Internet Service Providers Association

TDNs 2009

- **46 take-down notifications were lodged with ISPA.**
- **16 were rejected:**
  - 9 because the target of the take-down notice was not a member of ISPA.
  - 4 because the content referred to by the complainant did not exist.
  - 2 because the content was not sufficiently identified by the complainant to permit any resolution.
  - 1 because no target ISP was provided by the complainant.
- **30 accepted & resolved as follows:**
  - 26 content was removed or blocked either by the ISP's client, or by the ISP.
  - 4 were refused by the target ISPs.

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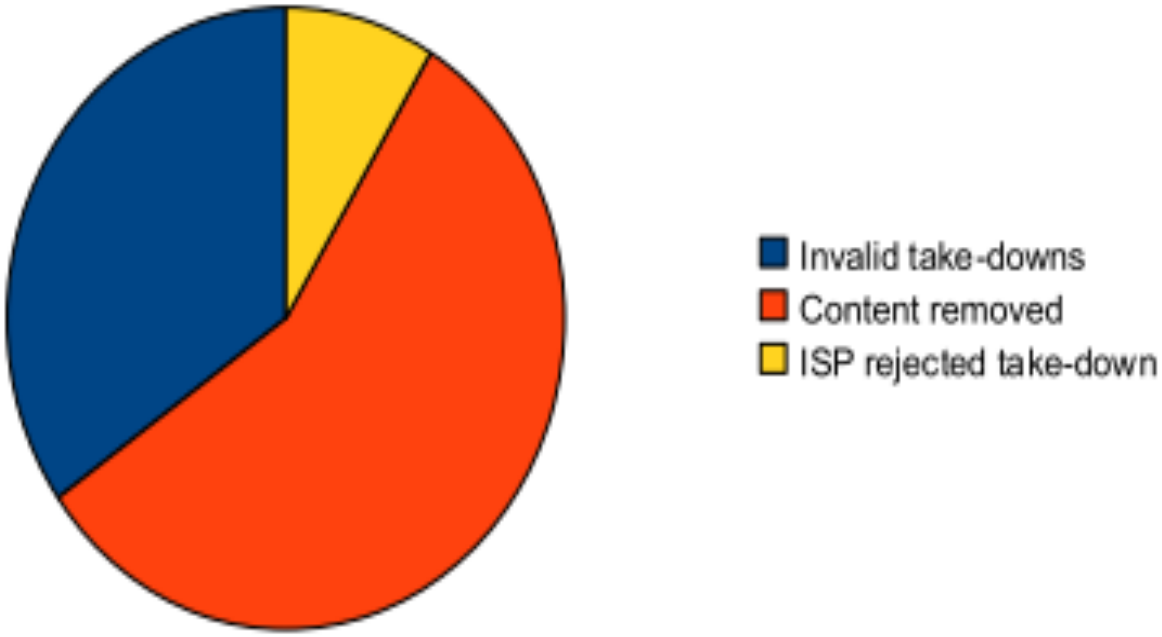

Take-downs processed in 2009

Internet Service Providers Association

TDNs 2010

- **59 take-down notifications were lodged with ISPA.**
- **14 were rejected:**
  - 7 because the target of the take-down notice was not a member of ISPA.
  - 7 because the content referred to by the complainant did not exist.
- **45 accepted & resolved as follows:**
  - 33 content was removed or blocked either by the ISP's client, or by the ISP.
  - 11 were refused by the target ISPs.
  - 1 was withdrawn by the complainant

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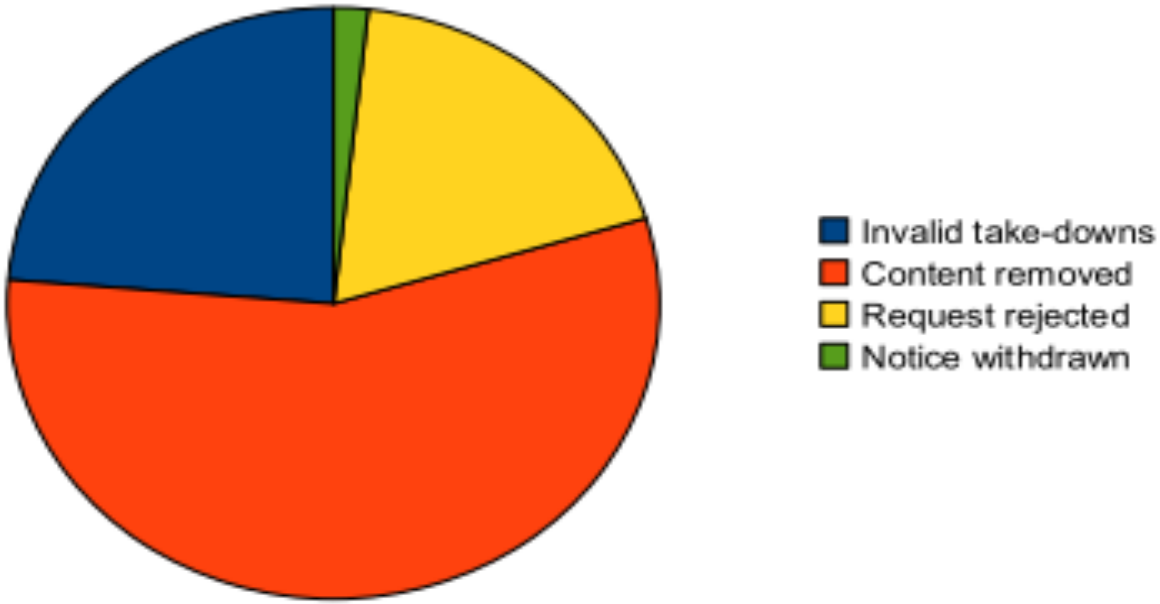

Take-downs processed in 2010

Internet Service Providers Association

TDNs 2011

- **98 take-down notifications were lodged with ISPA.**
- **29 were rejected:**
  - 1 because the target of the take-down notice was not a member of ISPA.
  - 10 because no ISPA member was identified.
  - 13 because the content referred to by the complainant did not exist.
  - 3 because they were duplicate notices.
  - 2 because critical information was missing.
- **69 accepted & resolved as follows:**
  - 54 content was removed or blocked either by the ISP's client, or by the ISP.
  - 7 were refused by the target ISPs.
  - 4 were withdrawn by the complainant.
  - 4 the targeted ISP could not comply with the take-down request because their customer (the owner of the content) changed hosting providers in response to the take-down notice, placing the matter outside of ISPA's jurisdiction.

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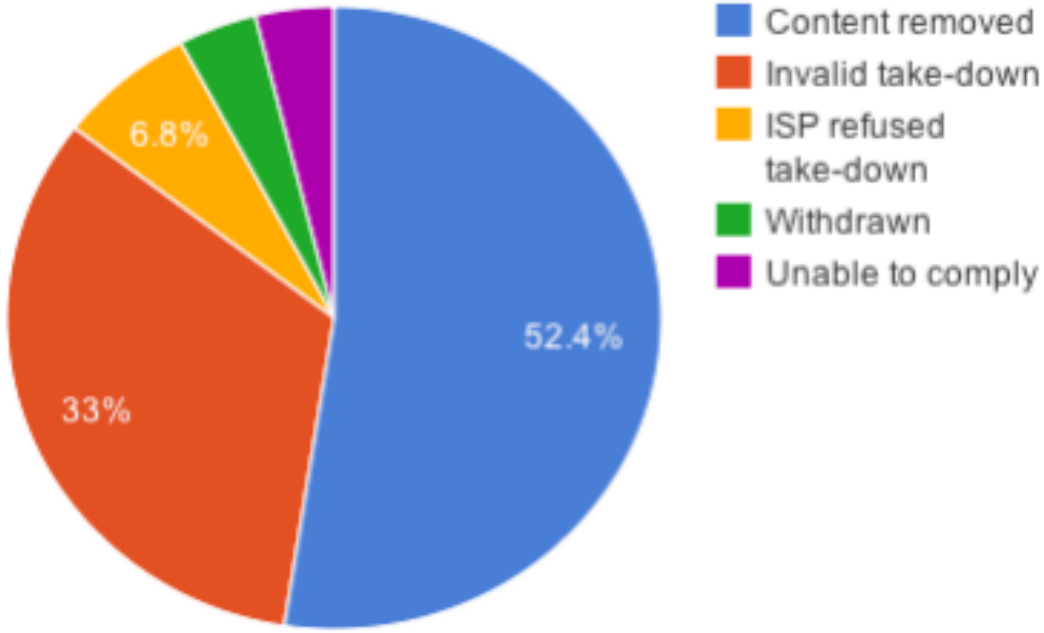

Take-downs processed in 2011

Internet Service Providers Association

TDNs 2012

- **130 take-down notifications lodged with ISPA**
- **46 were rejected:**
  - 27 because the target of the take-down notice was not a member of ISPA.
  - 17 because the content referred to by the complainant had already been removed, or did not exist.
  - 1 because no problem content was identified
  - 1 because the complainant lodged an unreadable request in a foreign (non-South African) language and did not respond to requests to repeat in an official SA language.
- **84 accepted & resolved as follows:**
  - 69 content removed or blocked either by the ISP's client, or by the ISP.
  - 10 refused by the target ISPs.
  - 5 withdrawn by the complainant.

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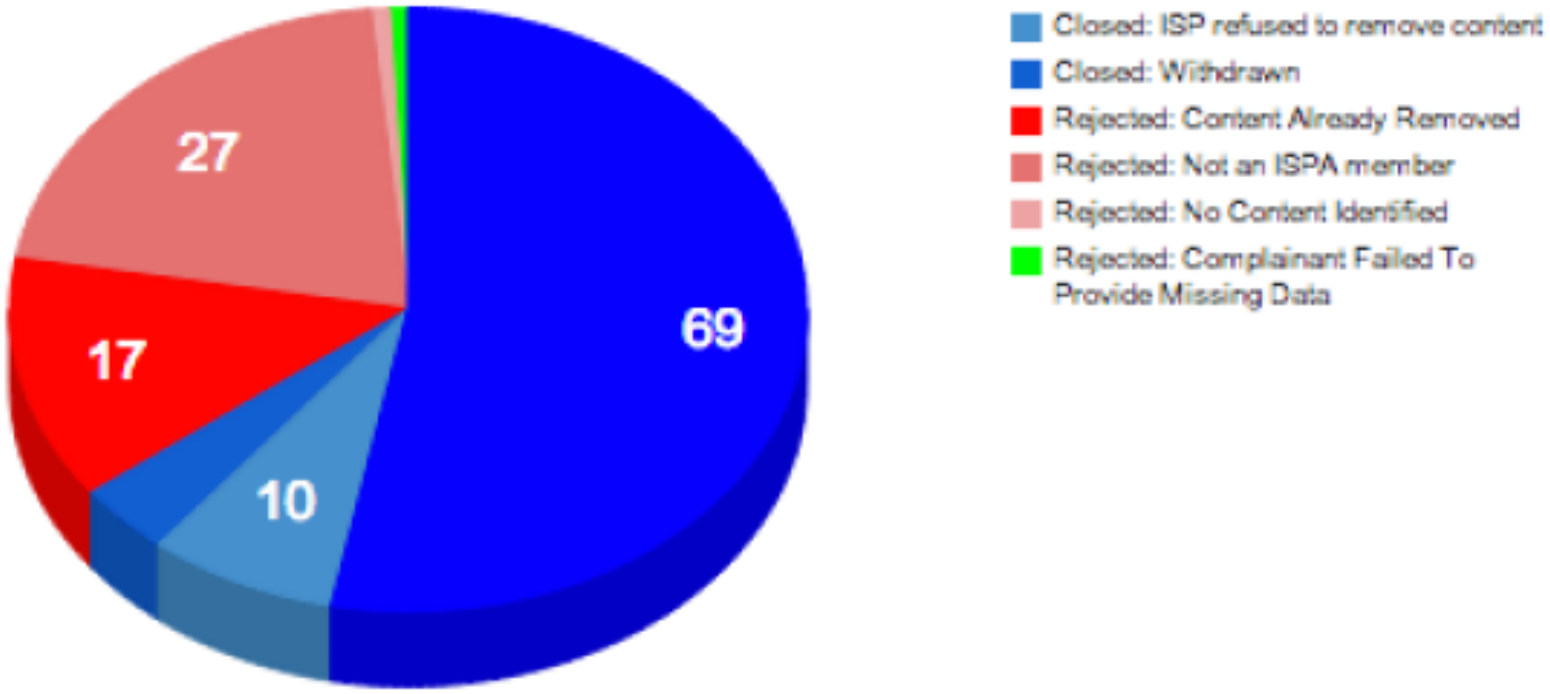
Take-Down Notices by Status



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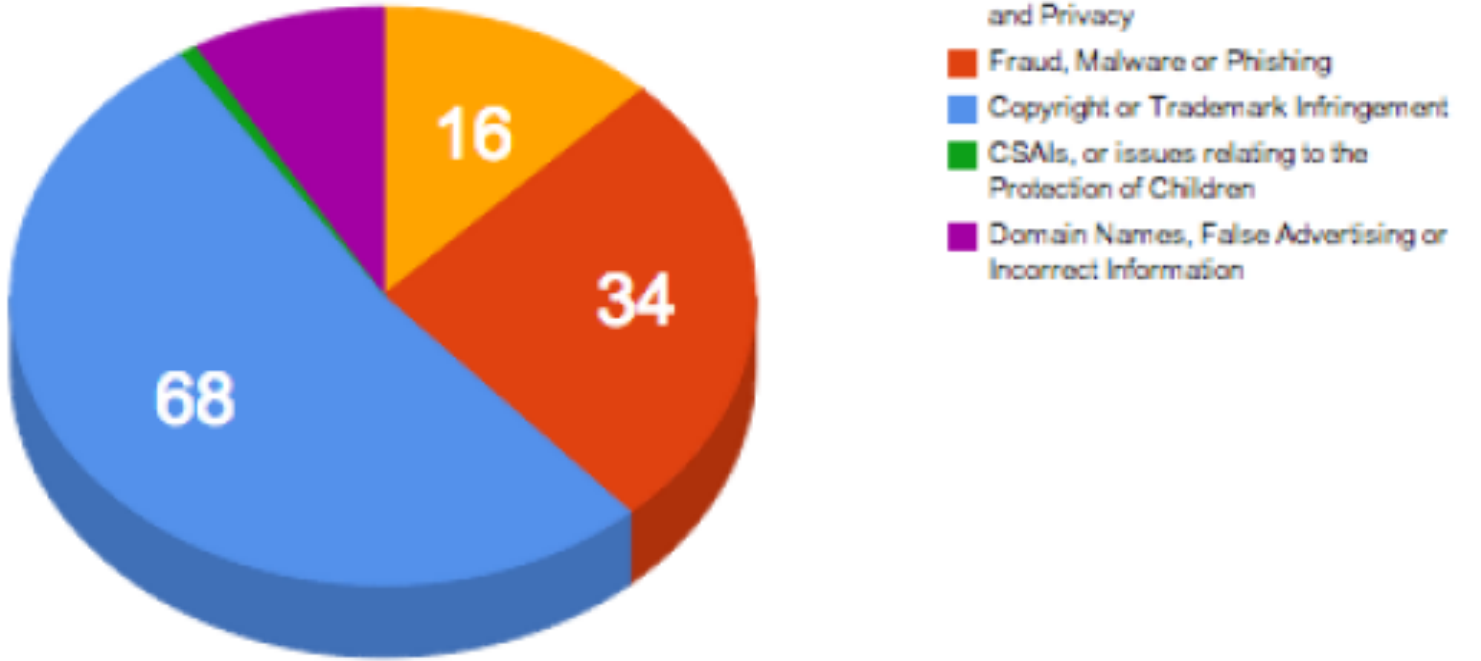
Take-Down Notices by Type



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