**ANNEX 1**: **Some options for resolving disputes arising from alleged false statements leading to improper disclosures**

Arbitration:

Any controversy, claim or dispute arising between the Service Provider and the Requestor as a result of alleged wrongful disclosure of Customer’s contact information shall be referred to and finally determined by a dispute-resolution service provider approved by ICANN, in accordance with standards established by ICANN.

These standards should specify that a wrongful disclosure is one made as a result of the Requestor having made knowingly false representations to the Provider. Disclosure is not wrongful if the Requestor had a good faith basis for seeking disclosure at the time the Request was submitted to the Provider.

Judgment on an award rendered by the arbitrator(s) may be entered in any court having competent jurisdiction over the Requestor.

[Jurisdiction:

In participating in this dispute resolution process, a Requestor agrees to be submit to the jurisdiction of the courts at the primary location of the Service Provider.]

[Concept of a “Trusted Sender”:

The agreement to arbitration and/or jurisdiction [is to be] [may be] expressly included in the list of permissible request submission management criteria (under I(B), above).]