



Global Online Consumers to Benefit from Emerging System of Dispute Resolution

Unprecedented Forum to Discuss New Global Framework

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Vancouver, Canada... All segments of the online world will converge on Vancouver, November 2-3, to help form an initial framework of online dispute resolution that will eventually benefit consumers and online merchants around the world.

“Our hope is to bring into the discussion, all of those interested in forming a fair and equitable system of resolving online disputes that is globally accepted,” said Colin Rule, the Director of Online Dispute Resolution for eBay and PayPal. “The name of the game is inclusivity. This forum is one of the first steps in establishing an international dispute resolution system that will serve everyone who does commerce on the Internet.”

The Vancouver forum is being convened to discuss proposals advanced by delegations to the United Nations and the Organization of American States. These proposals have begun to outline model rules for a global resolution system to handle cross-border, low value disputes.

“We’re basically talking about a kind of small claims court or arbitration system for online commerce,” said Frank Fowlie, Ombudsman for the Internet Corporation for Assigned Names and Numbers (ICANN). “At this early stage, we want to hear all voices. Representatives from Internet industries, civil society, governments, the judiciary, banks and payment systems, consumer groups, the legal profession and the academic and technical communities.”

Speakers will include such notable authorities as the Honorable Madame Justice Frances Kiteley, Co-Chair of the Canadian Centre for Court Technology and Vikki Rogers, the Director of the Institute of International Commercial Law.

Journalists wishing to cover the conference may register here:
<http://www.odrandconsumers2010.org/for-journalists/>

To read more about the forum, go here:
<http://www.odrandconsumers2010.org/about/>

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