Cases



### Time Since Any Activity in Active Cases

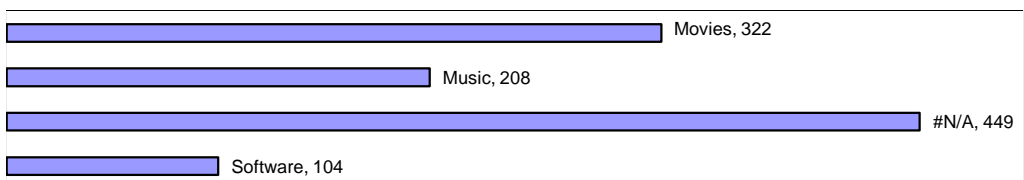


## Complaint Types

### Top Complaint Types over 6 months

Copyright Infringement 1,083

### Sources of Copyright Infringement Complaints



### Relative Volume of Copyright DMCA Cases, year to year

