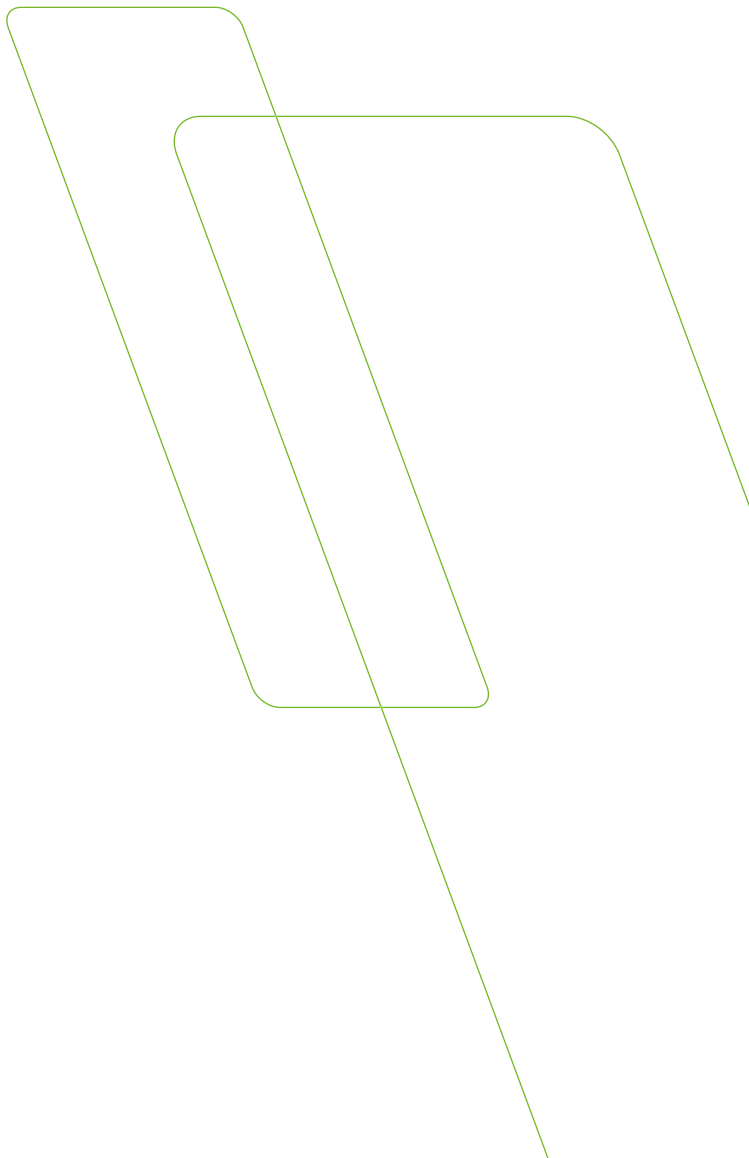


Guide to WIPO's
services for
**country code
top-level domain
registries**





Domain name registrations across country code top-level domains (“ccTLDs”) serve as important local business identifiers. Their number continues to increase over time.

When trademark-related disputes arise, ccTLD registry operators often prefer to outsource case administration to WIPO – at no cost – for neutral and independent decision-making.

This guide presents ccTLD registry operators and national authorities with information on how to resolve third-party domain name disputes in a cost- and time-saving manner.

The guide explains the main policy design features of a successful Alternative Dispute Resolution (ADR) system.

It also provides information on the WIPO-created Uniform Domain Name Dispute Resolution Policy (UDRP) and the possibility to tailor the UDRP for specific ccTLD requirements.

“The WIPO Arbitration and Mediation Center, as a dispute resolution service provider for .CN and .中国 domain names, has given full play to its international and professional advantages in domain name dispute resolution, and plays an important role in broadening the geographical coverage of .CN and .中国 domain names dispute resolution providers, improving the international level of domain name dispute resolution, and expanding the influence of .CN and .中国 domain names.”

CNNIC

Registry manager of .CN and .中国

WIPO can assist ccTLDs in a number of ways

There are a variety of national, economic, cultural, and linguistic considerations that are important for the ccTLD community.

To curb the abusive registration of domain names that conflict with intellectual property (IP) rights, and in particular to resolve disputes between third parties, WIPO's ccTLD Program can assist ccTLDs in the following ways:




Advice on registration terms and conditions



Advice on new dispute resolution policies



Tailoring and updating existing dispute resolution policies



Free email or phone "help line" and operational assistance



Case administration of IP-related domain name disputes at no cost to the ccTLD

Why choose WIPO as a dispute resolution provider?

- Outsources IP-related domain name disputes between third parties
- Reduces a need for the ccTLD to devote resources to case administration
- Reduces burdens on national courts
- Leverages WIPO's expertise as the creator of the UDRP as the international model
- Uses WIPO's independence and neutrality as a specialized agency of the United Nations
- Benefits from WIPO's international case experience
- Benefits from WIPO's diverse language capacity
- Accesses WIPO's free online filing resources
- Leverages WIPO's list of hundreds of specialized experts from a range of ccTLD nationalities
- Takes advantage of flexible legal and policy design experience.

WIPO's ccTLD Program

Since the introduction of WIPO's ccTLD Program in the year 2000, WIPO has provided ADR **policy advice** and related **case administration** services to many ccTLDs from around the world.

WIPO helps ccTLDs to adopt dispute resolution policies that adapt the international UDRP model to **local ccTLD needs** while meeting international standards of IP protection.

The effectiveness of ADR for resolving disputes concerning domain name registrations is reflected in the number of ccTLDs that have already adopted the **UDRP or a variation** for their national domains.

WIPO offers dispute resolution services to over 80 ccTLDs, and since the inception of WIPO's ccTLD program has administered over 8,300 ccTLD cases.

WIPO is able to partner with interested ccTLDs either through a simple exchange of emails or, on request, with a formal Memorandum of Understanding.

WIPO's global domain name dispute resolution services

Based in Geneva, Switzerland, the World Intellectual Property Organization (WIPO) Arbitration and Mediation Center provides a range of ADR options for the resolution of IP disputes.

In the specific area of Internet domain names, WIPO has been extensively involved in establishing policies for the protection of IP in the Domain Name System (DNS) for over two decades.

The leading example of this is the UDRP, created by WIPO and adopted by ICANN (the Internet Corporation for Assigned Names and Numbers) in 1999.

WIPO is the global leader in domain name dispute resolution services, both for international domains (generic Top-Level Domains or “gTLDs”) and national (or territorial) domains, often referred to as ccTLDs.

WIPO and the UDRP

The UDRP covers disputes filed by trademark owners concerning infringing domain names. The UDRP applies to all gTLDs (such as .com, .info, .net, .org) and new gTLDs (such as .app, .site, .在线).

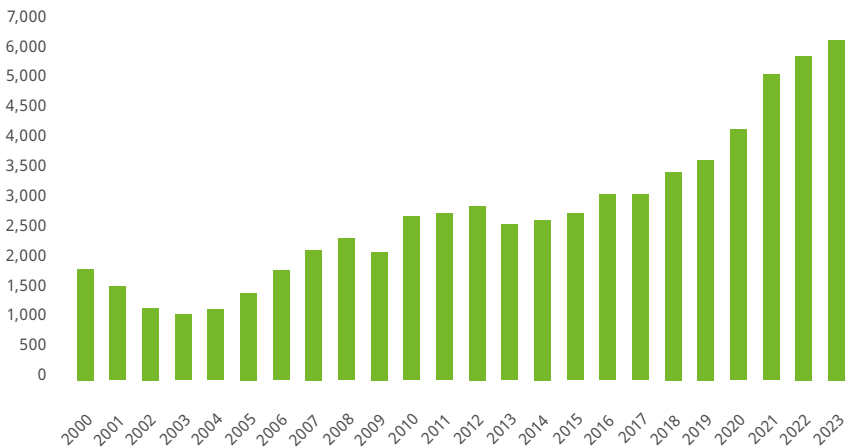
The UDRP itself, or a tailored variation, also applies to many ccTLDs that have adopted it on a voluntary basis.

Since WIPO began offering domain name dispute resolution services in late 1999, it has processed over 69,000 cases, filed by trademark holders from over 100 countries around the world.

WIPO Panelists appointed to a UDRP case – neutral, independent, and external experts – decide whether to transfer the domain name to the complainant based on the following criteria:

- i. the domain name is identical or confusingly similar to the trademark at issue, and
- ii. the registrant has no rights or legitimate interests in the domain name, and
- iii. the domain name has been registered and is being used in bad faith.

Total number of WIPO domain name cases by year



WIPO's UDRP filing resources

To assist their enforcement research and case preparation, trademark owners frequently use WIPO's online filing resources, available online and at no cost to parties.

Jurisprudential Overview

wipo.int/amc/en/domains/search/overview3.0

Legal Index

wipo.int/amc/en/domains/search/legalindex

Prior case search

wipo.int/amc/en/domains/search

Model case pleadings

wipo.int/amc/en/domains/complainant

wipo.int/amc/en/domains/respondent

UDRP training workshops

wipo.int/amc/en/events

Domain name case statistics

wipo.int/amc/en/domains/statistics

Customer service email

cctld@wipo.int

More on WIPO Domain
Name Dispute Resolution:
wipo.int/amc/en/domains

Why consider adopting the UDRP rather than a tailored ccTLD-specific variation?

- Wide recognition by trademark owners around the globe
- Global jurisdiction and enforceability
- Time and cost efficiency
- Predictable body of case law
- Contractual simplicity through the mandatory applicability in registration terms and conditions
- Direct decision implementation by registrars or ccTLD registry operators themselves
- Environmentally-friendly paperless pleadings
- Prevents “cyberflight” or forum shopping
- “Appeals” to court still possible
- Narrowly focused scope, limited to globally-recognized trademark law
- Parties can consolidate gTLD and ccTLD domains in a single UDRP complaint to save costs.

“Since 2006, ANRT has adopted an Alternative Dispute Resolution Procedure (PARL) for .MA domain name disputes, which is administered by the WIPO Arbitration and Mediation Center. This procedure is applicable to any .MA domain name disputes related to trademark or service mark protected in Morocco. The PARL was adopted in accordance with the regulatory provisions governing the management of .MA domain names and it was revised, in coordination with WIPO in 2015. WIPO maintains an active policy relationship with ANRT and has administered 50 cases so far.”

ANRT

Registry manager of .MA

Why consider UDRP variations?

Some ccTLDs prefer to tailor the UDRP to meet local circumstances (e.g., national economic, legal, or language considerations).

WIPO can help ccTLDs accommodate these individual circumstances by adjusting the UDRP model in a number of ways, such as:

- Type of rights to be covered (trademarks plus certain other nationally-protected identifiers)
- Language (typically English and the national language)
- Panelists (international, or only national)
- Appeals (limited to national courts)

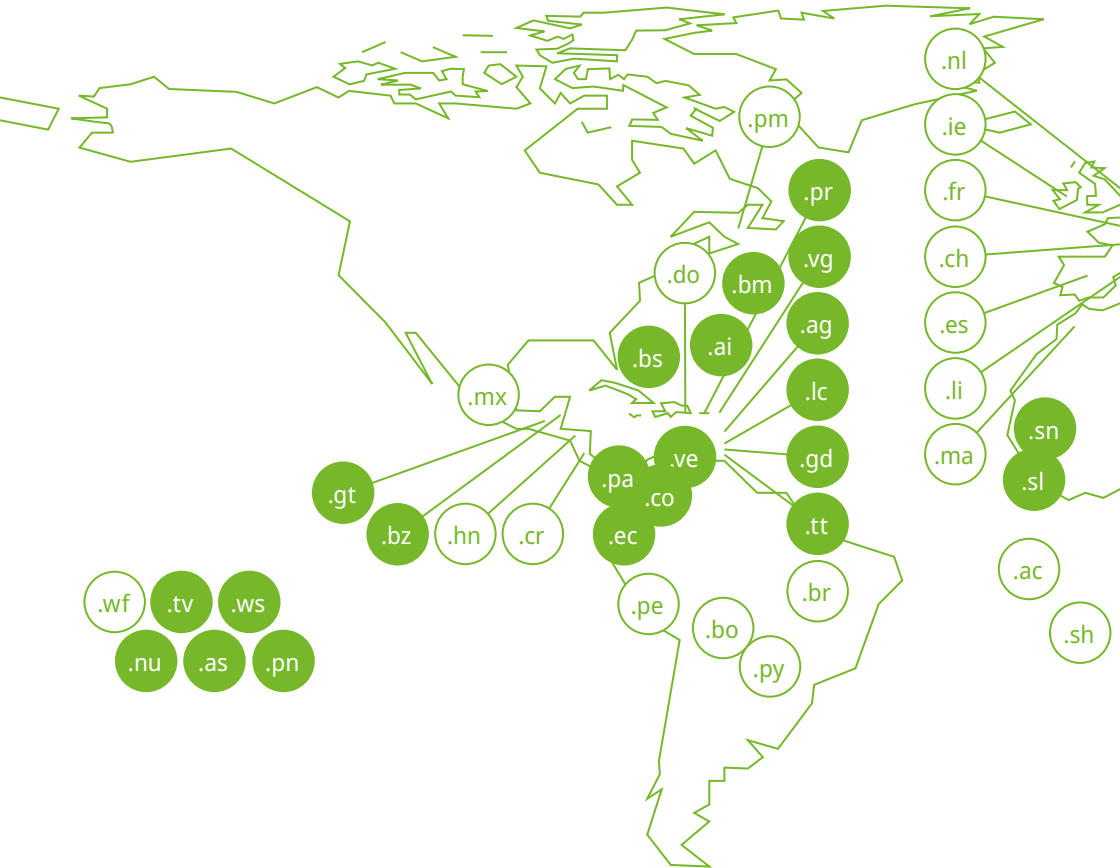
"Through regular communication with WIPO, we have been able to address privacy-related issues and ensure a fully digital due process for domain name registrants in .MX cases."

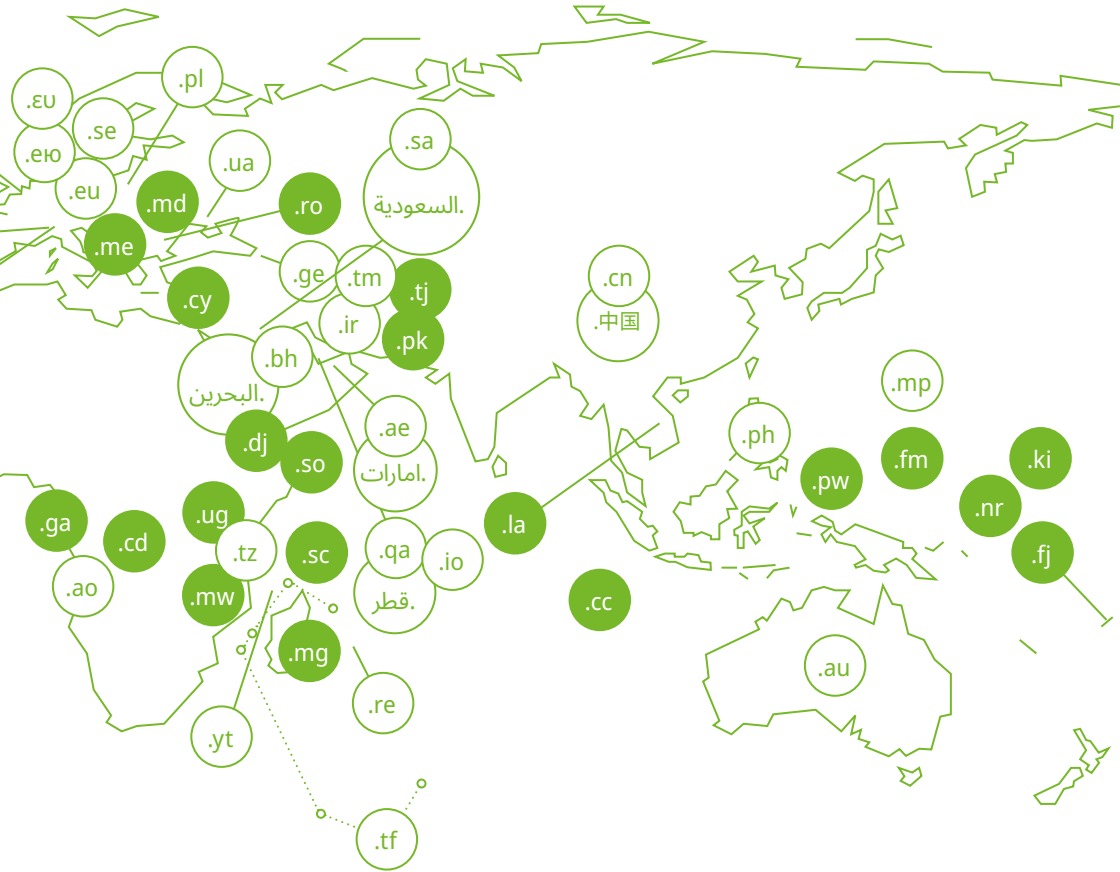
NIC-Mexico

Registry manager of .MX

● ccTLDs adopting the UDRP

○ ccTLDs adopting UDRP variations





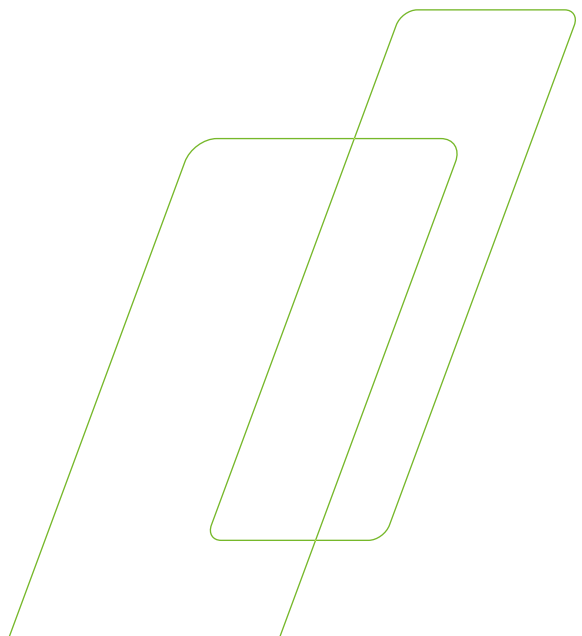
WIPO's ccTLD web pages

A reference tool for case parties and other interested stakeholders, WIPO's ccTLD resource pages include **easy-to-use comparison tables** highlighting the differences between each specific ccTLD's dispute resolution policy and the UDRP.

This information can help parties to decide whether and how to file a case.

For the over 80 WIPO-serviced ccTLDs, WIPO's ccTLD web pages provide information on:

- Registration conditions (e.g., eligibility criteria)
- WhoIs search tools
- Dispute resolution policy and procedural rules
- Model case pleadings
- Prior decision search
- Supported local language characters.



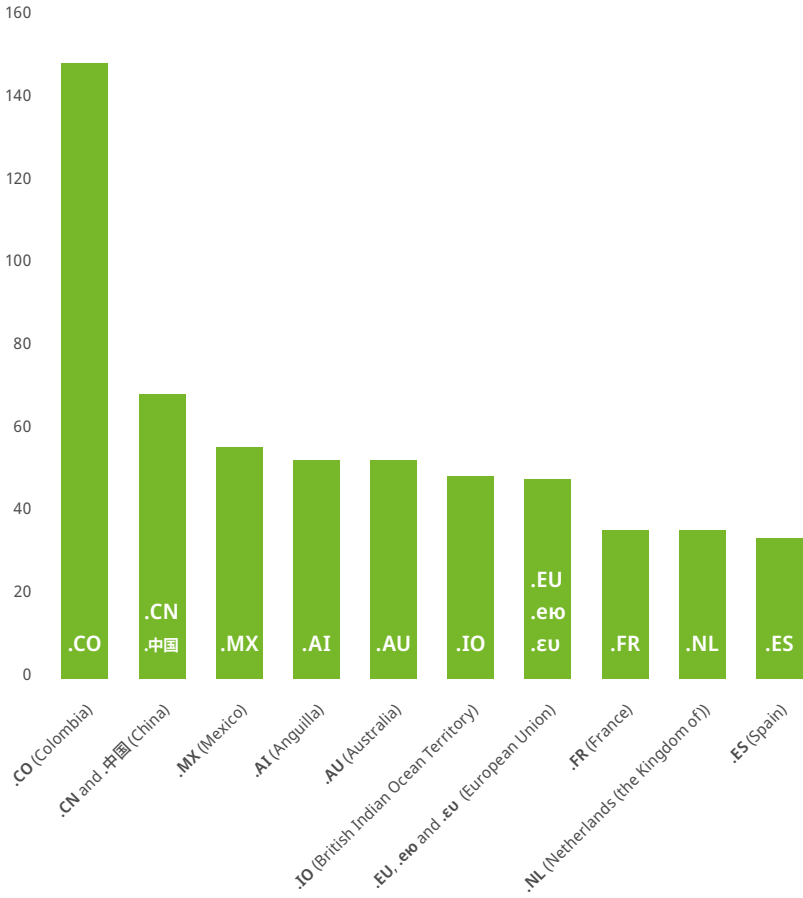
WIPO Domain Name Dispute Resolution Service for .AE and الإمارات.

Country / Territory Code	.AE and الإمارات.
Country / Territory Name	United Arab Emirates
Whois Search	Whois Search
Dispute Resolution Policy	<p><i>Variation of UDRP</i></p> <p>UAE Domain Name Dispute Resolution Policy</p> <p><i>Relevant differences between the UDRP and the .AE Policy</i></p> <ul style="list-style-type: none"> ▶ Bad Faith ▶ Language of Proceedings ▶ Mutual Jurisdiction
Procedural Rules	<p><i>Variation of UDRP</i></p> <p>Rules for the UAE Domain Name Dispute Resolution Policy</p> <p>WIPO Supplemental Rules for UAE Domain Name Dispute Resolution Policy</p>
WIPO Model Pleadings	<p>WIPO Model Complaint</p> <p>WIPO Model Response</p>
Fees	Schedule of Fees
Domain Registry	<p>https://www.tra.gov.ae/aeda/en/home.aspx</p> <p>http://www.iana.org/root-whois/ae.htm</p>
Registration Agreement	AE Domain Name Policy
Eligibility Criteria	Registration of domain names under .AE and الإمارات. is unrestricted
Supported characters	<p>.AE and الإمارات. domain names support both ASCII and IDN characters</p> <ul style="list-style-type: none"> ▶ .AE domain names must: ▶ The User Form of the الإمارات. domain name must: ▶ The DNS Form of the Domain Name must:
Decisions	Decisions

WIPO Toolkit

- [Panel Decisions](#)
- [WIPO Model Complaint](#)
- [WIPO Model Response](#)
- [Schedule of Fees](#)

Top 10 WIPO ccTLDs in 2023 by number of cases



WIPO has a proven track-record for parties and partners around the world

“The UDRP is the only affordable and effective remedy open to brand owners for tackling cross-jurisdictional abusive domain registration. Across over 45,000 cases featuring more than 82,000 domain names, WIPO has demonstrated consistency, fairness and transparency. WIPO offers unique jurisprudential resources, its panelists are well-trained, and its decisions are reasonable and well-argued. Without the leadership of WIPO our brand-owning members would be much poorer and the consumers who rely on them would be exposed to the many perils that frequently accompany cybersquatting.”

MARQUES

The European Association of Trademark Owners 2018

IP-focused Alternative Dispute Resolution

Apart from domain name dispute resolution services, the WIPO Center also offers time- and cost-effective ADR services for **all other types of IP disputes**. These services are neutral, international and non-profit.

Using WIPO Model Clauses, WIPO Mediation, Arbitration, Expedited Arbitration, and Expert Determination enable private parties to efficiently resolve their domestic or cross-border IP and technology disputes outside of courts.

The WIPO Center also collaborates with Member State IP Offices and Courts to raise awareness of the advantages of ADR to prevent and resolve IP and technology disputes.

More on WIPO
IP ADR services:
wipo.int/amc/en

WIPO Rules and Neutrals

The WIPO Mediation, Arbitration, Expedited Arbitration and Expert Determination Rules are generally suitable for all commercial disputes, and additionally feature provisions to address **specific needs in IP disputes**, such as provisions on confidentiality and technical evidence. Parties can draw upon an extensive database of international, independent **WIPO mediators, arbitrators, and experts skilled in IP and technology**.

Photo: Maxwell Chambers Pte. Ltd.



WIPO Center's offices at Maxwell Chambers in Singapore

WIPO Arbitration and Mediation Center

With offices in Geneva, Switzerland, and in Singapore, the WIPO Center offers ADR options such as mediation and arbitration to enable private parties to efficiently resolve their **domestic or cross-border commercial disputes**. The WIPO Center is international and specializes in IP and technology disputes. It has a strong focus on **controlling the time and cost of its proceedings**.

Photo: WIPO / Berrud



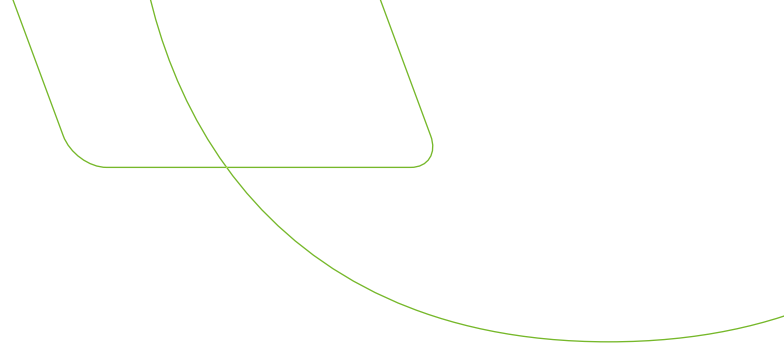
WIPO Headquarters in Geneva, Switzerland

WIPO is here to help your ccTLD with its policy advice and case administration needs.

National authorities or ccTLD registry operators interested in taking up this offer of assistance (at no cost), or wishing to explore further possibilities, are encouraged to get in touch with the WIPO Center at cctld@wipo.int or to visit wipo.int/amc/en/domains/cctld

WIPO can further assist ccTLDs with:

- Raising awareness of WIPO domain name dispute resolution procedures among relevant stakeholders, including SMEs and national IP authorities,
- Identifying and training specialized IP experts in domain name dispute resolution,
- Providing tailored seminars or other training programs on domain name dispute resolution services.



“The SACI-Adm procedure provided by WIPO proves to be a valuable alternative dispute resolution mechanism, through which it is possible to quickly resolve an issue regarding the registration and use of a .BR domain name by a specialist in the matter, safeguarding the domain holder’s right of defense and promoting not only efficiency in resolution, but also the development of policies adapted to the specific needs of the Brazilian online community, relieving the local Courts.”

SACI-Adm

Registry manager of .BR

“Since June 2017, EURid and WIPO have joined forces to offer a broad protection for right holders via one of the most affordable and reliable dispute resolution procedures. We are grateful that we can rely on WIPO’s recognized case administration experience and expertise across a diverse range of languages, including policy advice for tailored updates to the .EU’s ADR policy.”

EURid vzw

Registry manager of .EU, .eo and .eu

For more information contact

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