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(Guidelines for Consumer Protection in
the context of Electronic Commerce)

(Electronic
Organization for Development and Co-operation
(OECD)

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2001

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Online Dispute

.Resolution

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.2008/12/22

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(47) Rights
Charter of Fundamental Rights of the European
Union
ADR

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(8) 2000/31/EC

(9)98/257/EC

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Business To Consumer

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(Direct Negotiation)

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Alternative Dispute Resolution (ADR)

:(4)(ADR)

(Telephone Conference)

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(Password)

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European Convention on Human

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Electronic Mediation

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(Neutral)

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: 2003

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Firewall

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(mediation)

(conciliation)

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E-Mail

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Personal

) Data
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(Confirmation)

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(Impartiality)
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(Transparency)

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E-Mail

chat conference room

(27) videoconferencing

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password

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Binding settlement Agreement
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:(Binding)

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Electronic Arbitration

:(Confidentiality)

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.E-Mail

Crackers

Hackers

(Fire wall)

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(create a case)

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Internet Corporation

for Assign Names and Numbers (ICANN)

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(Sole

arbitrator)

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(42) 1MB

Court house

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(send)

(Withdraw)

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(Witnesses)

(48)

Hearing in camera

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(Video conference

(54)

(Counter Claim)

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Experiment (55)

(49)

(Set-off)

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(Hearing in camera)

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Scanner

- (57)

Flash memory Floppy disk CD

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(Award)

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B-Online Arbitration

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 “if at any stage, the third party suggests possible solutions for resolving the dispute, then each party should have the opportunity to present their viewpoint and comment on any argument, information or evidence presented by the other party”
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Alternative Digital Means for Settling Civil Disputes

*Mohannad A. Abu Moghli and Mohammed I. Abu El-Haija**

ABSTRACT

As the refuges for alternative dispute resolution became the best choice for opponents, and as the internet services are growing day after day, the idea of this research titled "The Digital Methods in Settling Disputes" has raised to identify and clarify the followed ways in settling dispute via internet.

The alternative dispute resolution has shown up as a reflection for extinction of international trade, and its basic needs to settle disputes.

We took this subject in study through two parts, where as the Mediation and Direct negotiation, had been taken in first part, and the Arbitration, had been taken in the second part, and ended the study with conclusions.

Keywords: Alternative Means, Dispute Resolution, Direct Negotiation, Electronic Mediation, Electronic Arbitration.

* Faculty of Law, Middle East University for Graduate Studies; and Faculty of Law, Al-Isra Private University, Amman, Jordan. Received on 18/3/2008 and Accepted for Publication on 22/12/2008.