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CROSS-BORDER INTERNET DISPUTE RESOLUTION

The Internet has the potential to increase the number of cross-border disputes between a wide range of different users. For many Internet disputes, the use of online dispute resolution (ODR) becomes critical. ODR uses information technology (such as expert systems) and Internet communication applications (such as webforms or web filing platforms) to resolve disputes outside the courts. Although ODR is a progeny of alternative dispute resolution (ADR), using some of the same processes such as mediation and arbitration, ODR is different in that it adds new and transformative technology and processes. This book sets out the process standards with which ODR (and in particular online arbitration) should comply, shows how these standards can be implemented in the real world and considers applicable law and enforcement, thus providing a blueprint of how online arbitration processes should be devised.

JULIA HÖRNLE is a Senior Lecturer at the Centre for Commercial Law Studies, School of Law, Queen Mary University of London.

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ABBREVIATIONS

AAA	American Arbitration Association
ABA	American Bar Association
ADNDRC	Asian Domain Name Dispute Resolution Centre
ADR	alternative dispute resolution
B2B	business to business
B2C	business to consumer
BEUC	Bureau Européen des Unions de Consommateurs (European Consumer Organisation)
C2C	consumer to consumer
CCLS	Centre for Commercial Law Studies, Queen Mary University of London
CIArb	Chartered Institute of Arbitrators
CIETAC	China International Economic and Trade Arbitration Commission
CISAS	Communication and Internet Services Adjudication Scheme
CPR	International Institute for Conflict Prevention & Resolution
DIS	Deutsches Institut für Schiedsgerichtsbarkeit
DOC	US Department of Commerce
DTI	UK Department of Trade and Industry
ECC-Net	European Consumer Centre Network
ECHR	European Convention for the Protection of Human Rights and Fundamental Freedoms (or European Convention on Human Rights)
ECJ	European Court of Justice
EComHR	European Commission of Human Rights (before the 1998 reforms)
ECtHR	European Court of Human Rights
EEA	European Economic Area
EU	European Union

FOS	Financial Ombudsman Service
FSA	Financial Services Authority
FTC	US Federal Trade Commission
GAFTA	Grain and Feed Trade Association
IBA	International Bar Association
ICAC	International Commercial Arbitration Court (Moscow)
ICANN	Internet Corporation for Assigned Names and Numbers
ICAS	Independent Consumer Arbitration Service
ICC	International Chamber of Commerce
ICDR	AAA International Center for Dispute Resolution
ICSID	International Center for the Settlement of Investment Disputes
ICT	information and communications technology
IP	intellectual property
ISP	Internet service provider
LCIA	London Court of International Arbitration
LMAA	London Maritime Arbitration Association
NAF	National Arbitration Forum
ODR	online dispute resolution
OECD	Organisation for Economic Co-operation and Development
OFT	UK Office of Fair Trading
OOO	Online Ombudsman Office
Otelo	Office of the Telecommunications Ombudsman
UDRP	Uniform Domain Name Dispute Resolution Procedure
UNCITRAL	United Nations Commission for International Trade Law
URL	uniform resource locator
WIPO	World Intellectual Property Organization
WIPO Center	WIPO Arbitration and Mediation Center