Stop-IT Q

Creating Cases

Created Last Week

[2]
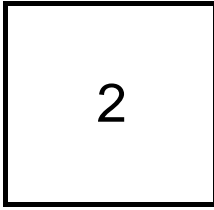
Cases Created Per Day

	Average	Max	
	1.00	**1**	last week
	1.38	**3**	6 weeks
	1.32	**4**	6 months

Total Last Week	Month so far
2 opened	11 opened
5 closed	11 closed

Pending Cases as of **5/28/2007**

Closing Cases

7 or more days

29%
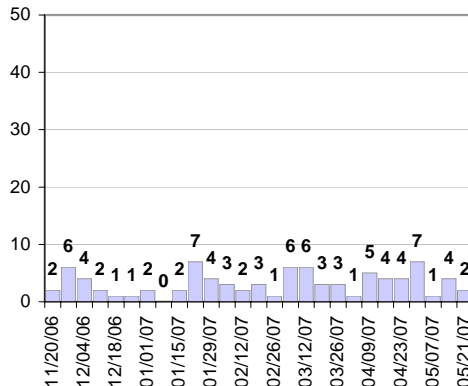
1 to 7 days

57%

< 24 hours

14%
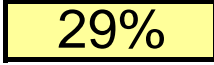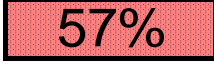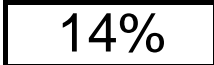
(over the last six weeks)

Cases Created Per Week, last six months

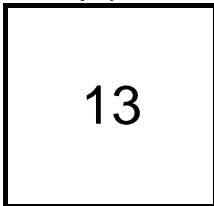**Pending Queue over the last 6 months**

Net effect over six months: **-21 ↓**
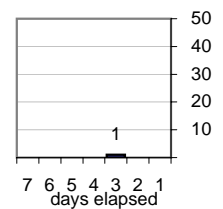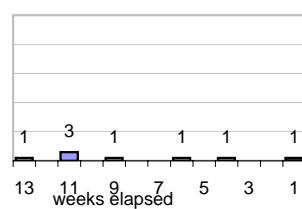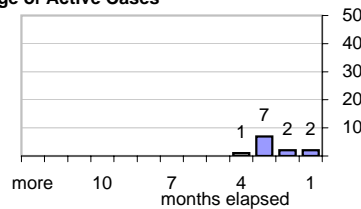
Stalled Cases

285 age of oldest, in days gone by
117 longest in days since any activity

Pending Queue

Currently Open

[13]

Age of Active Cases

Time Since Any Activity in Active Cases
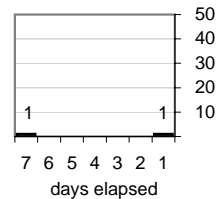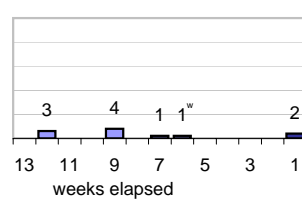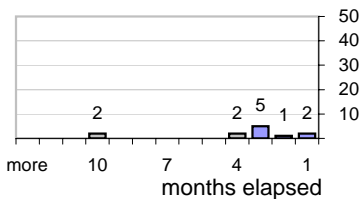
Complaint Types

Top 10 Complaint Types over 6 months

Copyright Infringement	-
Spam	18
Offensive Web Page	5
Misuse of MIT mail system	4
Forged Email	2
non-complaint	1
Other	1
Abuse of Workstation	1
Commercial use	-
Spam with virus payload	-

Historical View

Relative Volume of StopIt Cases, year to year for at least five years