



Domain Name ADR Statistics (2007 - 2020 YTD)

FEBRUARY 2020, SAIPL ADR Training (COZA House)

Neil Dundas

neil@dns.business

Thabelo Mulaudzi

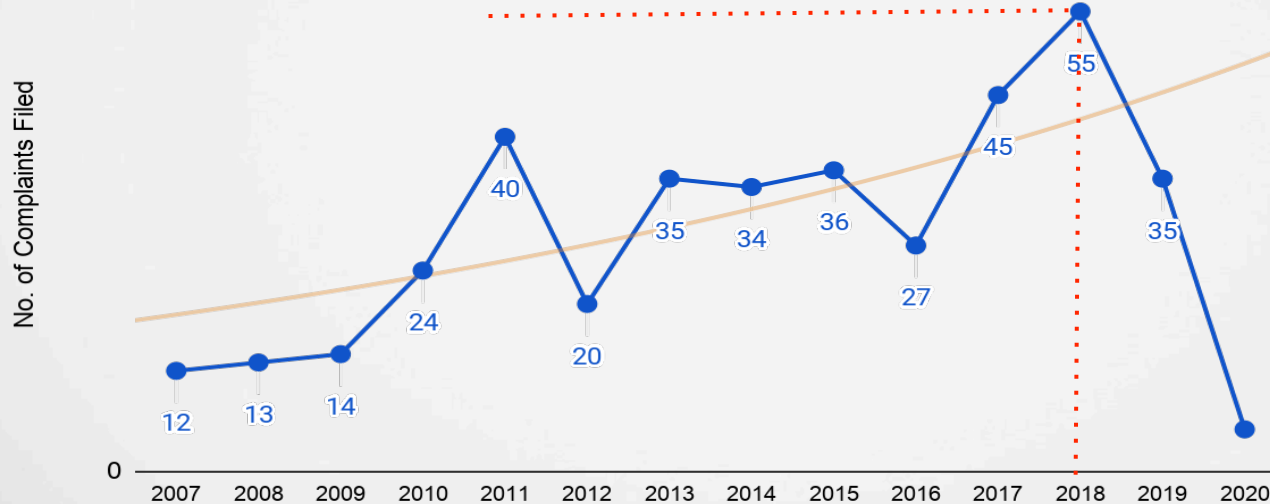
thabelo@dns.business

ADR Complaints

2007 - 2020

- An Average of 28.2 Complaints filed per year
- Highest number of Complaints in a single year was in 2018 (55)
- Trendline shows a general increase in the average Number of Complaints per year.

Complaints per Year

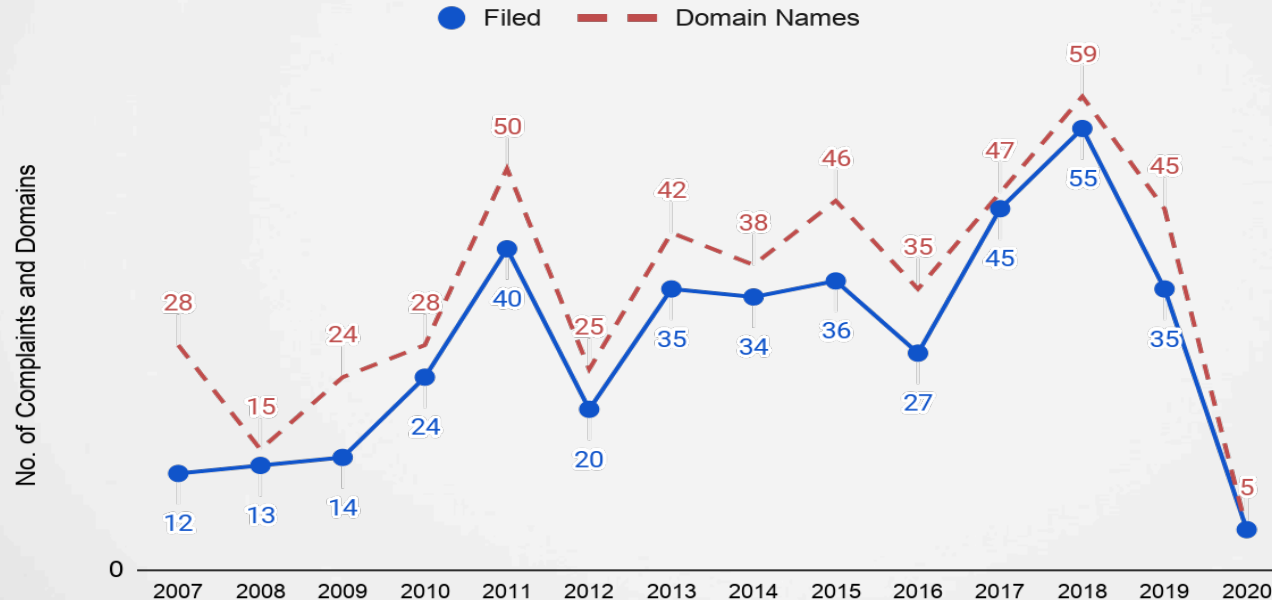


ADR Complaints

2007 - 2020

- Average of 1.3 domain names per Complaint
- Highest yearly average was 2.3 domain names per Complaint in 2007.
- 395 Complaints relating to a total of 487 domain names.
 - CO.ZA = 482, ORG.ZA = 2, WEB.ZA = 2 and NET.ZA = 1

Domains per Complaint per Year

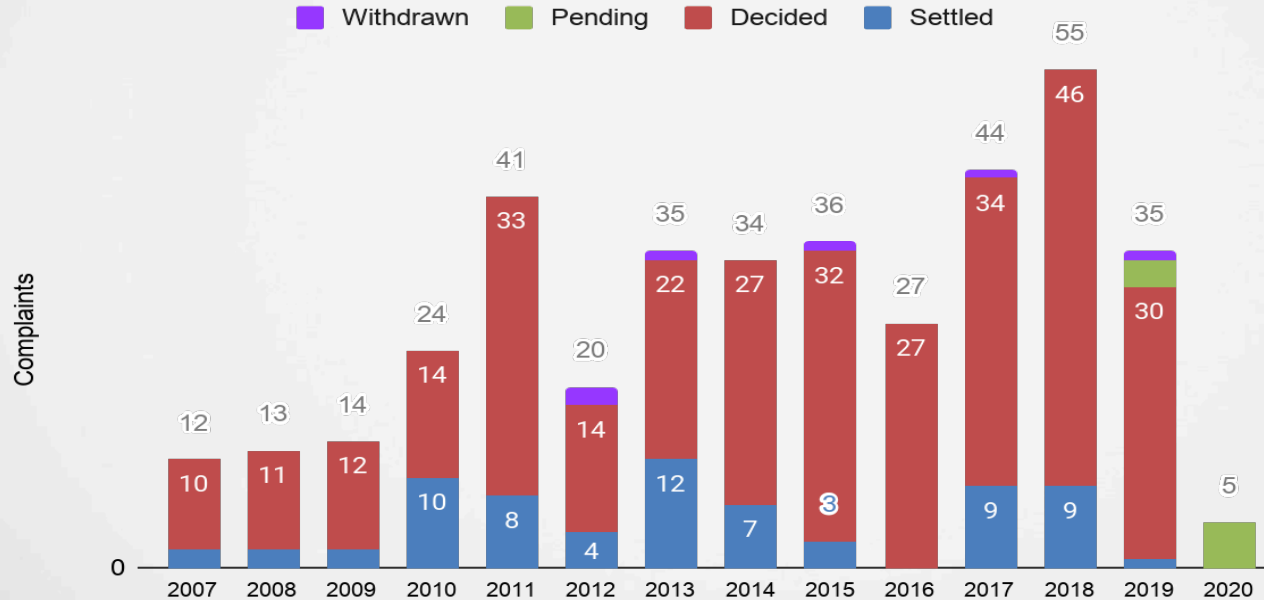


ADR Complaints

2007 - 2020

- Vast majority of Complaints are Decided (Refused or Successful)
- On average, 80% of Complaints result in a Decision by Adjudication or Summary Decision.
- On average 18% of Complaints are Settled prior to a Decision.

Complaint Outcomes

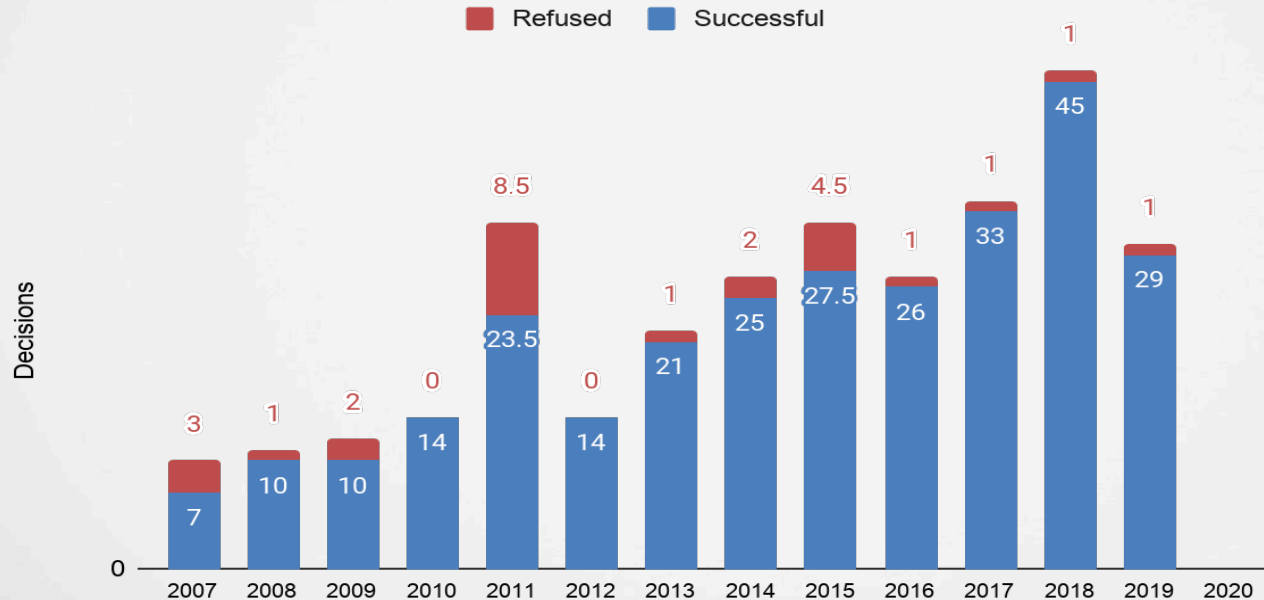


ADR Complaints

2007 - 2020

- Vast majority of Decisions are in favour of the Complainant
- On average, 91% of all Decisions (Adjudications) are Successful in favour of Complainant.
- On average 9% of Decisions are Refused, the highest being in 2011, where 27% of the Decisions were Refused.

Decision Outcomes

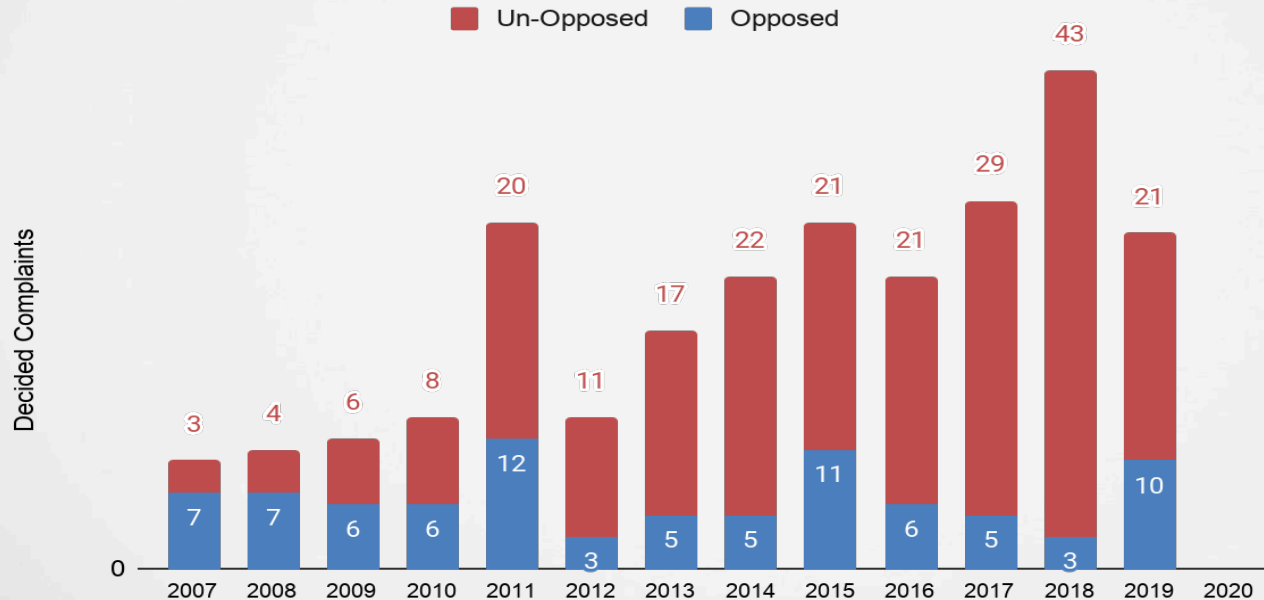


ADR Complaints

2007 - 2020

- The majority of Complaints that lead to a Decision are Unopposed
- On average, 67% of Decided Complaint's are Unopposed.
- On average 33% of Decided Complaints are Opposed. Oppositions were proportionally higher during the first few years of the ADR process.

Opposed vs Unopposed

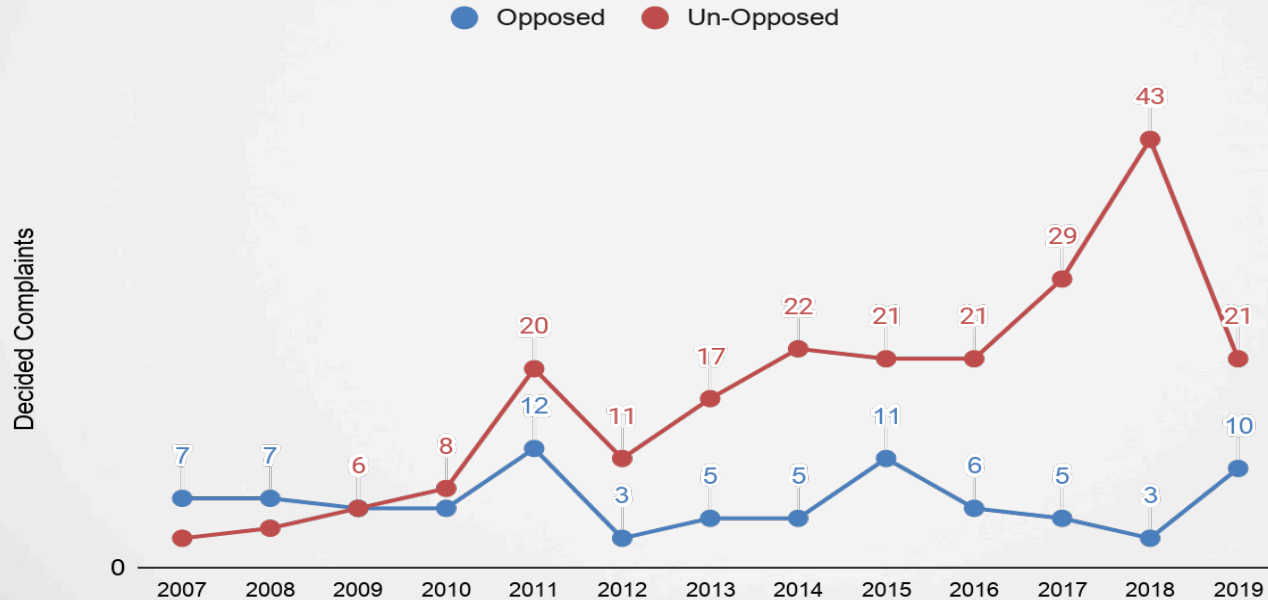


ADR Complaints

2007 - 2020

- Different View... Oppositions were proportionally higher during the first few years of the ADR process.
- On average, only 27% of all Complaints are Opposed.

Opposed vs Unopposed

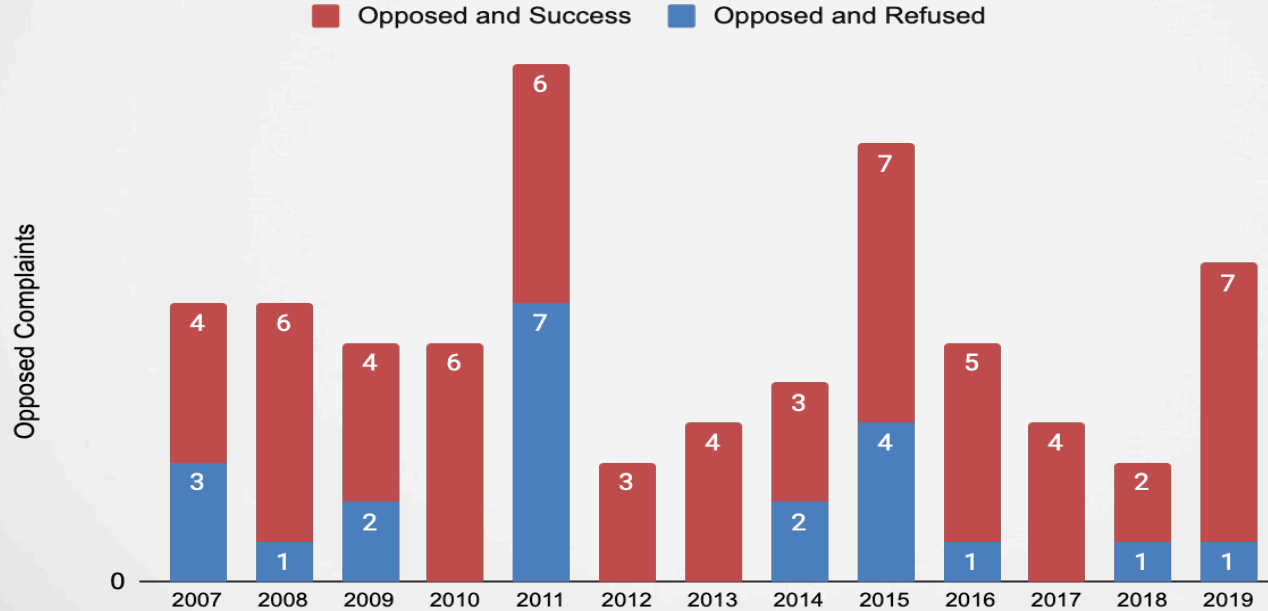


ADR Complaints

2007 - 2020

- 28% of Opposed Complaints are Refused
- 72% of Opposed Complaints Succeed.
- Compared to virtually 100% of Unopposed Complaints being Successful.

Opposed vs Success

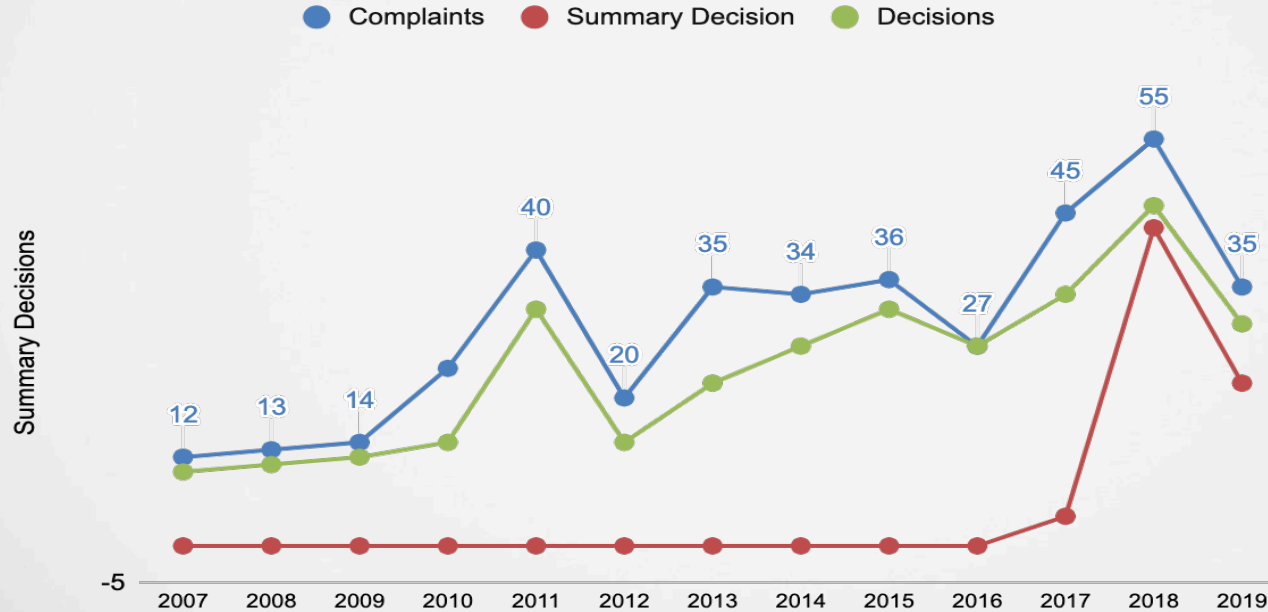


ADR Complaints

2007 - 2020

- Impact of Summary Decisions since 2018. New Trend?
- Summary Decisions account for 86% of all Decisions since 2018.

Summary Decisions (No Response)

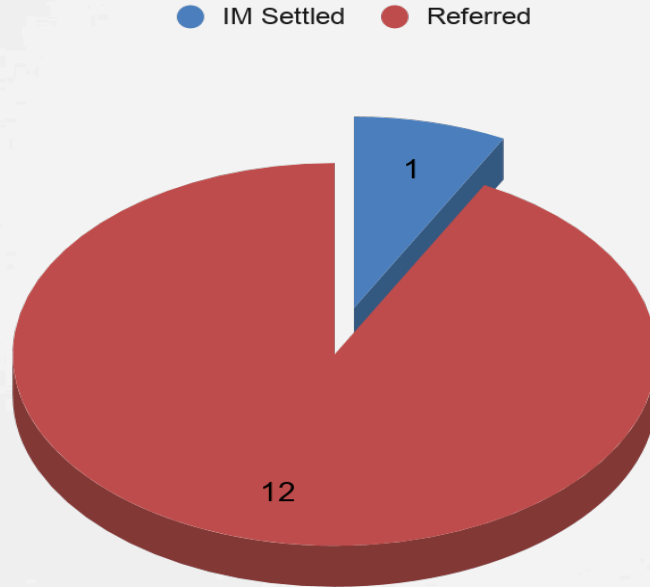


ADR Complaints

2018 - 2019

Informal Mediation

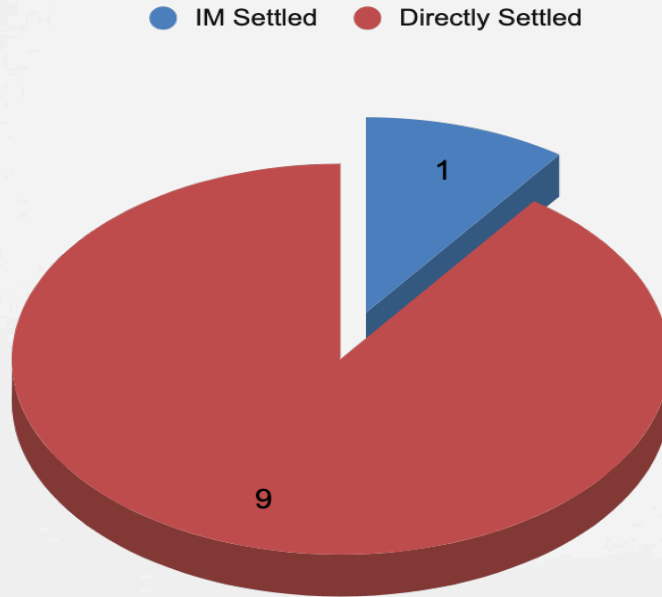
- Opposed Complaints (Response) are referred to Informal Mediation prior to Adjudication
- Since 2018:
 - 1 Complaint has been Settled through IM
 - 12 Referred to Adjudication (92%)



ADR Complaints 2018 - 2019

Settlement

- 2018/2019 - 90% of all “Settled” Complaints were settled directly between the Parties prior to Informal Mediation.
- Raises questions about the suitability and timing of the Informal Mediation process (only initiated after a Complaint is Opposed).
- Conclusion: Most Complaints are settled prior to Response (opposition).

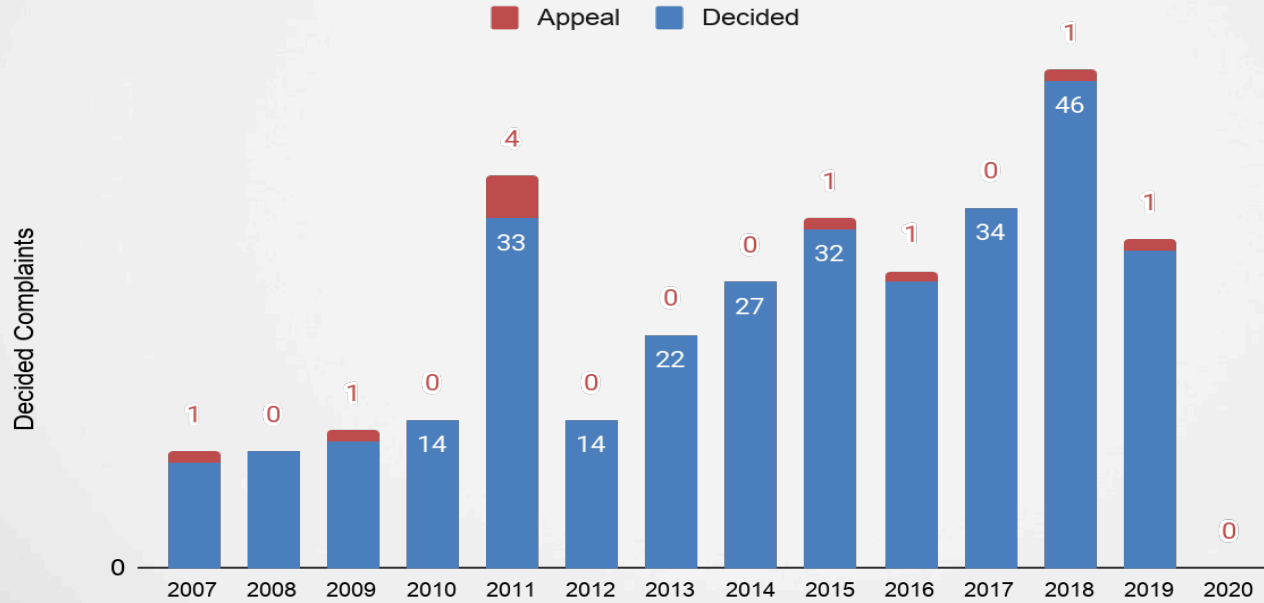


ADR Complaints

2007 - 2020

- Small minority of Decisions are Appealed
- On average 3.6% of Decisions are Appealed
- Highest was 2011, where 12.5% of the Decisions were Appealed.

Appeals vs Decided Cases

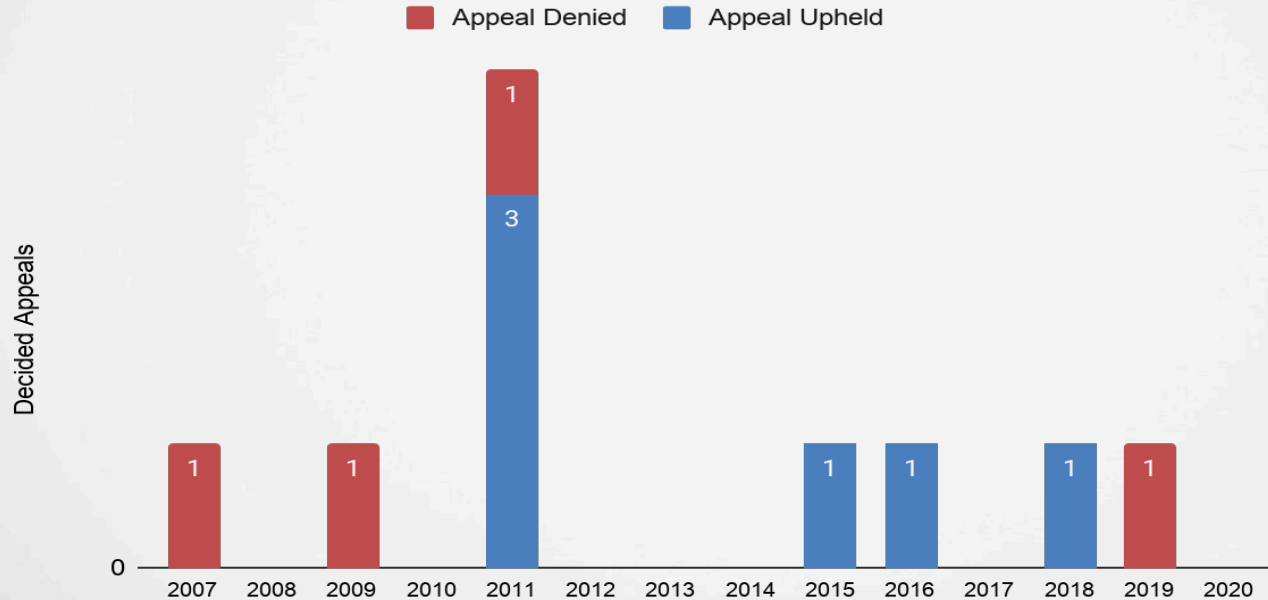


ADR Complaints

2007 - 2020

- 10 Appeal Cases since 2007
- 6 (60%) Upheld
- 4 (40%) Denied

Appeal Outcomes

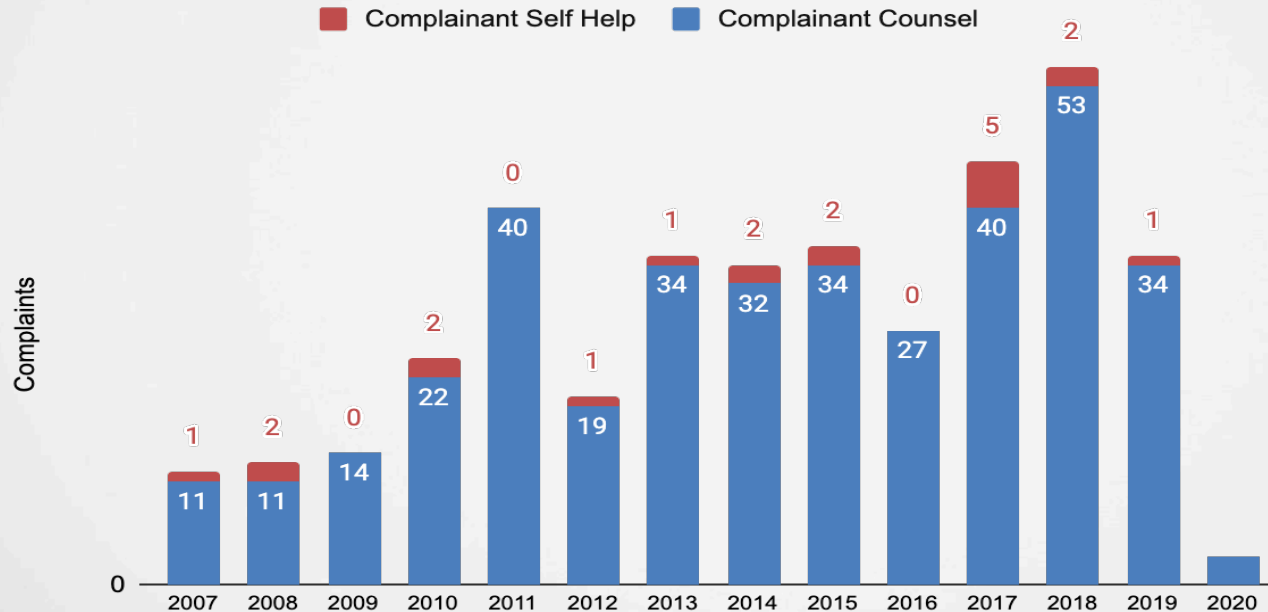


ADR Complaints

2007 - 2020

- Vast majority of Complaints filed by Legal Counsel
- On average 92% of Complaints are filed by Legal Counsel
- 8% are filed by Complainants Directly (Self Help)

Complaint Legal Counsel

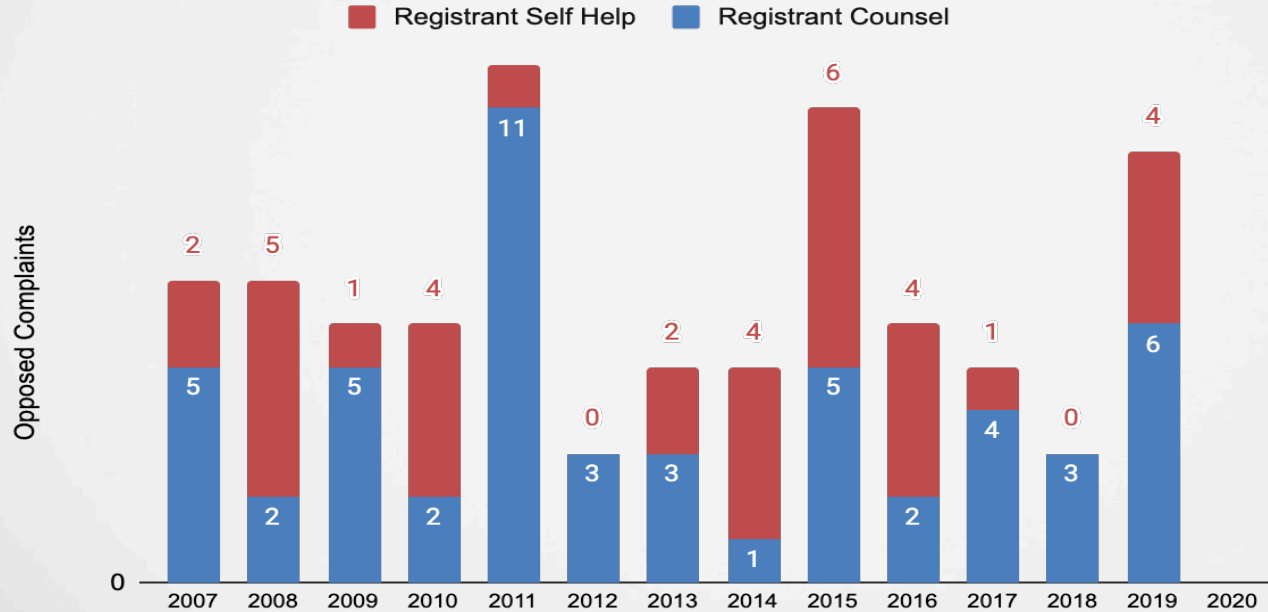


ADR Complaints

2007 - 2020

- Majority of Oppositions (Responses) filed by Legal Counsel
- On average 62% of Oppositions are filed by Legal Counsel
- 38% are filed by the Registrants Directly (Self Help)
- 16% of all Complaints are opposed using Legal Counsel

Registrant Legal Counsel

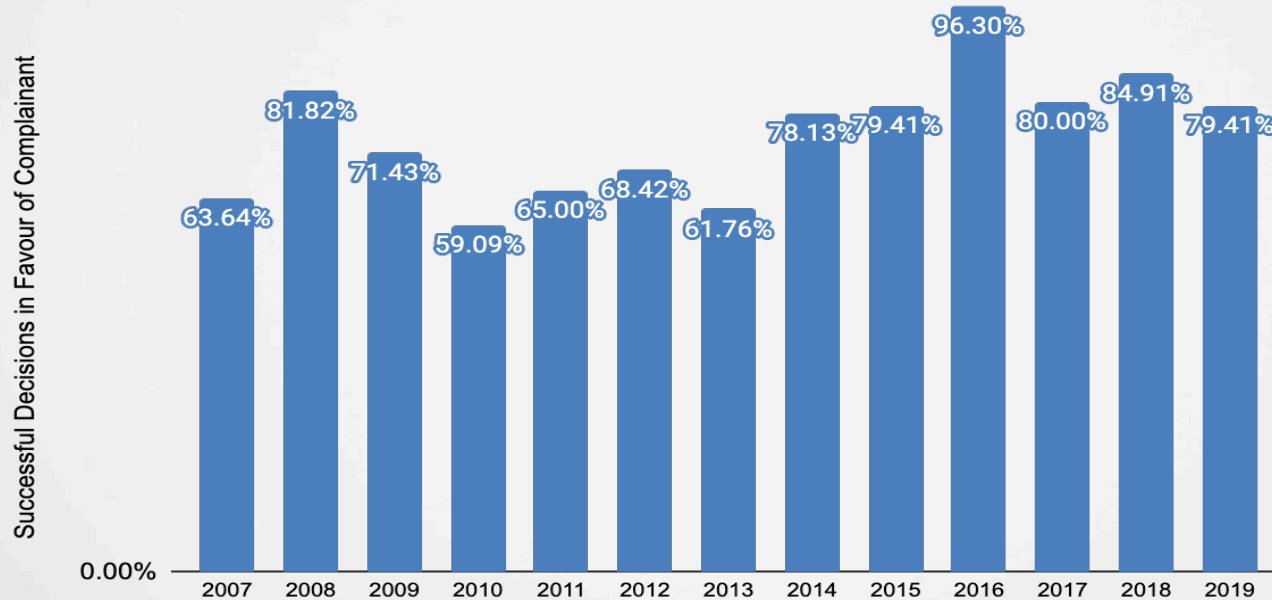


ADR Complaints

2007 - 2019

- Vast majority of Decisions in favour of Complainant where Legal Counsel is used.

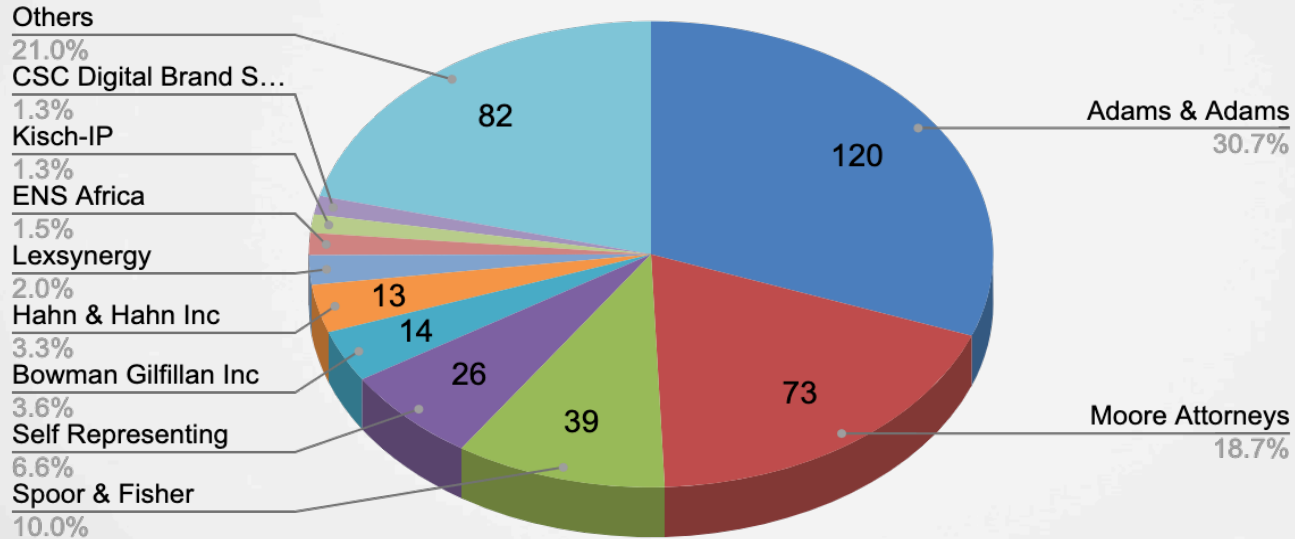
Complainant Legal Counsel Success Rate



ADR Complaints

2007 - 2020

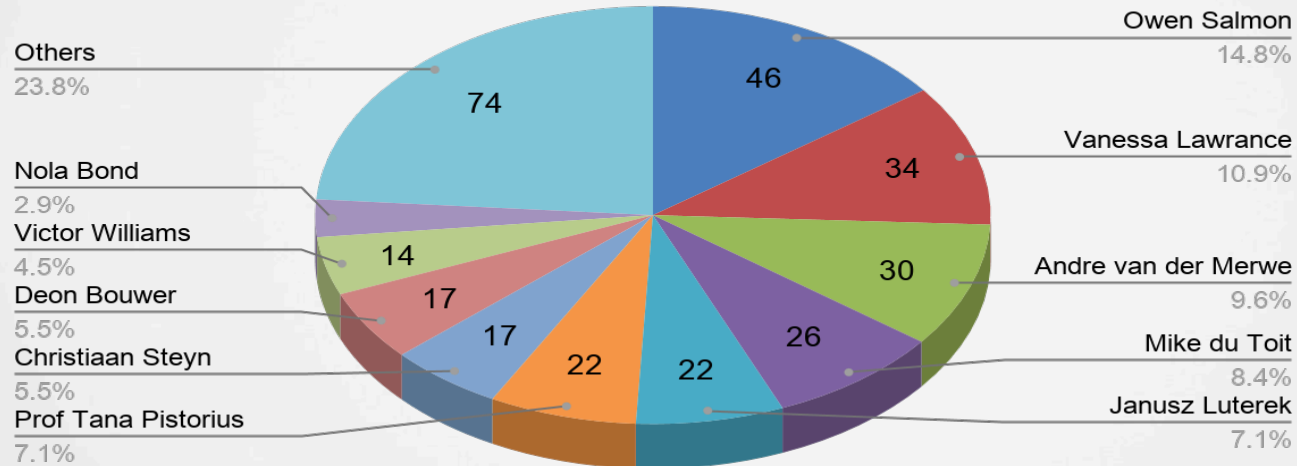
Who is Filing Complaints?



ADR Complaints

2007 - 2020

Cases per Adjudicator (Top 10)



Get in Touch

www.DNS.business



+27 11 568 2800



info@dns.business



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