

# 2015 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 disputes through mediation and, where this is not possible, through an independent Expert decision.



## Complaints made



Proportion of 2015 cases resulting in a domain transfer **53%**



Court costs **avoided** in 2015  
**£7,740,000**

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

## Common industries in 2015



The most common industries for Complaints. Figures based on cases resulting in full decision.

## Noteworthy cases in 2015

### bankofscotland.co.uk & hallifaxbnk.co.uk

Classic examples of typo-squatting where there were concerns about the potential use of the domains for fraudulent activity. Domain transferred.



### starwars.co.uk

Chosen by the Registrant because of the "pulling power" of the trademark to help market its fancy dress costumes. Domain transferred.



### mango.co.uk

A case where the Complainant pursued the dispute in frustration at the Respondent's unwillingness to sell the domain for a price it was willing to pay. Domain not transferred.



### televisionlicensing.co.uk

Confusion was caused by an official-looking website offering television licences for an increased fee, which in some cases was not passed on to the Complainant. Domain transferred.

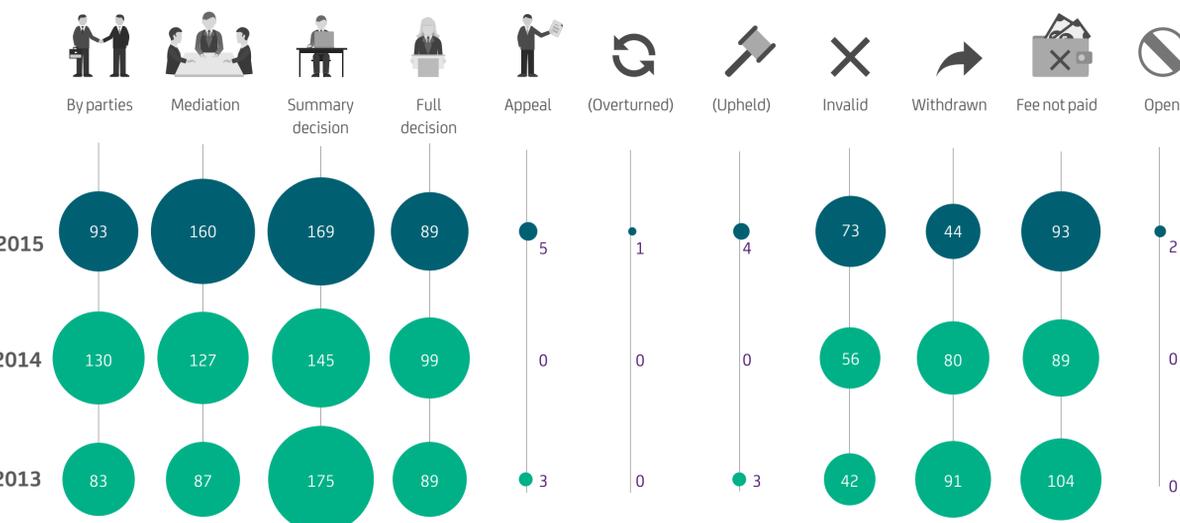


## Geographical distribution of Complainants and Respondents in 2015

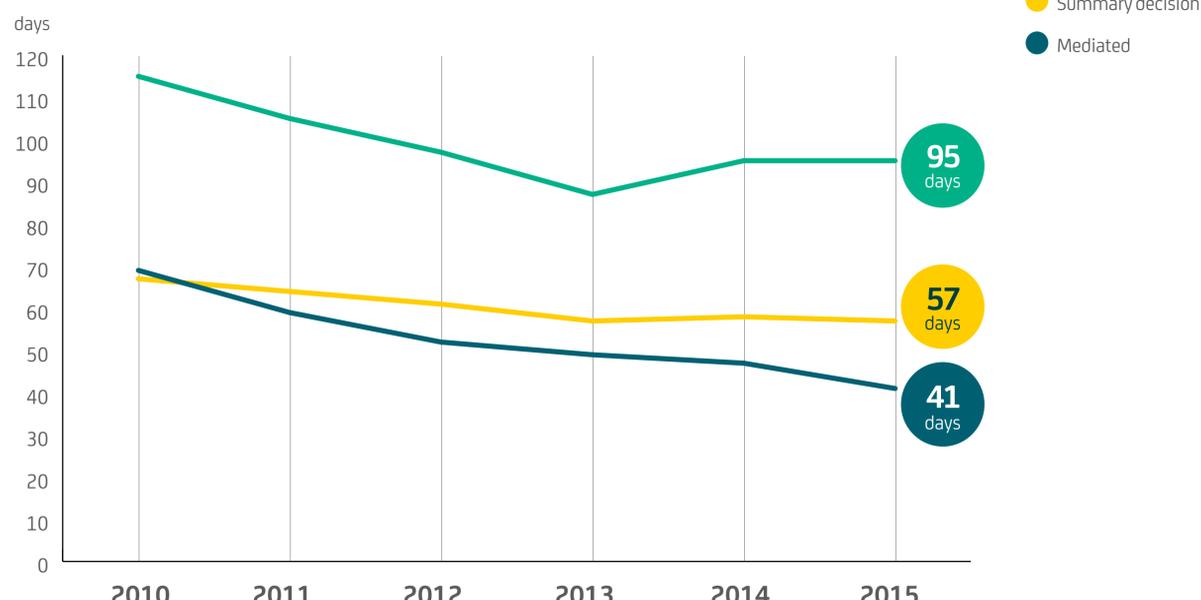
In 2015 the DRS saw cases brought by Complainants from 40 countries, with Respondents from 46 countries



## Case outcomes



## Average length of cases



## About DRS

Nominet established the DRS in 2001 to offer an efficient, transparent method of resolving disputes relating to .UK domain names. The DRS seeks to settle disputes through mediation and, where this is not possible, through an independent Expert decision.

To make a complaint through the DRS, you need to have rights (such as a trade mark) in a name which is the same as 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 an independent expert from a panel to make a full or summary decision. All decisions are made public via Nominet's website.

## About Nominet

Nominet is an internet company, delivering public benefit, with a team of 150 people based in Oxford and London, and 2,800 Members. Nominet runs one of the world's largest country code registries, managing and running over 10.7m domain names that end in .uk. Nominet also runs the Welsh Top Level Domains (.wales and .cymru), and provides registry services to a number of other branded and generic Top Level Domains, including .bbc. Over 3 million businesses, and millions more consumers, rely on its domain registry services.

With the proceeds of its successful registry business, Nominet set up and supports the Nominet Trust, a charitable foundation that funds 'tech for good' projects.

More information about the DRS is available at:  
[www.nominet.uk/disputes](http://www.nominet.uk/disputes)