



# Q3 2021 Summary Call

Dash Core Group, Inc.  
21 September, 2021

# A few things before we get started

- This call is being recorded and will be shared on the Dash YouTube Channel
- Questions were collected previously and 2 of them will be answered during the call (there were no more questions). The remaining questions will be addressed in written.
- Please use YouTube chat to ask ad-hoc questions

Moderator: Ryan Taylor, CEO

Operator: Robert Wiecko

# Strategy

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# Dash Core Group Mission & Vision

## Mission Statement

Dash Core Group's mission is to provide greater financial freedom by delivering financial solutions which are secure, reliable, decentralized, and usable for all.

## Vision Statement

We build and maintain an innovative financial infrastructure and digital currency that is characterized by its decentralization, usability, and ease of access. The core of this infrastructure is a payments network connecting an ecosystem of consumers, merchants, and service providers. We will:

- provide users with a fungible currency which offers speed, reliability, and optional privacy for both physical and online transactions
- foster a robust ecosystem of financial products and services by developing solutions which service the needs of consumers and merchants
- collaborate with service providers (e.g., processors, exchanges) to enable Dash-specific functionality which improves the user experience
- cultivate adoption of this ecosystem through education, promotion and engagement of potential users

# How DCG is Growing Dash

## Growth Build the ecosystem

### Build brand

Increasing brand awareness by expanding Dash's presence in verticals in addition to blockchain

### Build community

Cultivate a community of contributors and maximize the network's potential

### Build partnerships

Prioritize financially underserved markets based on user need and market fit

## Product Put users first

### Functional

Functions as intended

### Reliable

Secure and performant

### Easy to use

Fast, affordable, intuitive

### Delightful

Fun to use

## Technology Build the system

### Increase access

Provide solutions for consumers, merchants and developers

### Extend capabilities

Create blockchain platform upon which to build distributed applications

### Scale performance

Ensure network level performance while scaling transaction volume

Greatest Need	Venezuela	LatAm
	Remittances	Crypto Trading
Greatest Fit	Gaming	Neo-Banks
	Developers	Community
Growth Multipliers	Merchants	Service Providers

	Borderless Currency	
Network Operators	Network Instant + cheap	
Developers	Applications User friendly	Individuals Businesses

Layer 3   Applications	Applications for the blockchain	
Layer 2   Data	Data and message storage	Network
Layer 1   Payments	Peer-to-peer + trustless	Governance

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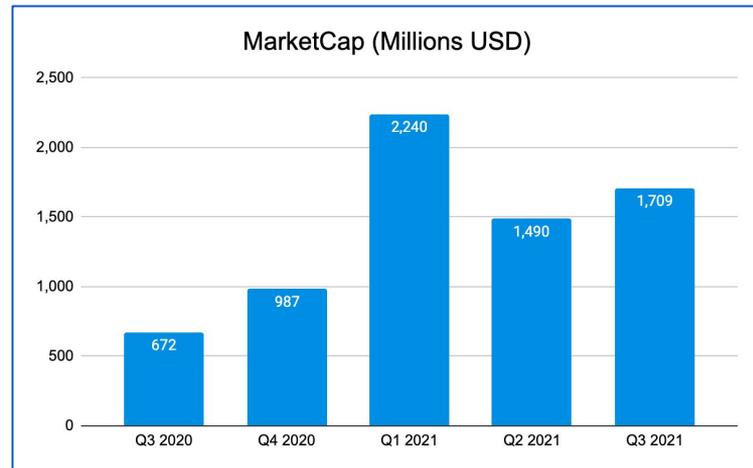
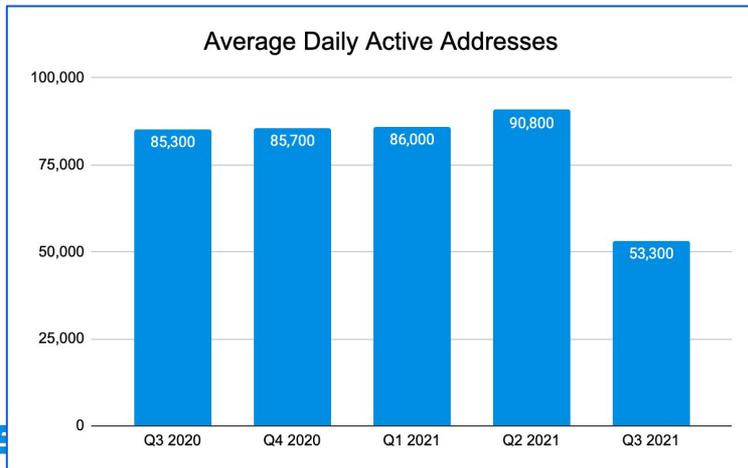
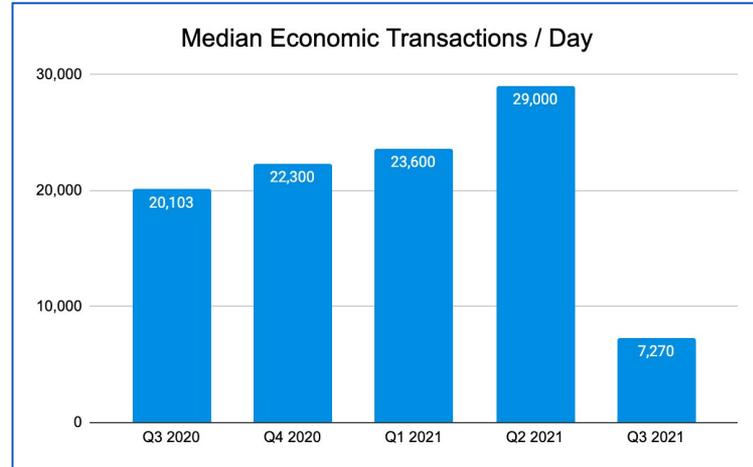
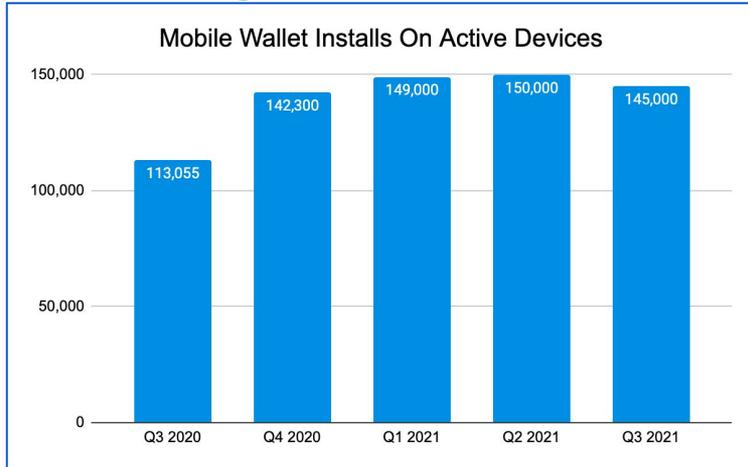
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# Market Performance

Question	Metric	Q2 '21	QoQ	YoY
<b>PRODUCT: Is Dash a Better Way to Move Money?</b>				
<i>How much is the currency fluctuating?</i>	Daily Volatility Standard Deviation	5.53%	-42.2%	33.4%
<i>How much does it cost to send a payment?</i>	Median Fee	\$0.00048	-52.4%	-15%
<b>USERS: Are More People Using Dash?</b>				
<i>How many daily active addresses?</i>	Avg Daily Active Addresses	53.3k	-41.3%	-37.5%
<i>How many DCG wallets are installed on active mobile devices?</i>	Installed Wallets on Active Devices	145k	-3.7%	27.9%
<i>How many unspent transaction outputs are there?</i>	Unspent UTXOs	4.63M	2.2%	3.4%
<i>How many addresses have a balance greater than 1 USD?</i>	Total Addresses > 1\$	699k	6.3%	64.8%
<b>USAGE: What are Dash Users Doing?</b>				
<i>How much Dash is traded daily on exchanges?</i>	Avg Daily Traded Messari "Real Volume"	\$100M	-55%	344%
<i>What is the total payment volume?</i>	Adjusted TPV	\$12.0B	85%	1,784%
<i>What was the number of economic transactions?</i>	Economic Transactions	830k	-70.4%	-57.9%
<i>What was the number of mixed transactions?</i>	CoinJoin Spend Transactions	9.84k	15.3%	4.1%
<b>CRYPTOCURRENCY PAYMENT GROWTH: How fast are other payment-oriented networks growing?</b>				
<i>What was Dash's typical daily economic transactions?</i>	Median Economic Transactions / Day	7.27k	-74.9%	-63.8%
<i>What was Bitcoin's on-chain typical daily transactions?</i>	Bitcoin Median Transactions / Day	243k	0.6%	-25.0%
<i>What was Lightning Network growth?</i>	Lightning Network Capacity (BTC)	1.65k	80%	163%
<i>What was Bitcoin Cash's typical number of transactions?</i>	Bitcoin Cash Median Transactions / Day	114k	-23%	410%
<i>What was Litecoin's typical number of transactions?</i>	Litecoin Median Transactions / Day	138k	23%	228%
<b>MARKET: What is Dash Market Value?</b>				
<i>How many coins exist?</i>	Total Coin Supply	10.4M	1.5%	6.4%
<i>How many coins are not collateralizing MNs?</i>	"Circulating" Supply	5.74M	-2.0%	20.1%
<i>What was the quarterly (last day mean) price of Dash?</i>	Price	\$165.00	13%	139%
<i>What is the network value of Dash?</i>	Market Cap	\$1.71B	15%	154%

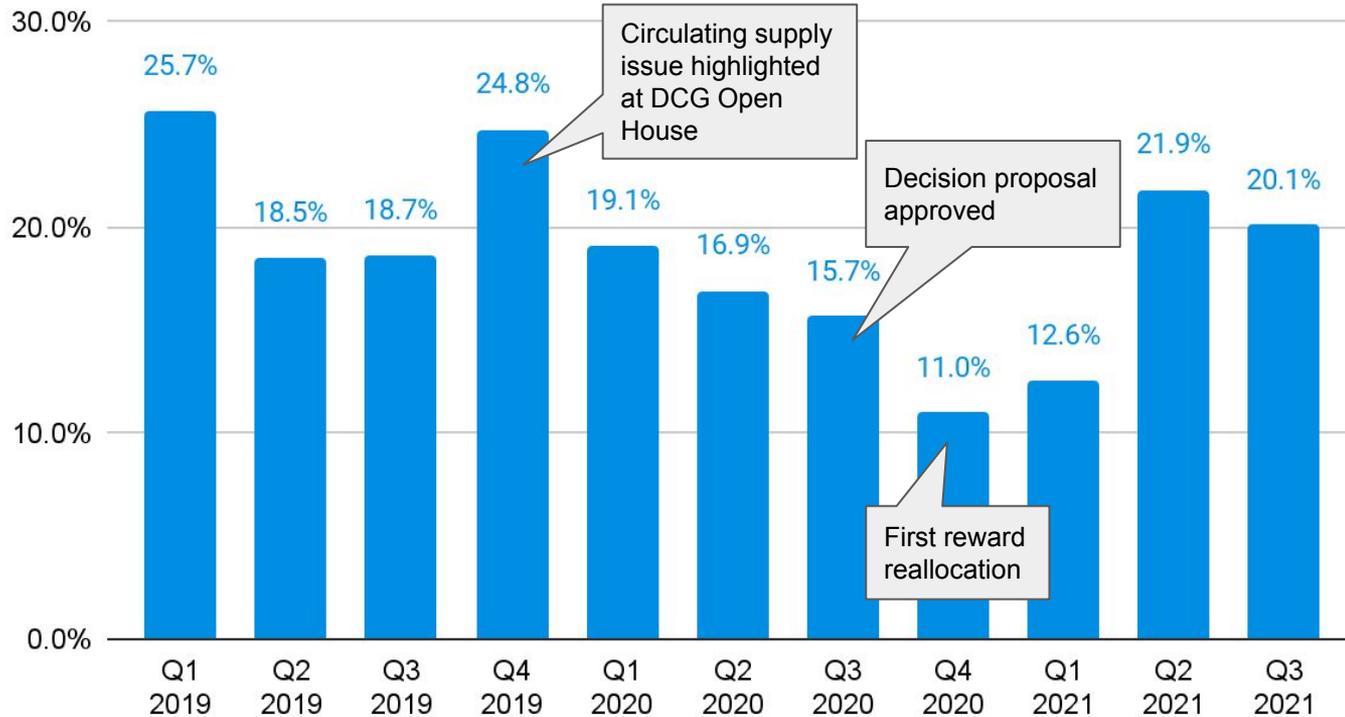


# Quarterly Performance Trends



# Circulating Supply vs Target

## Circulating Supply Growth (YoY)



- Target circulating supply growth <10%
- Q2 spike due to v0.17 MNs banning v0.16 MNs in June
- Q3 spike due to tough YoY comparables

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# Balance Sheet

(Non-GAAP compliant. See disclaimer.)

Strong quarter from a financial perspective

Cash/Dash assets at the end of Q3 2021 totaled ~\$3.6M, up 8% from the end of Q2 2021

Dash Core Group received 60% of the Dash Network proposal funding during the third quarter of 2021



	At Sept 30 QE 2021	At June 30 QE 2021	Percent Increase / Decrease Vs. Prior Quarter
<b>(In thousands \$US)</b>			
<b>Assets- USD Equivalent, DASH at market value</b>			
<b>Budget Accounts</b>			
Bus Dev - General	125	143	-13%
Core Team Salaries	2,885	2,705	7%
Infrastructure	154	37	318%
Legal	42	85	-50%
Marketing	271	246	10%
Property Lease	3	3	0%
Escrow	31	31	0%
<b>Other</b>			
Other Current Assets	100	86	16%
<b>Total Assets</b>	<b>3,610</b>	<b>3,335</b>	<b>8%</b>
<b>Liabilities</b>			
A/P & Accrued Expenses	193	184	5%
Escrow Balances	31	31	0%
Tax Liability	(5)	403	NM
Deferred Compensation	8	0	NM
<b>Equity</b>			
Retained Earnings	2,737	2,366	16%
Net Income	647	352	84%
<b>Total Liabilities &amp; Equity</b>	<b>3,610</b>	<b>3,335</b>	<b>8%</b>

Management has elected to omit substantially all of the disclosures required by accounting principles generally accepted in the United States of America ("US GAAP"). If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters. Treatment of "DASH" as a foreign currency and its "mark-to-market" accounting is not in compliance with US GAAP; Statement of Cash Flows has been omitted.

# Income Statement

(Non-GAAP compliant. See disclaimer.)

Recognized \$1.6 million in revenue from the Dash proposal system in Q3 2021

The largest expense item is compensation, dwarfing the rest of the expense categories.

We plan on spending more in non-compensation category since balance sheet has stabilized. This ramp up in spending will be driven with an expected decrease in proposal system ask for compensation related expenses.



(In thousands \$US)	At Sept 30 QE 2021	At June 30 QE 2021	Percent Increase / Decrease Vs. Prior Quarter
<b>Revenue</b>			
Dash Budget System	1,615	1,852	-13%
Uncategorized Income	0	0	0%
<b>Total Revenue</b>	<b>1,615</b>	<b>1,852</b>	<b>-13%</b>
<b>Expenses</b>			
Bus Dev / Marketing	99	117	-15%
Compensation Costs	777	1,036	-25%
General & Administrative	68	58	17%
Professional Fees	77	80	-4%
Travel & Entertainment	0	0	0%
<b>Total Expenses</b>	<b>1,021</b>	<b>1,291</b>	<b>-21%</b>
<b>Other Gain/Loss</b>			
Exchange Gain (Loss)	52	194	-73%
<b>Total Other Gain (Loss)</b>	<b>52</b>	<b>194</b>	<b>-73%</b>
Tax Expense	0	403	0%
<b>Net Income</b>	<b>646</b>	<b>352</b>	<b>84%</b>

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***Dash***

# 3<sup>rd</sup> Quarter in Review

## Core

### Dash Core v0.18.0 development

- BTC v0.18 and v0.19 backports
- + Deterministic InstantSend locks
- + Quorum rotation, stronger IS security
- + Proposal fee reduction
- + Upgraded build system to C++17
- + Heavy code refactoring
- Asset lock special transaction
- ~~Ban RPC command~~

## Platform

### Dash Platform v0.20 testnet release

- Platform state threshold signing
- Validator set rotation
- Strict and secure data contract validation
- Testnet real world delay conditions
- + Dash Core signing
- + Consensus P2P layer optimization
- + Proof system initial version
- + Various DashMate improvements
- Error framework
- Protocol upgrade process
- Design distributed database authentication system
- Update data contract

## Mobile

### Ongoing Wallet development

- Dash Wallet Android v7.3.2 (4 releases)
- Dash Wallet iOS v5.7 (4 releases)
- Bug fixing & UX/UI improvements
- Platform protocol upgrade (DashPay)
- + Liquid - Buy with Visa (Android)
- + Deep-link fixes (DashDirect UX)
- + Initial Platform proof system
- Swap Dash (Android)

# Roadmap

Q4 2021

## Dash Core v0.18 mainnet activation

- Dash Core v0.18 rollout to mainnet
- Backporting v0.19/v0.20 of bitcoin
- + QT governance / masternode UI
- + Enhanced Hard Forking implementation
- + P2SH proposal payouts

Q1 2022

## Dash Core v0.19 testnet release

- BLS v1.0 upgrade
- **Asset lock / unlock implementation**
- + Platform masternode reward reallocation
- Support for Platform release
- Continued backporting

Q2 2022

## Dash Core v0.19 mainnet activation

### Future

- + Masternode shares
- + On chain governance

Q4 2021

## Dash Platform - Testnet v0.21 / v0.22

- **Error framework (v21)**
- **Protocol upgrade process (v21)**
- Incubator reported bug fixes (v21)
- **Data contract updating (v22)**
- Proof system release version (v21/v22)
- New state tree implementation (v22)
- Secondary indices for document proofs (v22)
- + Masternode identities (v22)
- **Initial proof of service implementation**

Q1 2022

## Dash Platform - Testnet v0.23 / v1.0

- **State transition fee implementation (v23)**
- + Fee pool allocation (v23)
- + Withdrawal transitions (v23)
- State sync (v23)
- Stress tests
- Internal and external security audits

## Dash Platform - mainnet release candidate

Q2 2022

## Dash Platform - v1.1

- + Migration to Rust
- + Smart contracts
- Improvements against release version

Q4 2021

## DashPay

- **Accept invitations (iOS)**
- Platform protocol upgrades (v22)
- + Private transaction memos

## Dash Wallet

- Core v0.18 Support
- + US on-ramp integration
- Explore Dash (Android)

Q1 2022

## DashPay

- Platform protocol upgrades (v23/v1.0)
- Mainnet release candidate

## Dash Wallet

- Swap Dash (Android)
- + Staking integration (Android)
- Explore Dash (iOS)
- Push messaging

Q2 2022

## DashPay

- UI/UX improvements

### Future

- Payment requests
- Merchant features
- Location-based features



# Increase of development capacity

## Increases for Platform:



New Platform Consensus team with 3 members



Extra hire for Platform Client Team



Extra 2 hires for Platform Protocol Team



Decision to switch from JS to Rust

## Increases for Core/Mobile/Research:



4 new hires for Core



3 new hires for Mobile + 1 part time



1 new hire in Research

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# 2021 - Building from Ground Up - Progress

## Communication One Product, Many Voices

### New Users and Enthusiasts

A foundation to be the currency of choice for the next generation.

- ✓ Performed social audit
- ✓ Building new look and tone for social channels
- ✓ Message type testing
- ✓ Shift focus to platforms that move the needle and correct KPI's

### Reach all stakeholders

Miners, developers and exchanges matter.

- ✓ Email addresses collected
- ✓ CRM selected
- ✓ Templates designed

### MNO's

Reach and recognize

- ✓ Finally have access to MNO discord

## Presence We're Here...We're Clear

### Trade Shows & Conferences

Define our space.

- ✓ Attended Consensus with speaking spot
- ✓ Plan to attend Money2020, IAFCI, Messari, Crypto Policy Summit, DC Fintech Week

### New Communication Vehicles

Cutting edge media aligns with cutting edge technology.

- ✓ Identified new non-traditional media opportunities and placements to promote DashDirect, Platform and others

### Boots on the Ground

Who else has their own army?

- ✓ Developing community-ready downloadable resources for grassroots efforts - merchant kit, window clings

### Industry Groups

Influence through action- shape policy and regulations.

- ✓ BA announcement soon

## Promotion Let Me Tell You About Us

### Owned Assets

Get to know ourselves.

- ✓ Performed site and SEO audit
- ✓ Hired agency to develop content to push down negative Dash articles
- ✓ 20 content pieces + downloadable assets being developed
- ✓ SEO plan being worked on to resolve missing titles, descriptions, HT's & image size
- ✓ Redesign of blog/news. Ready for posting.
- ✓ Analytics audit on site

### Business Development

Working hand in hand.

- ✓ Attend partner calls when relevant
- ✓ Write and distribute press releases
- ✓ Site updates for partner support

### Demand Generation

Creating use cases.

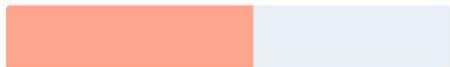
- ✓ Developing realistic solutions with limited resources

# Interesting Newsletter Data

Time spent viewing email



Open rate 55.4%

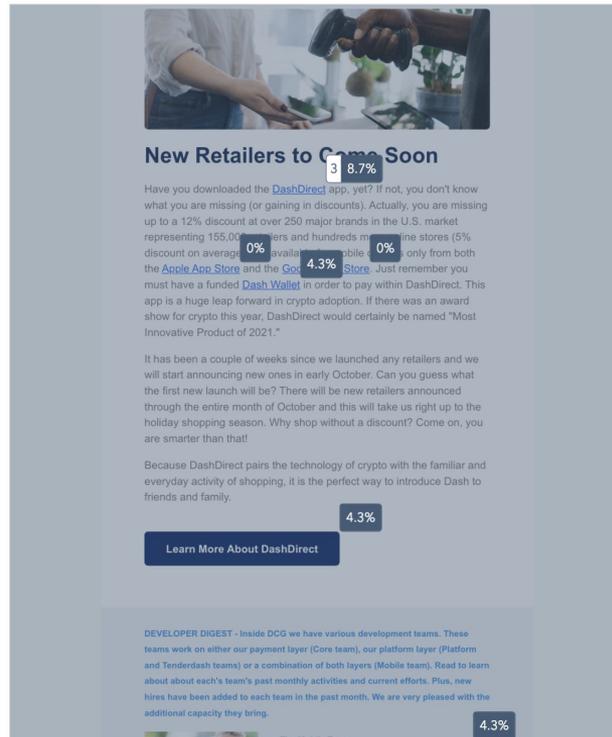


Click rate 12.4%

Click-through rate 22.4%

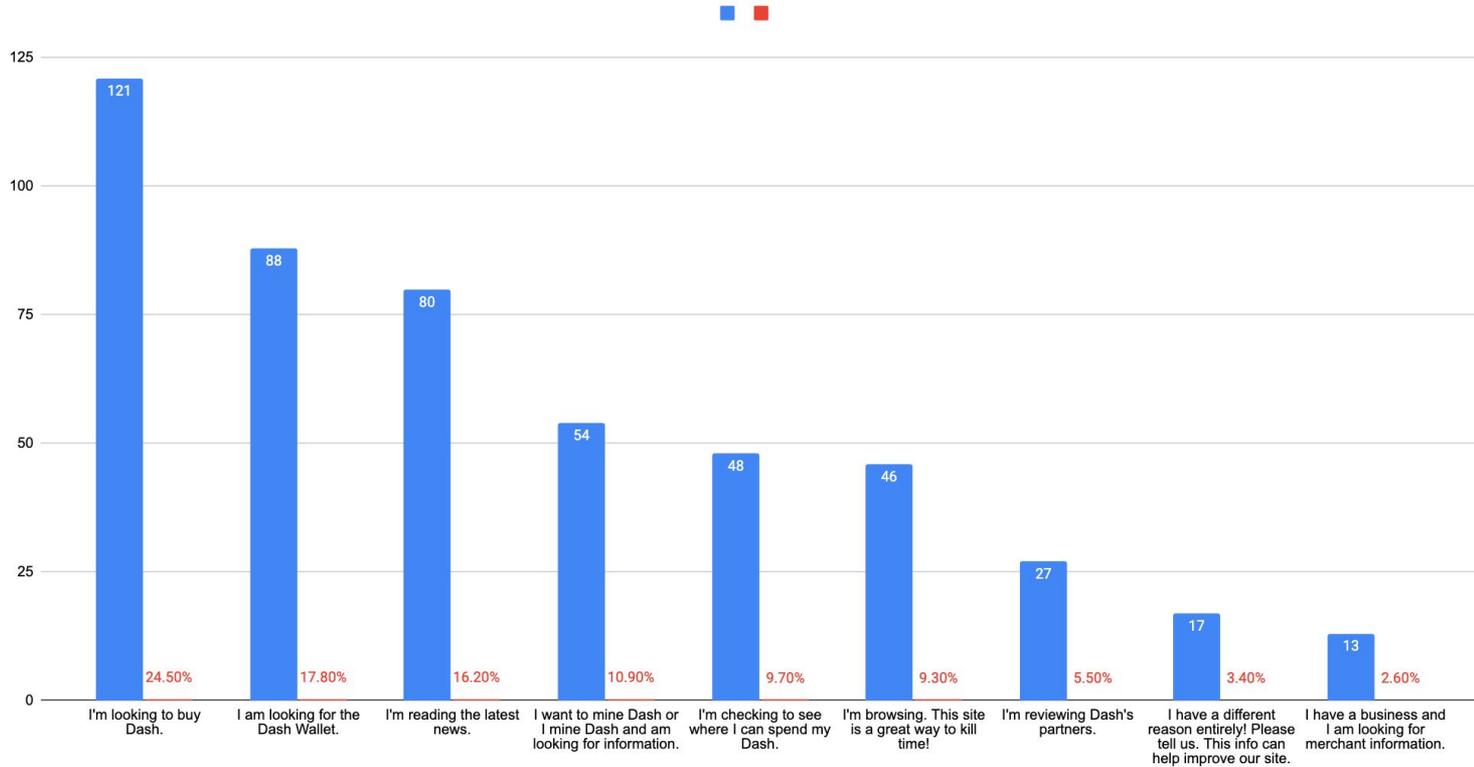


HTML click map



# Site Survey & Implications

Survey Clicks



# 2021 - 2022 Key Marketing Themes

## Acquire Where Can I Buy Dash?

- **Redesign Website**  
Clearly communicate where to buy Dash in one click.
- Clarify Our Products**  
What is a partner vs. exchange. What is FastPass & InstantSend? Content to be re-written for less technical audience.
- Outside Placements**  
Where do people learn about Dash and how do we make our voice heard?
- Outreach**  
Time to be more aggressive in our PR plans and presence.
- Institutional Investing**  
Tell our story to new audiences.

## Store What Do I Do Next?

- **Valkyrie**  
What are the benefits of investing in a Trust? What is a Trust?
- Masternodes**  
How do I get involved?
- Blog education and informational opportunities**  
Brand ourselves as thought leaders and solutions providers.

## Spend Real-World Spending

- **DashDirect**  
We've only scratched the surface
- Business Development**  
Working hand in hand.
- Demand Generation**  
Creating use cases and combining community efforts.

# Marketing Update

## Significant Accomplishments

- DashDirect retailer launches & MOM download growth
- Coordinated upcoming marketing tactics with Valkyrie for Q4 (now with staking!)
- Hired Content & Marketing Manager
- Acquired PR and media management tools to monitor sentiment and effectiveness
- Q4 worth of content ready to go
- Interviewing WordPress developers
- Consumable community content



## Upcoming Marketing Plans for Q4

- Miami area outdoor marketing for remittances, awareness & DashDirect in English & Spanish
- DashDirect extended reach to crypto community
- Valkyrie features roll out
- Platform & DashPay
- Start to develop consistent voice across all channels
- 1:1 AMA's and other events for community hosted by management team
- Newsletters by category
- Videos
- Site planning and refresh

# Sneak Peek at Valkyrie

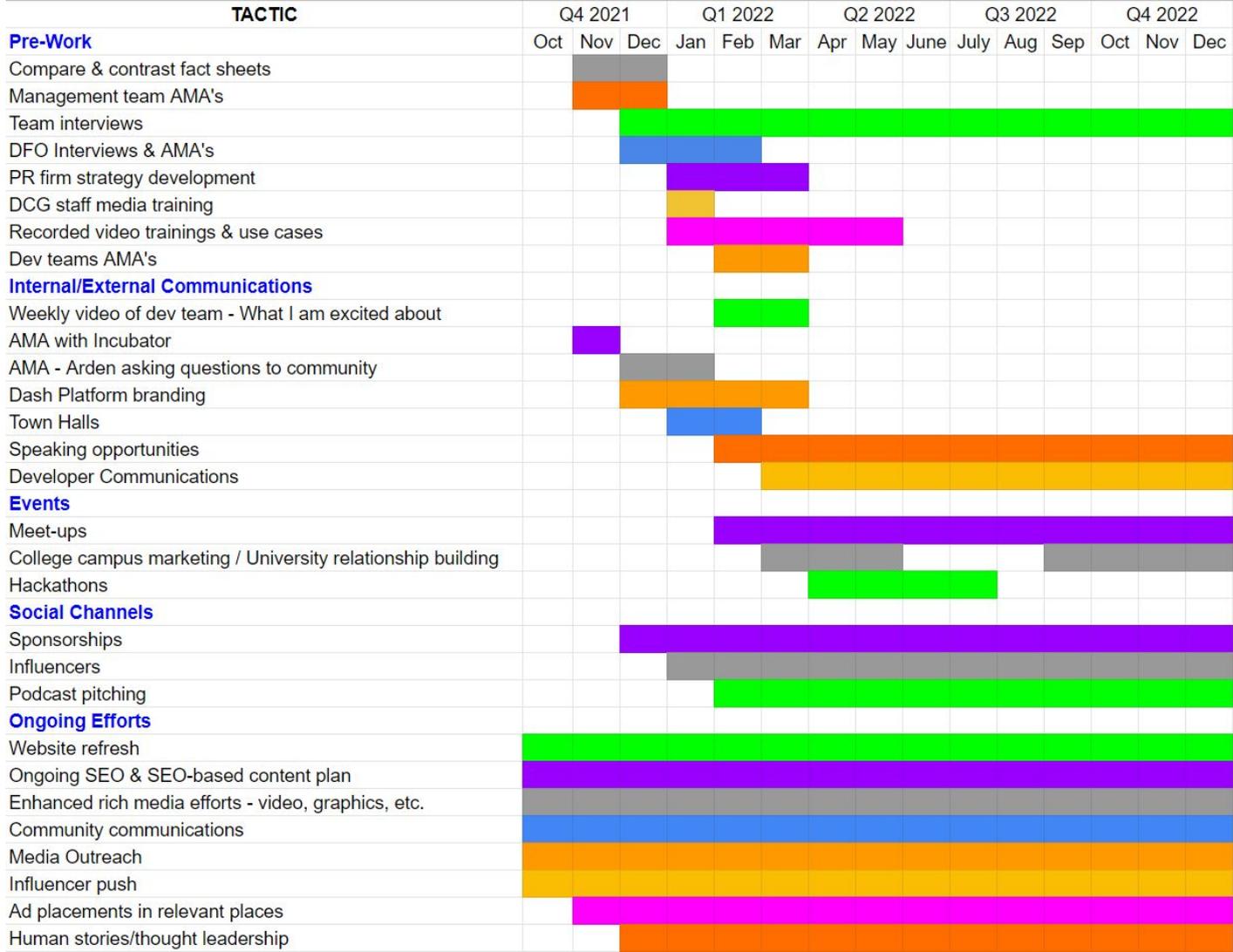
## Key Benefits to Dash

- Access to NY market
- Will be able to trade on OTC exchanges and brokerage accounts with \$5M held

## Key Benefits to Investors

- Lower investment costs and less technical skills required vs. masternodes
- Easier tax preparation & quarterly statements
- Demonstrable asset
- Can easily access through an IRA
- Beneficiaries
- Access for New York residents

Tactic
Promote on internal social channels
Communicate staking via special one-off email to list
Training Webinars - What is staking, what can this trust do for you?
Valkyrie page on site, Valkyrie call out on home page
Shared blog posts
AMA's with Valkyrie team and Ryan
One-Sheet for events/speaking opportunities/downloadable
Outdoor media buys in financial districts/wealthy suburbs in NY
Influencer outreach
Purchase mailing list for family office mailings/affluent areas
Affiliate Marketing



# Platform & DashPay Plan Phases

## Planning

### 1. Development

- Dash Platform name and brand
- Video/animation work for DashPay
- PR strategy work throughout
- Content library collection

## Planning

### 2. MVP Testnet

- Begin to message value proposition to developers and crypto users
- Video campaign
- Develop media campaigns to highly targeted audiences
- Joint messaging development with Incubator
- Brand reveal

## Events / Testing

### 3. Software Release

- Campus marketing
- Targeted media placements and ads
- Hackathons & events
- AMA campaign
- DashPay Marketing

## Campaigns

### 4. Activation

- Activities TBD based on timing and results of previous testing.
- DashPay UGC content campaigns

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# Business Development

Venezuela



Trading



E-Sports & Online



Regulatory



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# New Growth Verticals For Business Development



## Brazil

- 213 MM PPL
- 13k Startups
- 131 Crypto
- 4B purchased 2021



## U.S. Point-of-Sale and payment service providers

- Changed sentiment
- Crypto teams & projects
- Over 100 at Money2020
- Reach out to us



## Neo banks

- Crypto demographic
- Start to add cryptos
- Nimble and willing
- 240+ Globally

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# Outlook

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# Q&A

1. What is DCG group's current break even price for Dash and do they have enough reserves now to consider asking less of Treasury?
2. Why is there no effort by DCG to reach out to european (EU) regulators? And if there is why is there no mention of it in the <https://www.dashcentral.org/p/Dash-Core-Group-Legal-October-2021> proposal?

**Thank you!**

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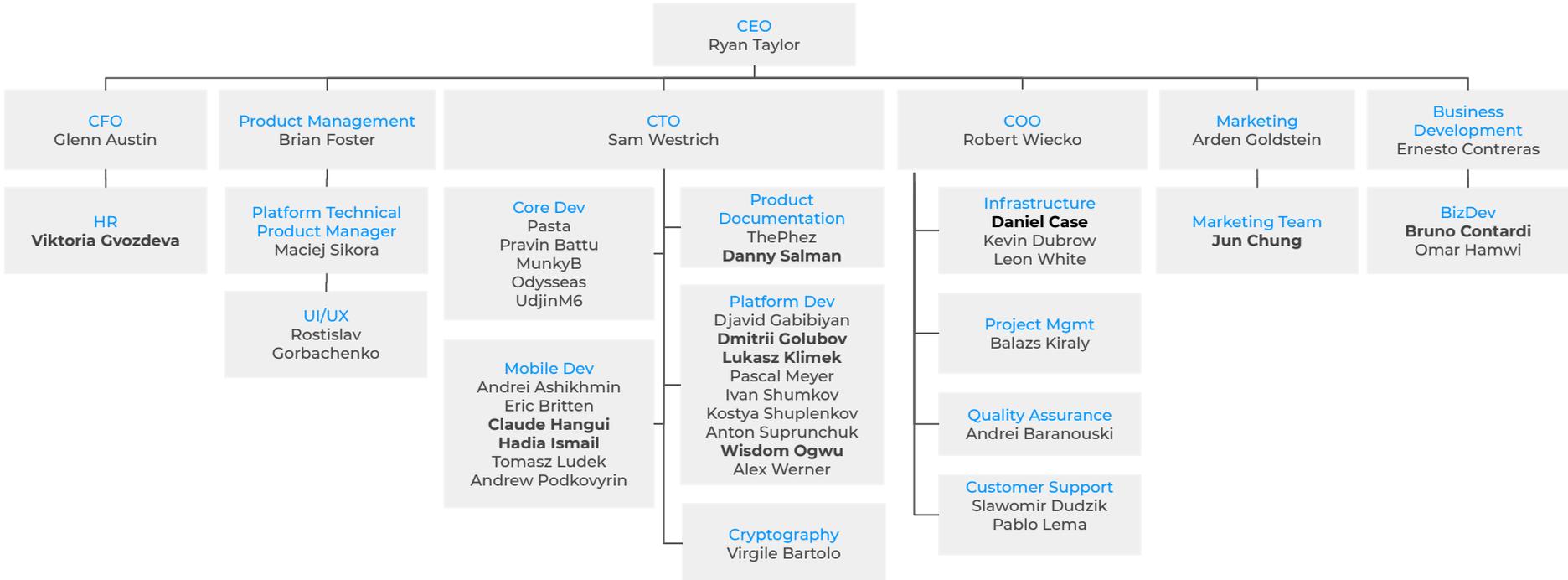
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# How DCG is Organized



# Additional Accomplishments (Q3)

## Tech

- Hired three new Core developers

**\* Please see slides 14 - 17 for more**

## Business Development

- Dasherpay payroll scaled to 2nd stage in two SMB store employees, and signed up 2 more SMB for a total of 51 people on the pilot.
- Defined 3 Mo program for Dasherpay entries, worked with Dash text on legal framework
- Ran brand awareness and promotional activities with a top tier supermarket Cryptobuyer partner
- Continued FastPass expansion
- Defined new vertical strategy

## Marketing

- Developed three communication themes
- Ongoing SEO efforts
- Hired new media agency
- New employee onboarding
- Supported business development launches
- Redesigned blog from Medium to WP
- Refreshed news section of site
- Joined additional industry organizations
- Planned Money2020
- DashPay & Platform launch plans on paper

## Finance/HR

- Monthly and quarterly accounting / closing books
- Monthly Board of Directors and weekly balance sheet report communicated internally
- Rebuilt compensation reserve balance to the targeted minimum of 7.5 months compensation expense
- Rolled out a Dash denominated retention plan
- Hired an HR specialist



## Operations

- Hired new DevOps Engineer
- Improvements to the website deployment
- Blog migration from Medium to WP
- DashRadar on DCG Infrastructure
- Infrastructure updates to the recent OS versions
- Conversion of all infrastructure assets into Infrastructure as Code
- Improvements to the Platform CI
- Add synthetic network latency to the deploy tool
- Recruitment, 360, onboarding of new comers

## Product

- Onboarded new Technical PO for Platform
- Mobile and Platform release planning
- 51 new DashPay Alpha Program users
- Finalized designs for Explore Dash in Dash Wallet
- Secured firm for the Core protocol security audit

**\* Please see slides 14 - 16 for more**

# Current Activities

## Management Team

**Understand problems and determine priorities**

CEO, CFO, CTO, CMO, COO, BusDev, Product

- SPoF spork documentation issue closed
- Intense hiring in tech and business functions
- 360 Review
- Yearly goals definition and review
- Physical Dash coins project
- Ground merchant kit for community onboarding
- Community infographics
- Launch of meetups organization

## Value Team

**Deliver products with user-first approach**

CEO, CTO, CFO, CMO, COO, BusDev, Product

- DashPay Alpha program (ongoing)
- Platform scope and roadmap updates
- Bug Bounty for Wallets
- PrivateSend rebranding
- Standardize access rights of Dashpay GitHub org/repos
- New Android wallet widget integration
- Dash trademark assignment to DCG

## Growth Team

**Design go-to-market activities and drive growth**

CEO, CMO, BusDev, Product

- Engage and speak to US points of sale firms
- Engage and speak to NeoBanks, initially in Brazil & the US
- Add one more exchange in order to serve multiple retailers and POS firms in Venezuela, and promote them
- Worked on a larger payment integrator in Venezuela aiming for 5k locations in the short term
- Grow payroll in Venezuela from SMB business targeting one large client (100ppl)

# What's Next (Q4)

## Tech

- Recruitment for two new Platform developers
- Recruitment for two new Android developers
- Recruitment for iOS developer
- Recruitment for C++ developer

**\* Please see slides 14 - 19 for more**

## Business Development

- Grow acquire ecosystems for Dash in Venezuela
- Improve TopDashCity usability as a tool for the question "where to spend Dash"
- Measure KPIs for Trading and Venezuela growth
- Improve the investor and larger Dash users initiative
- Hire new Brazil BD manager, and expand to new verticals
- Prepare Dash platform launch with current companies

## Marketing

- Additional hiring to support initiatives
- Support Core and Evonet releases
- Preparation of Platform release to mainnet
- Schedule Townhall series
- Leadership Team 1:1's for mn community
- Wrap up merchant kits
- Develop on-the-ground kits for communities

## Finance/HR/Regulatory

- Monthly and quarterly accounting / closing books
- Monthly Board of Directors and weekly balance sheet report communicated internally
- Participate in reviewing results of 360 reviewing and providing recommendations on actions

## Operations

- Hire new Scrum Master
- Preparations to the mainnet Platform release
- Forum engine upgrade
- Upgrade of the DashRadar servers and libraries
- Setup Grafana servers
- Change servers to ARM (for cost saving purposes)
- Finalize 360

## Product

- Mobile and Platform release planning
- Continued planning for the rollout of Platform
- Define MVP Platform fee requirements
- Kick-off Core & Platform Security Audit project
- Secure firm for TenderDash security audit
- Secure firm for DAPI/Drive security audit

**\* Please see slides 14 - 16 for more information**



# Quarterly Performance Trends

Metric	Q3 '20	Q4 '20	Q1 '21	Q2 '21	Q3 '21	QoQ	YoY
<b>PRODUCT</b>							
Daily Volatility	4.14%	5.29%	9.24%	9.57%	5.53%	-42.2%	33.4%
Median Fee	\$0.00056	\$0.00051	\$0.00099	\$0.00100	\$0.00048	-52.4%	-15%
<b>USERS</b>							
Avg Daily Active Addresses	83.6k	85.7k	86.0k	90.8k	53.3k	-41.3%	-37.5%
Mobile Wallet Installs on Active Devices	113k	142k	149k	150k	145k	-3.7%	27.9%
Unspent UTXOs	4.48M	4.58M	4.49M	4.53M	4.63M	2.2%	3.4%
Total Addresses > 1\$	424k	445k	668k	658k	699k	6.3%	64.8%
<b>USAGE</b>							
Avg Daily Traded Messari "Real Volume"	\$25.5M	\$37.4M	\$178.5M	\$221.1M	\$100.0M	-55%	344%
Adjusted TPV	\$637M	\$916M	\$3.639B	\$6.483B	\$11.998B	85%	1,784%
Economic Transactions	1.972M	2.059M	2.538M	2.806M	830k	-70.4%	-57.9%
Median Economic Transactions / Day	20.10k	22.34k	23.63k	29.01k	7.27k	-74.9%	-63.8%
CoinJoin UTXO transactions	9.45k	9.79k	9.17k	8.54k	9.84k	15.3%	4.1%
<b>CRYPTOCURRENCY PAYMENT GROWTH</b>							
Bitcoin Median Transactions / Day	325k	311k	317k	242k	243k	0.6%	-25.0%
Lightning Network Capacity (BTC)	1.13k	1.06k	1.17k	1.65k	2.97k	80%	163%
Bitcoin Cash Median Transactions / Day	17.0k	20.2k	323.9k	113.8k	87.6k	-23%	410%
Litecoin Median Transactions / Day	41.9k	76.2k	89.8k	111.8k	137.9k	23%	228%
<b>MARKET</b>							
Total Supply	9.74M	9.90M	10.06M	10.21M	10.36M	1.5%	6.4%
Circulating Supply	4.78M	5.06M	5.41M	5.86M	5.74M	-2.0%	20.1%
Price	\$69.02	\$99.77	\$223.13	\$145.58	\$165.00	13%	139%
Market Cap	\$672M	\$987M	\$2.244B	\$1.486B	\$1.709B	15%	154%

# Customer Support Q3 2021 Summary

Total Received Tickets

**367** ▼ 35%

Total Resolved Tickets

**378** ▼ 32%

Total Unresolved Tickets

**33** ▼ 25%

Average Received Tickets

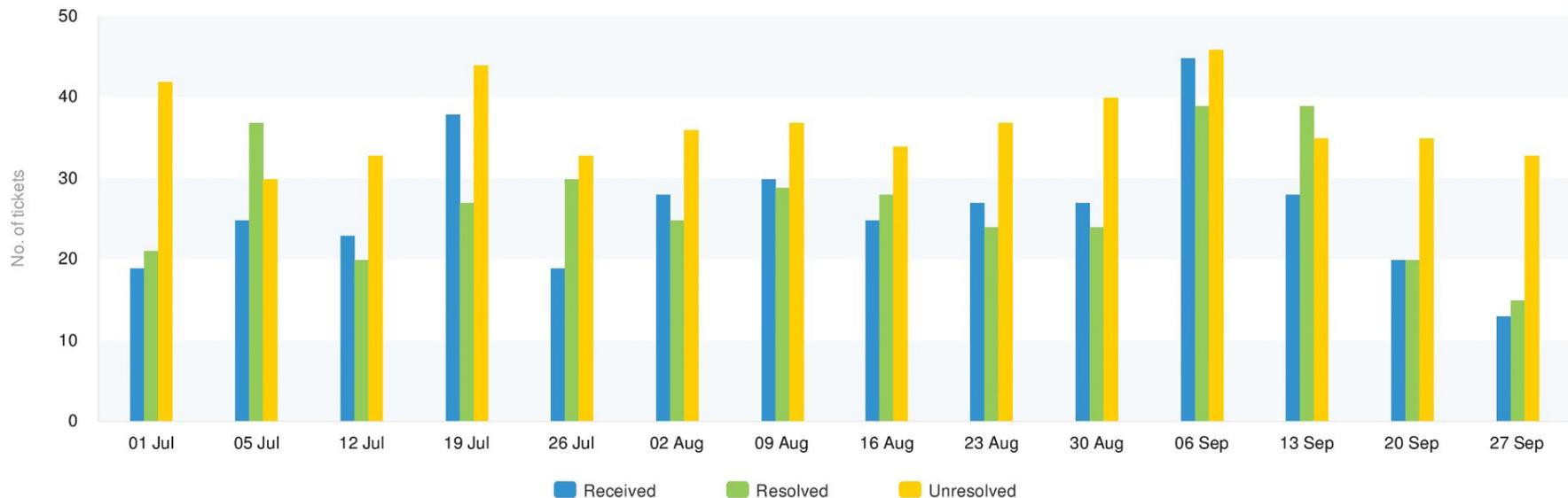
**26** ▼ 35%

Average Resolved Tickets

**27** ▼ 32%

Average Unresolved Tickets

**36** ▼ 25%



# Customer Support Q3 2021 Summary

- Nominal service levels relative to other quarters.
- Mobile tickets to spanish tickets ratio is hovering around 50-60%, but we are seeing less spanish tickets total relative to previous quarters.
- The BXC issue became endemic this quarter, and we had to create a rule to send these to spam. Technical issues with uphold are starting to come in.
- This quarter did not show any major issues in products.

# Data sources

METRIC	DEFINITION	SOURCE	NOTES
Daily Volatility	Standard deviation of daily close price % variance	Coinmetrics	
Median Fee	Mean of the daily median fee in USD for each day in the quarter	Coinmetrics	
Avg Daily Active Addresses	Mean Daily Active Addresses	Coinmetrics	Sum of unique in-out addresses for each day
Wallet Installs on Active Devices	Estimated number of instances of installed Dash Wallet app on devices that have been active within the last 30 days	<a href="#">google play console</a> , <a href="#">iTunes connect</a>	Only 34% of iOS users permit app reporting. In order to reach a more accurate estimate of the number of iOS wallets, we divided the number of app installations for iOS by 0.34 (or the applicable measure for each quarter). It is likely that this estimate is nonetheless below the actual installation count, since Dash and cryptocurrency users are more likely than the general population to value privacy and opt out of app reporting.
Total Addresses > 1\$	Amount of addresses with a balance greater than 1 USD (snapshot)	<a href="#">bitinfocharts.com</a>	Snapshot of last day of the quarter; snapshots recorded on the Internet Archive
Avg Daily Traded Vol \$	USD Volume traded on exchanges, daily mean	Messari	It is well known that many exchanges conduct wash trading practices in order to inflate trading volume. They are incentivized to report inflated volumes in order to attract traders. "Real Volume" refers to the total volume on the exchanges that Messari believes with high level of confidence are free of wash trading activities. These tend to be regulated exchanges. However, that does not necessarily mean that the volume reported by other exchanges is 100% wash trades. As such, the Real Volume underestimates the total global volume, so should be useful for comparative purposes only
Adjusted TPV	Total Payment Volume in USD	Coinmetrics	Adjusted payment volumes exclude certain activity to improve accuracy. A detailed post on the approach can be found here: <a href="https://coinmetrics.io/introducing-adjusted-estimates/">https://coinmetrics.io/introducing-adjusted-estimates/</a>
Economic Transactions	Number of on-chain transactions excluding mixing and coinbase transactions	<a href="#">dashradar.com</a>	We leverage data on transactions per day, subtracting from the total mixing transactions, and coinbase transactions.
Avg. Daily Median Tx Value \$	Mean of the daily median transaction value in USD for each day in the quarter	Coinmetrics	
CoinJoin Use	Number of CoinJoin transactions sent	<a href="#">dashradar.com</a>	These are transactions that utilize only CoinJoin denominated inputs after being mixed. It excludes the actual mixing transactions used to prepare the UTXOs.
Cryptocurrency Payment Growth	Median transactions per day, except Lightning Network for which this data cannot be obtained.	<a href="#">bitcoinvisuals.com</a>	LN does not reveal or enable tracking of the number of LN payments. We therefore use a proxy for usage.
Total Supply	Number of coins that exist	Coinmetrics	
Circulating Supply	Number of coins that are not in MNs	Derived	Total supply less supply used to collateralize masternodes at the end of each period
Price	Avg price for the final day of quarter (across a number of exchanges)	Coinmetrics	
Market Cap	Product of Price and Circulating Supply	Coinmetrics	Also known as Network Value

