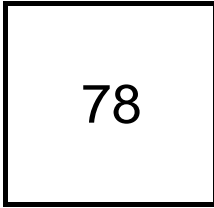


## Creating Cases

Created Last Week



Cases Created Per Day

Average	Max
11.14	25 last week
8.35	25 6 weeks
5.49	25 6 months

Total Last Week

78 opened  
96 closed

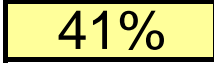
Month so far

264 opened  
248 closed

Pending Cases as of 11/1/2009

## Closing Cases

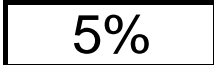
7 or more days



1 to 7 days

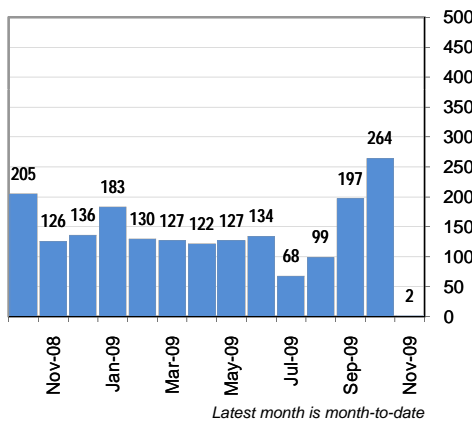


< 24 hours



(over the last six weeks)

Cases Created Per Month



Pending Queue over the last 6 months



Net effect over six months:

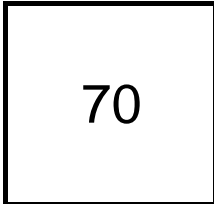
-66 ↓

Stalled Cases

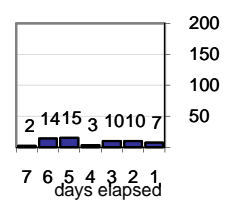
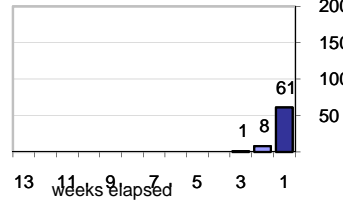
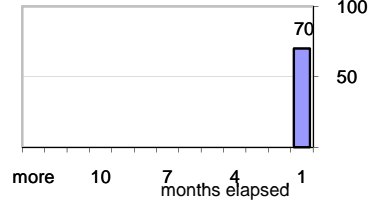
21 age of oldest, in days gone by  
13 longest in days since any activity

## Pending Queue

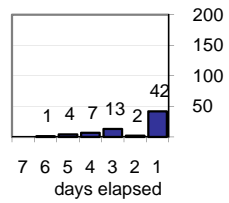
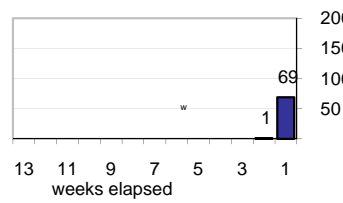
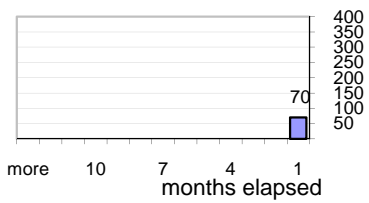
Currently Open



Age of Active Cases



Time Since Any Activity in Active Cases

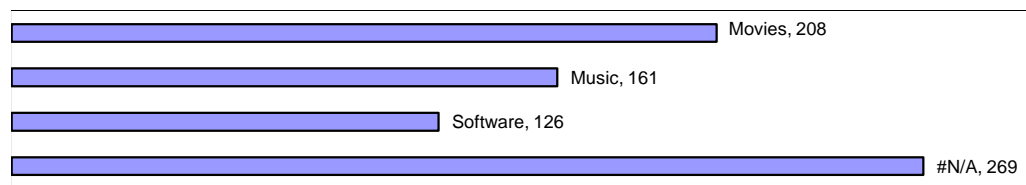


## Complaint Types

Top Complaint Types over 6 months

Copyright Infringement 764

Sources of Copyright Infringement Complaints



Relative Volume of Copyright DMCA Cases, year to year

