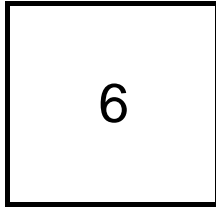


Creating Cases

Created Last Week



Cases Created Per Day

| Average | Max |
|---------|-------------|
| 1.50 | 2 last week |
| 1.29 | 2 6 weeks |
| 2.47 | 43 6 months |

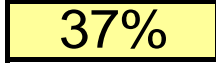
Total Last Week
6 opened
3 closed

Month so far
11 opened
11 closed

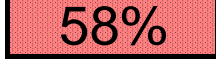
Pending Cases as of
10/23/2006

Closing Cases

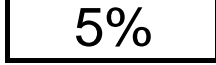
7 or more days



1 to 7 days

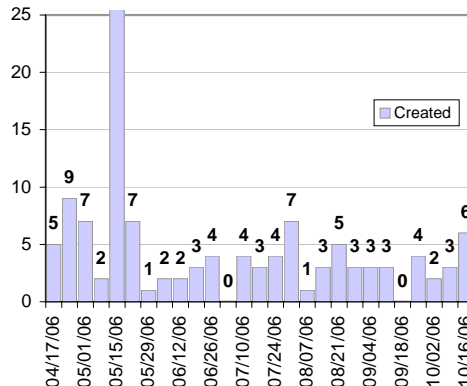


< 24 hours

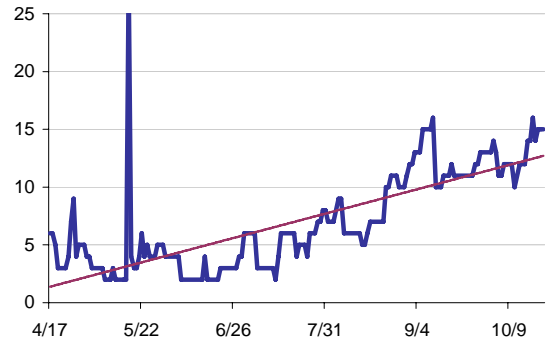


(over the last six weeks)

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months:

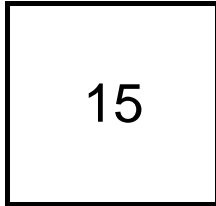
9 ↑

Stalled Cases

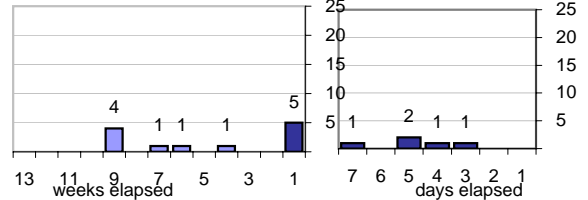
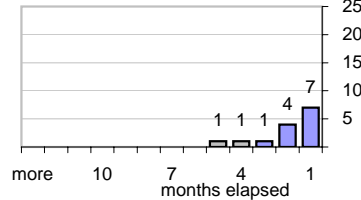
452 age of oldest, in days gone by
132 longest in days since any activity

Pending Queue

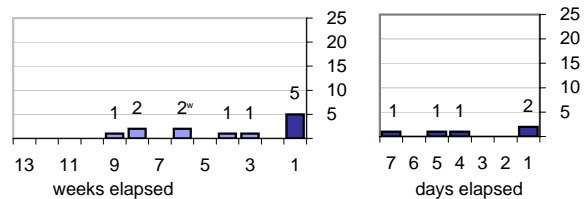
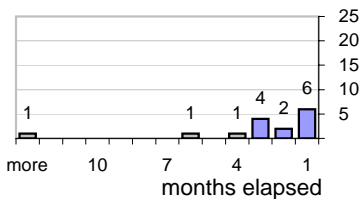
Currently Open



Age of Active Cases



Time Since Any Activity in Active Cases



Complaint Types

Top 10 Complaint Types over 6 months

| | |
|------------------------------------|----|
| Spam | 76 |
| Offensive Web Page | 11 |
| Misuse of MIT mail system | 1 |
| Forged Email | 1 |
| non-complaint | 3 |
| Other | 9 |
| Abuse of printers: multiple copies | 3 |
| Abuse of Workstation | 2 |
| Commercial use | 2 |
| Spam with virus payload | - |

Historical View

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

