

## INFORMAL DISPUTE RESOLUTION

November, 2004 to Present

|                               |           |
|-------------------------------|-----------|
| • Number of IDRs requested    | 110       |
| • Number tags disputed        | 263       |
| • Number of IDRs with G+ tags | 81        |
| • Number of G+ tags disputed  | 117       |
| • Number of G+ tags upheld    | 110 (94%) |
| • Number of G+ tags deleted   | 3         |
| • Number of G+ tags reduced   | 4         |
| • Number of tags upheld       | 242 (92%) |
| • Number of tags deleted      | 18 (6.8%) |
| • Number of tags reduced      | 3 (1.1%)  |

January, 2006 to Present

|                               |             |
|-------------------------------|-------------|
| • Number of IDRs requested    | 34          |
| • Number tags disputed        | 116         |
| • Number of IDRs with G+ tags | 29          |
| • Number of G+ tags disputed  | 49          |
| • Number of G+ tags upheld    | 47 (95.9%)  |
| • Number of G+ tags deleted   | 1           |
| • Number of G+ tags reduced   | 1           |
| • Number of tags upheld       | 107 (92.2%) |
| • Number of tags deleted      | 9 (6.8%)    |
| • Number of tags reduced      | 0           |

10/30/06