

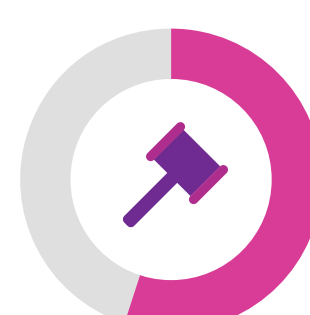
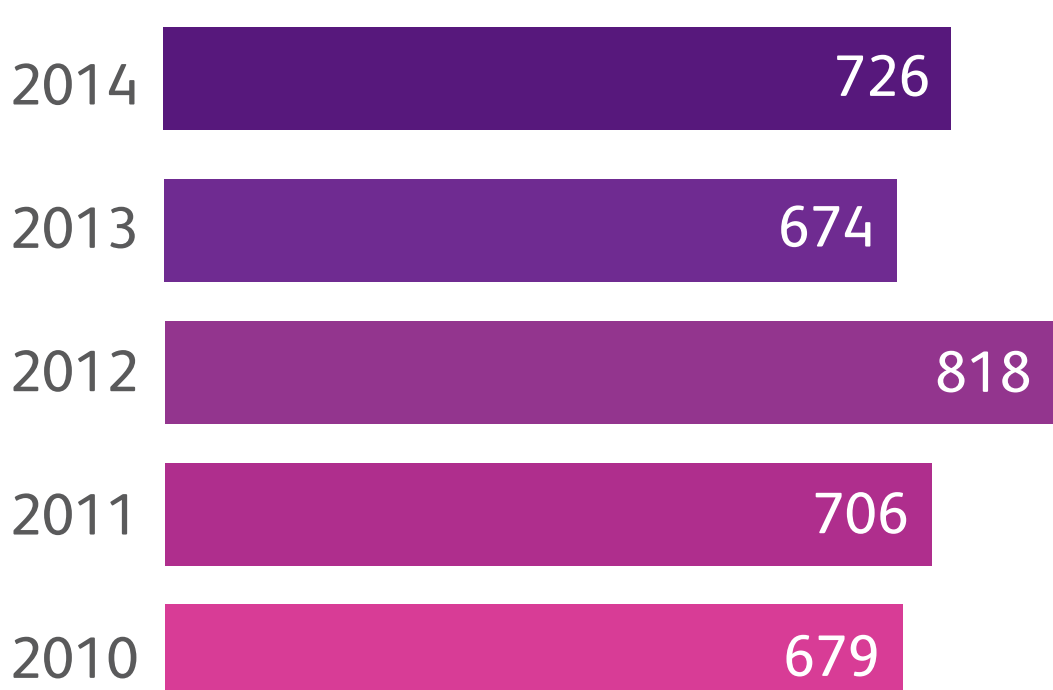
2014 in UK web domain dispute resolution

from Nominet's Dispute Resolution Service

Our Dispute Resolution Service (DRS) offers an efficient and transparent method of resolving disputes relating to .UK domain names. The DRS seeks to settle .UK domain name disputes through mediation and, where this is not possible, through an independent expert decision.



Complaints made



Proportion of 2014 cases resulting in domain transfer

55%



Court costs avoided in 2014

£7,500,000*

*Assuming court & legal fee savings of £15,000 per complaint that progresses into formal dispute resolution.

Common industries in 2014*

Number of cases



*The most common industries for complainants. Note this is only for full decisions (of which there were 98 in 2014).

Interesting cases in 2014

dvla-driving-licence.co.uk

A complaint about an official-looking website charging people a premium for driving licences.



ilovealdi.co.uk

A fan of Aldi who registered the domain for his own online supermarket.



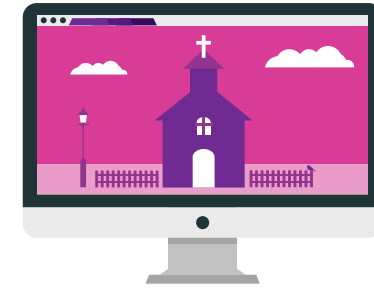
astonmerrygold.co.uk

A member of boyband JLS disputing the registration of his name which was acquired for commercial gain by the registrant.



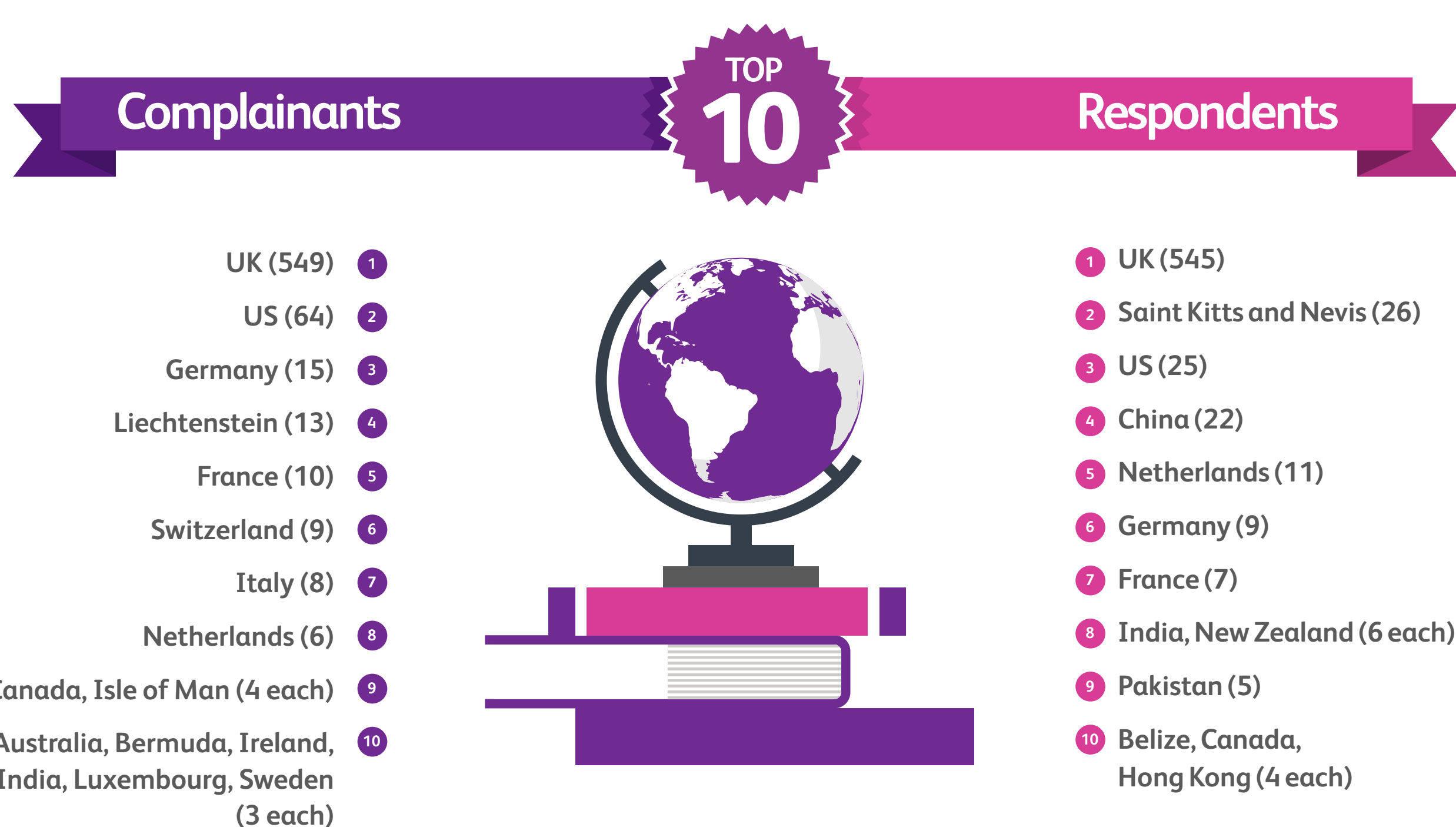
uffordparishcouncil.org.uk

A complaint about an ex-parish councillor who refused to transfer the domain name to the Council.

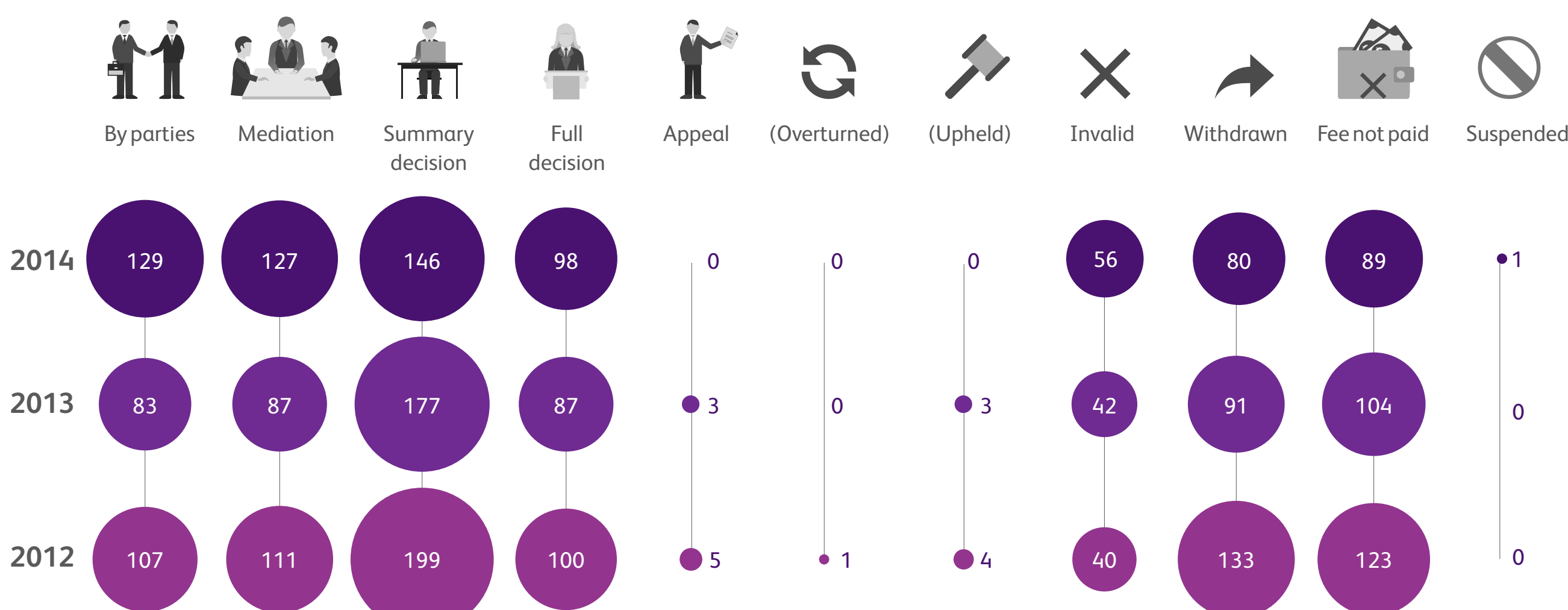


Geographical distribution of complainants & respondents in 2014

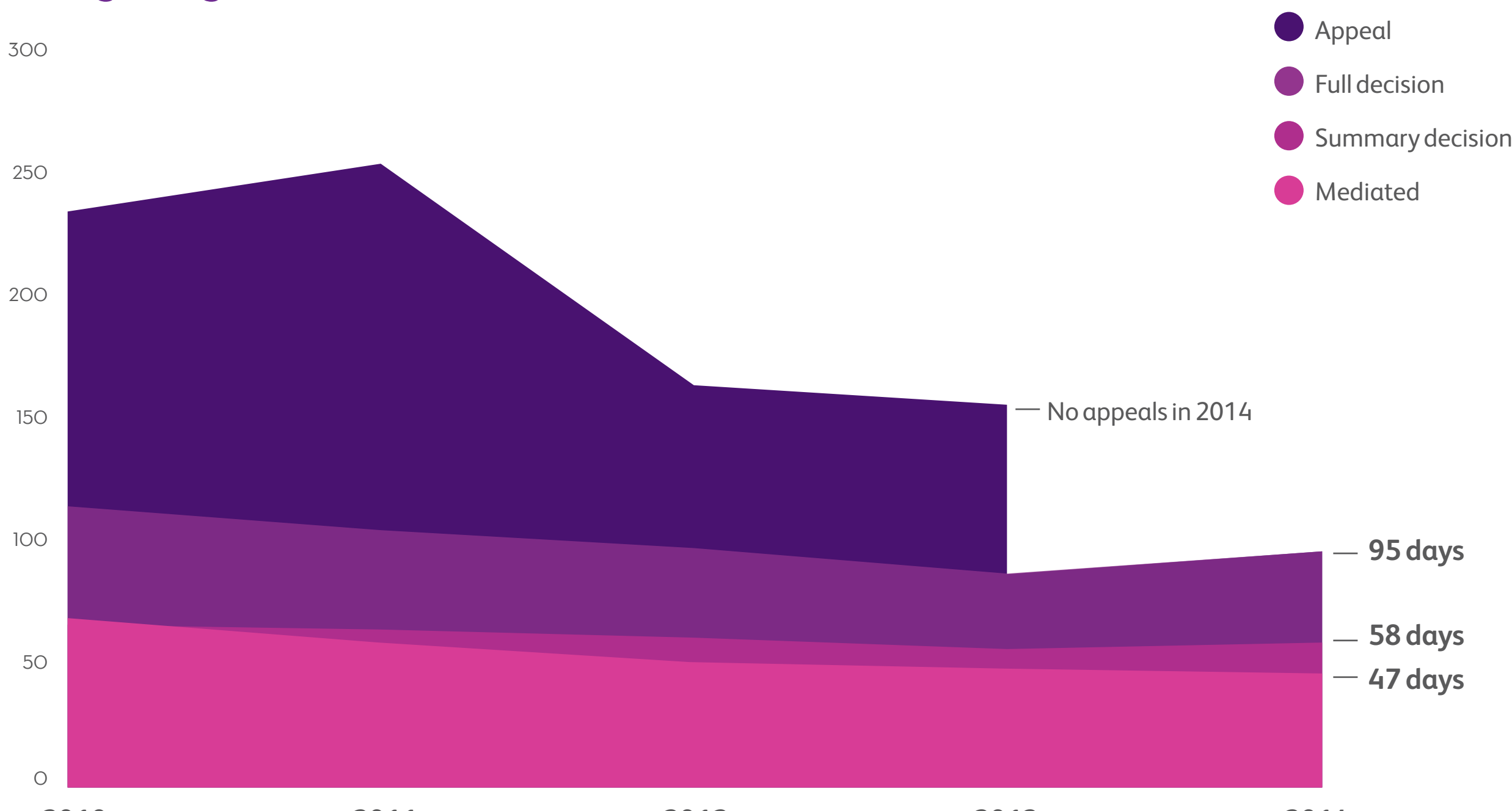
In 2014 the DRS saw cases brought by complainants from 35 different countries, with respondents from 51 countries.



Case outcomes



Average length of cases



About Nominet & the DRS

Nominet is a private, not-for-profit business, responsible for the smooth and secure running of the .UK internet infrastructure. Domain names are one of the key building blocks of the internet – an essential component of every email address and website. Millions of businesses and consumers now depend on Nominet's services, which underpin a critical part of the UK internet economy. We have around 2,700 members and are committed to acting for public benefit.

With the proceeds of our successful registry business, we fund Nominet Trust, a charitable foundation that supports the imaginative use of technology to address complex social challenges. Since establishing it in 2008, Nominet has donated £35 million to Nominet Trust.

Nominet's Dispute Resolution Service has addressed over 10,000 .UK domain disputes since being established in 2001. To make a complaint through the DRS, you need to have rights (such as a trade mark) in a name which is the same or similar to the domain name you are concerned about. The DRS can usually provide a quicker and cheaper resolution to disputes than going through the courts as this service is based on free, confidential mediation. In the event of deadlock, complainants can pay to appoint independent experts from a panel to make a full or summary decision.

More information about the DRS is available at:
www.nominet.org.uk/disputes