

## When and how?

### When can NetCase be used?

NetCase can only be used if all parties and all arbitrators agree to its use by signing a Statement of Acceptance of the Conditions of Access and Use of NetCase.

### Are there any additional costs associated with the use of NetCase?

**No.** NetCase is offered to participants in every ICC arbitration for no additional charge.

### Is operating support available?

**Yes.** Operating support is available via email. A section of NetCase provides user-friendly Guidelines and another section answers frequently-asked questions.

For information concerning NetCase please contact:

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## Using Technology to Resolve Business Disputes

### Special Supplement of the ICC International Court of Arbitration Bulletin

contains useful guidelines on using information technology in arbitration prepared by a task force within ICC's Commission on Arbitration:

- "Issues to be Considered when Using IT in International Arbitration"
- "Operating Standards for Using IT in International Arbitration"
- "Explanatory Notes on the Standards"

These documents are intended to assist arbitration users in organizing arbitration procedures whenever IT facilities are used. Although independent of each other, the NetCase Guidelines and the above guidelines on using IT in arbitration are compatible and complementary.

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**International Chamber of Commerce**

*The world business organization*

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## A Secure Online Environment for ICC Arbitration



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## What is NetCase?

NetCase is a service allowing arbitrations to be conducted in a secure online environment. NetCase enables all participants in an arbitration to communicate through a secure website hosted by ICC. The service has been developed to suit the specific needs of ICC arbitration users and offers them the advantages of instantaneous and efficient communication, round-the-clock access, security and confidentiality, and organized handling and storage of documents.

### At the Forefront of IT in Arbitration

The ICC International Court of Arbitration has long been at the forefront of the use of information technology in international arbitration. The Secretariat of the Court has a state-of-the-art case management system that allows the Secretariat to follow the over 1,000 arbitrations that it oversees at any one time. The Court understands the importance of information and communications technology and the benefit it offers.

## Advantages of NetCase

### Instantaneous and Efficient Communication

Correspondence and documents will be posted on NetCase rather than sent by traditional means such as courier, post, fax and courier. Parties thus avoid the costs and difficulties often associated with the use of such forms of communication. All correspondence and documents posted on NetCase will be instantaneously available to all recipients and will remain available throughout the arbitration.

### Round-the-Clock Access

NetCase allows participants to access comprehensive information with regard to their arbitration 24 hours a day, seven days a week from any computer in the world. This means that they will have all relevant information at their fingertips wherever they are.

NetCase sets out a broad range of information, such as the details of the parties and the arbitrators, the procedural calendar, and a statement of the current financial situation. It also includes forums where participants can exchange views.

### Security and Confidentiality

NetCase has a number of security features to ensure the confidentiality of material posted. Password protection means that participants are only given access to the cases in which they are involved. NetCase also uses sophisticated encryption and virus protection to guarantee security.

### Organized Handling and Storage of Documents

Particularly in large arbitrations, the volume of documents can become burdensome. Storage, transport and retrieval of documents cost the parties both time and money. NetCase provides one centralized point for the storage of all documents submitted in an arbitration. It also provides an efficient system for the retrieval of documents, allowing participants to sort documents by date, author or title. Storage and retrieval of information is standardized for ease of use.