

OBSERVATORY

afnic

Internet
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● Afnic Mediation Service Report

Years 2024 and 2025

April 2026 Edition

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Glossary

Registrar

A registrar is an organisation (ISP, website host, Internet service provider, etc.) which registers and hosts domain names as a fee-paying service for the managers (known as registries) by which the registrar has been accredited.

ADR – Alternative Dispute Resolution procedures

Alternative Dispute Resolution procedures are extra-judicial systems made available to any party that believes that a third party has violated its rights by registering and/or using a domain name in a way that harms it. They are governed by a document comprising the [Rules for alternative dispute resolution procedures](#).

Afnic provides two ADR procedures: [SYRELI](#) and [PARL EXPERT](#).

Holder

The entity (association, company, etc.) or private individual requesting registration of a domain name and its inclusion in the WHOIS database.

Foreword

AFNIC'S MEDIATION SERVICE

Afnic provides a mediation service to be used by anyone (natural or legal person) as an amicable means of resolving disputes between rights holders and holders of domain names under one of the TLDs managed by Afnic (.fr and French overseas TLDs).

Entirely free of charge, this procedure is made available on a voluntary basis ahead of an ADR (Alternative Dispute Resolution) procedure to facilitate the handling of disputes concerning domain names.

The mediation service is overseen by six in-house Afnic mediators.

The mediator does not rule on the dispute, nor are they a judge, expert, arbitrator or conciliator. They undertake to comply with the following principles:

- **Neutrality:** accompany the Parties in their quest for a solution, without giving a personal opinion.
- **Independence:** no objective personal or business link with either Party.
- **Impartiality:** no taking sides or favouring any one point of view over another.
- **Confidentiality:** all exchanges are covered by the strictest confidentiality.

As soon as the request is received, the designated mediator contacts the holder to propose his or her participation in the mediation procedure.

- If, after seven business days, the holder has not replied or has explicitly refused to take part in the mediation procedure, the mediator closes the procedure.
- If the holder accepts to take part in the procedure, the Parties have seven business days in which to reach an agreement, accompanied by the mediator.

PUBLICATION OF THE SECOND MEDIATION REPORT

Afnic's mediation service was launched on 3 July 2023 as part of the Agreement signed with the French State on 18 March 2022, in which Afnic proposed the creation of a free and quick mediation service.

[An initial mediation report](#) presented an overview of the first year of mediation¹, and is available on our website.

This second report is an excellent opportunity to take stock of the past two years of mediation procedures and sets out the key figures and situations encountered over the 2024 and 2025 calendar years.



To refer a case to a mediator via the dedicated form, click here:

<https://www.afnic.fr/en/domain-names-and-support/resolve-a-dispute/mediation-procedure/>

¹ The initial report covered the following period: 3 July 2023 to 3 July 2024 inclusive

1. Increase in the volume of requests

1.1. Rise in the number of requests received



345 mediation request forms

Afnic has received a total of 345 mediation request forms since the mediation service was launched on 31 December 2025.

These primarily concern the “.fr” TLD.



+36.6%

Between 2024 and 2025, the number of requests received rose sharply from 123 to 168, representing a 36.6% increase.

Number of mediation requests received by Afnic

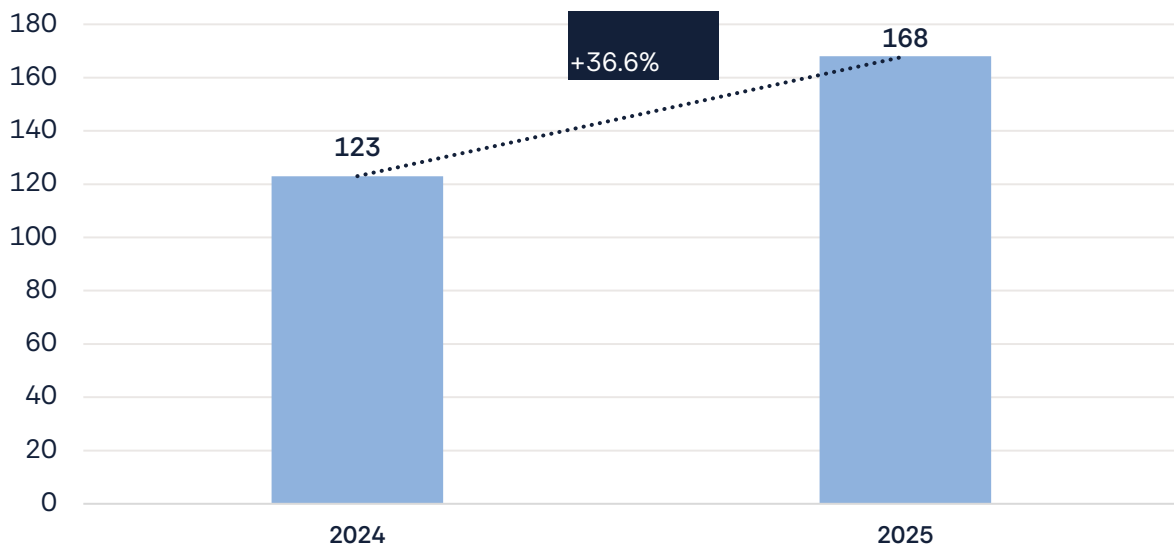


Figure 1: Change in the number of requests filed (2024-2025)

(Numerical table for Figure 1)

1.2. More targeted referrals: moderate progress

- 24% of the requests received in 2024 did not fall within the jurisdiction of the mediation service.
- In 2025, this figure stood at 22%.



-2 points

A fall of 2 percentage points was recorded between 2024 and 2025 in requests falling outside of the scope of the mediation provided by Afnic.

Whereas a vast majority of the requests received fell within this scope (almost 8 out of 10 requests in 2025) and the proportion of requests within the scope of the mediation service rose slightly between 2024 and 2025.

Although this progress remains limited, it reflects the efforts undertaken in terms of user-targeted communication and information.

Ratio of compliant/non-compliant mediation requests

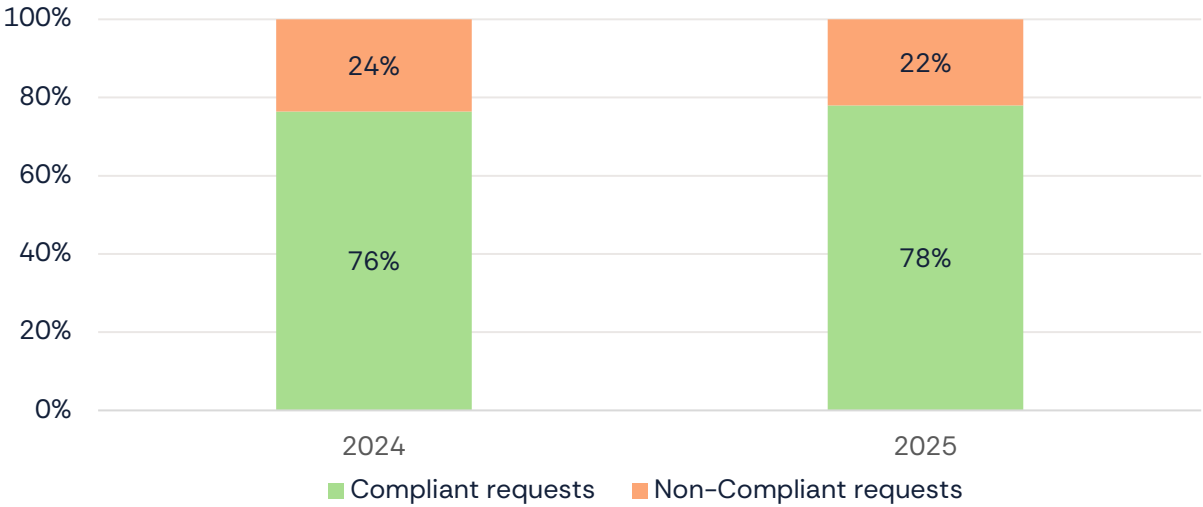


Figure 2: Ratio of compliant/non-compliant mediation requests

(Numerical table for Figure 2)

2. Opening of mediation procedures

The following statistics do not take account of these non-compliant requests.

2.1. Slight fall in the number of mediation procedures opened

A mediation procedure is considered as opened once the holder has accepted to take part in the mediation.

Between 2024 and 2025, the rate of open mediations fell: in 2025, the holder participation rate was 35%, down from 43.6% in 2024.

Holder participation in mediation procedures

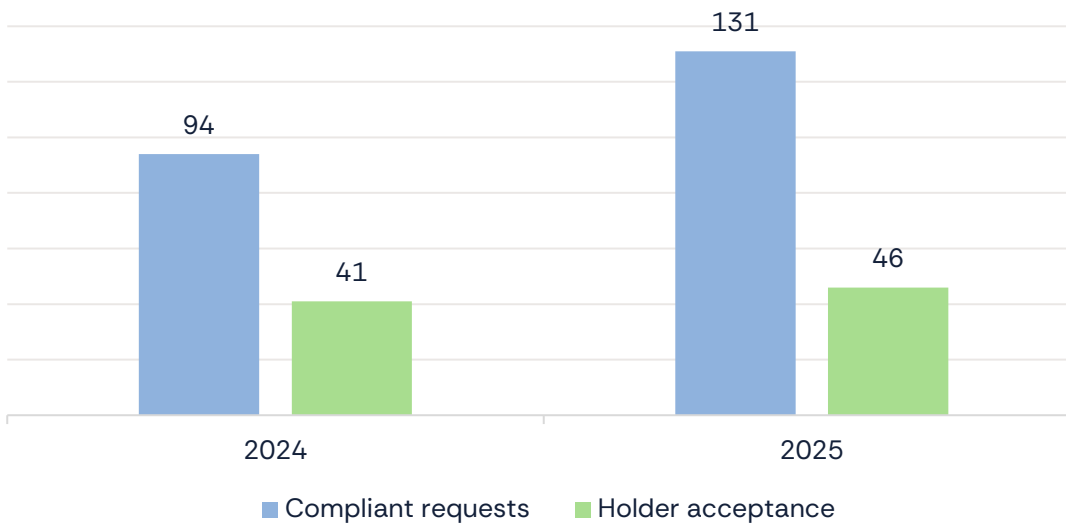


Figure 3: Holder participation in mediation procedures (2024-2025)

(Numerical table for Figure 3)

Low holder participation may result from an explicit refusal to take part in a mediation procedure, although this is a relatively rare occurrence, or failure to respond within the appointed time limit.

The Afnic mediators have noted that a lack of response on the part of holders is most often due to their being unreachable because they:

- have provided false or out-of-date information;
- use the services of a fronting organisation, which in the majority of cases do not follow up on the contact made by the mediators;
- or have re-registered domain names on expiry, which they use for SEO purposes and to damage the reputation of the claimant (e.g. pornographic content).



3-day average for holder participation in 2025

On average, holders accepted to enter into a mediation procedure within 4.5 business days of contact being made by the mediator in 2024, and within 3 business days in 2025.

2.2. Parties' profiles

2.2.1. Claimants

Claimant profiles 2024-2025

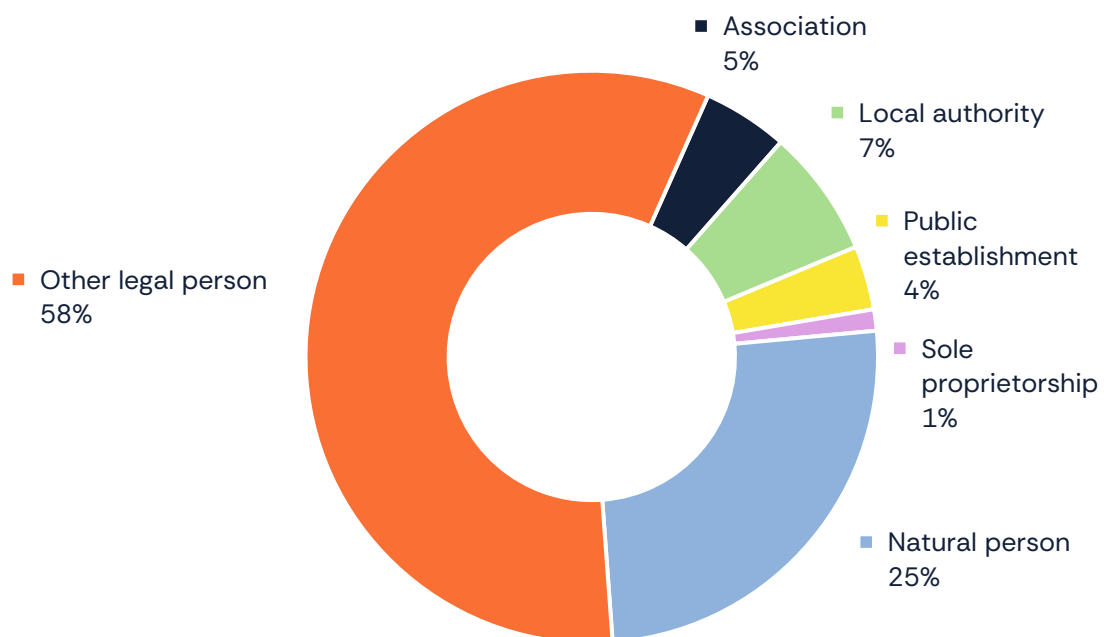


Figure 4: Breakdown of types of claimants in 2024-2025

[\(Numerical table for Figure 4\)](#)

2.2.2. Holders

Holder profiles 2024-2025

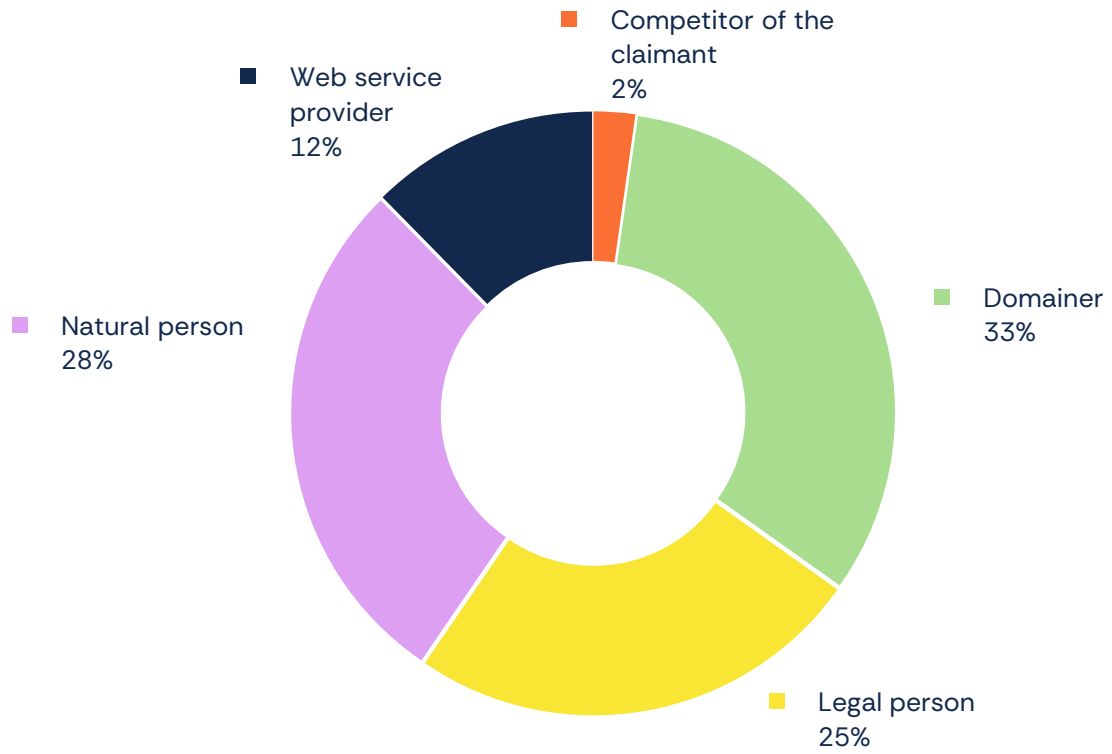


Figure 5: Breakdown of types of holders in 2024-2025

(Numerical table for Figure 5)

3. Efficacy of the mediation

3.1. Rise in the number of agreements reached

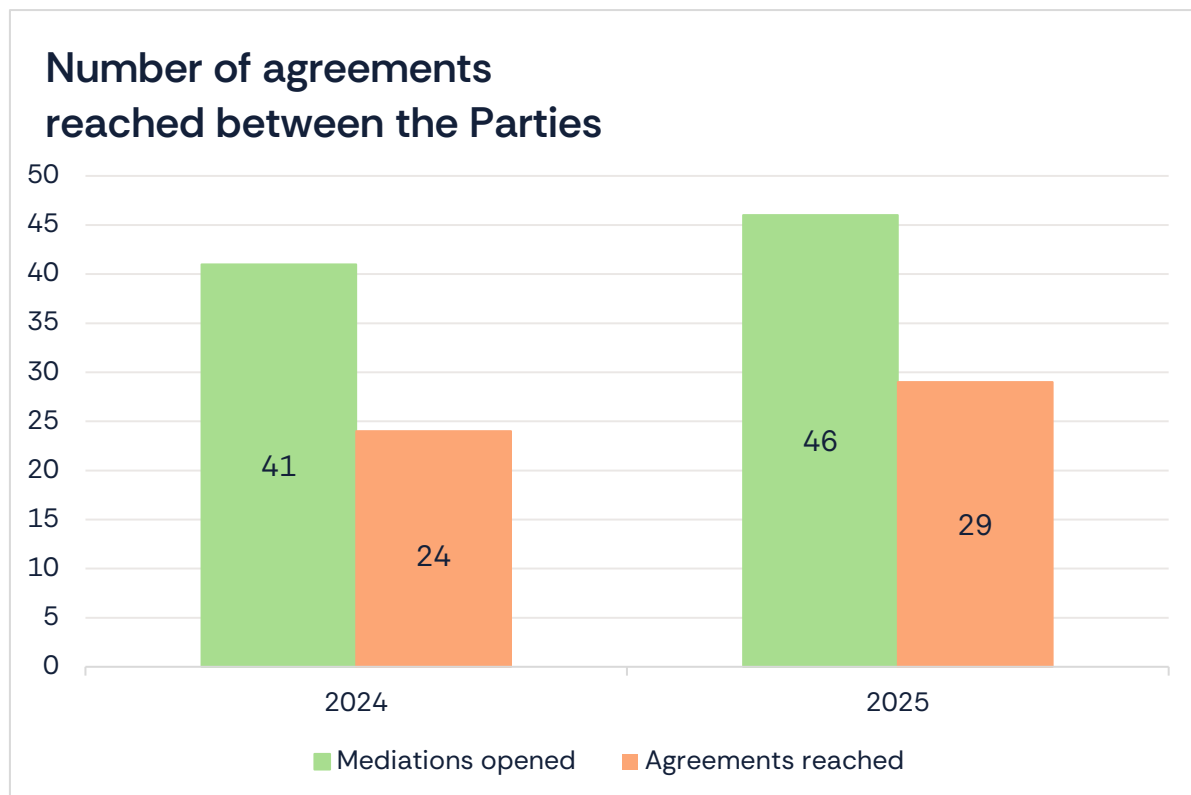


Figure 6: Number of agreements reached between the Parties in 2024 and 2025

(Numerical table for Figure 6)



Rising success rate: 63% in 2025

In 2025, 29 agreements were reached out of the 46 mediation procedures opened, i.e. a success rate of 63% as against 58% in 2024.

This demonstrates that over half of the mediation procedures opened concluded in an agreement between the Parties, an important indicator of the system's efficacy.

The agreements reached in 2024 and 2025 involved transfers for the most part.

New in 2025 was the inclusion of other types of agreements, reflecting the flexible nature of the mediation procedure when it comes to meeting the needs of the Parties.

The "other" category corresponds to agreements concerning:

- An undertaking to not use the website associated with the domain name concerned by the mediation, creating a risk of confusion with the claimant and their activity.
- Modification of the content of the website that the domain name concerned by the mediation redirects to, to avoid confusion with the claimant's website.

Ratio of types of agreements in 2024-2025

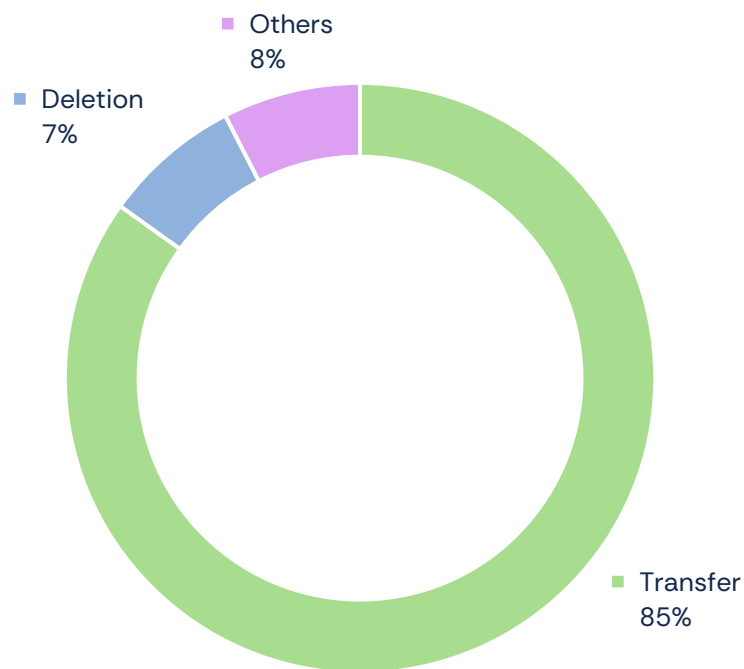


Figure7: Ratio of types of agreements in 2024-2025

(Numerical table for Figure 7)



4-day average for agreements in 2025

On average, the Parties reached an agreement within 4.4 business days of the date of the first meeting in 2024, and within 4 business days in 2025.

3.2. Three-quarters of agreements were reached without financial compensation.

Following the negotiations, the Parties may agree on a financial transaction in favour of the holder as compensation for the identified solution.

In 2024 and 2025, 75% of agreements were concluded without payment.

Nature of negotiations in 2024-2025: transfers with or without valuable consideration

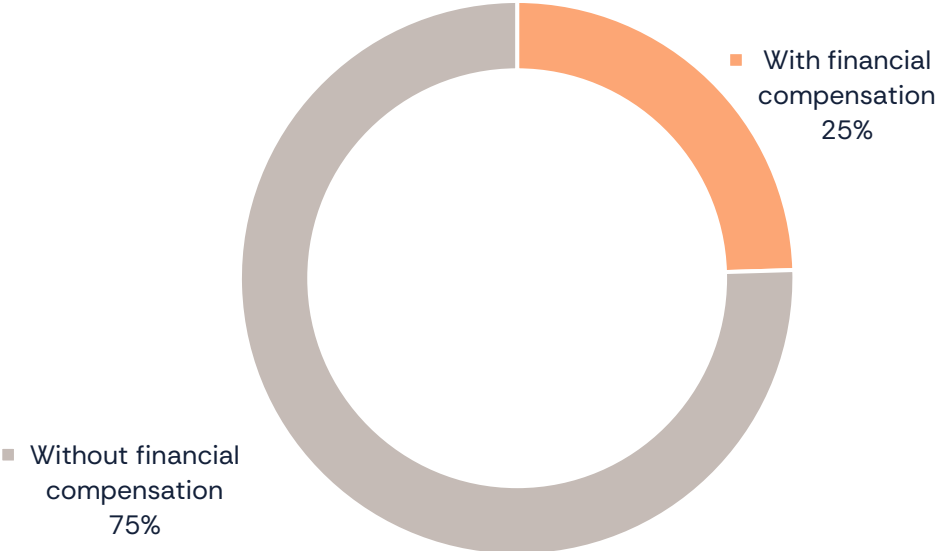


Figure 8: Nature of negotiations in 2024-2025: ratio of transfers with or without financial compensation

(Numerical table for Figure 8)

In the case of financial transactions negotiated by the Parties, the minimum and maximum amounts negotiated are given below:

- In 2024: €250 minimum / €1,000 maximum
- In 2025: €100 minimum / €1,600 maximum

The negotiations undertaken within the framework of mediation procedures mainly concern the amount of the financial compensation. In cases where the Parties are unable to reach an agreement on a price considered fair by both, within the accorded time limit, they may ask to be put into contact with one another in order to continue discussions outside of the mediation procedure. This demonstrates that a mediation procedure can, if nothing else, open up a dialogue and initiate exchanges between the Parties.

3.3. Outcome of failed mediation procedures

Mediation procedures are considered to have failed when the holder does not accept to enter into the procedure or when the Parties do not arrive at an agreement within the framework of the mediation initiated.

20.58% of failed mediation procedures in 2024 and 2025 taken together resulted in a SYRELI ADR procedure (no PARL EXPERT ADR procedures).

4. Type of disputes dealt with in mediation procedures

4.1. Case study: referral by a domain name holder

The mediation service aims to settle disputes between a rights holder and a holder of a domain name under one of the TLDs managed by Afnic. Which means that both rights holders and domain name holders alike can call on this service.

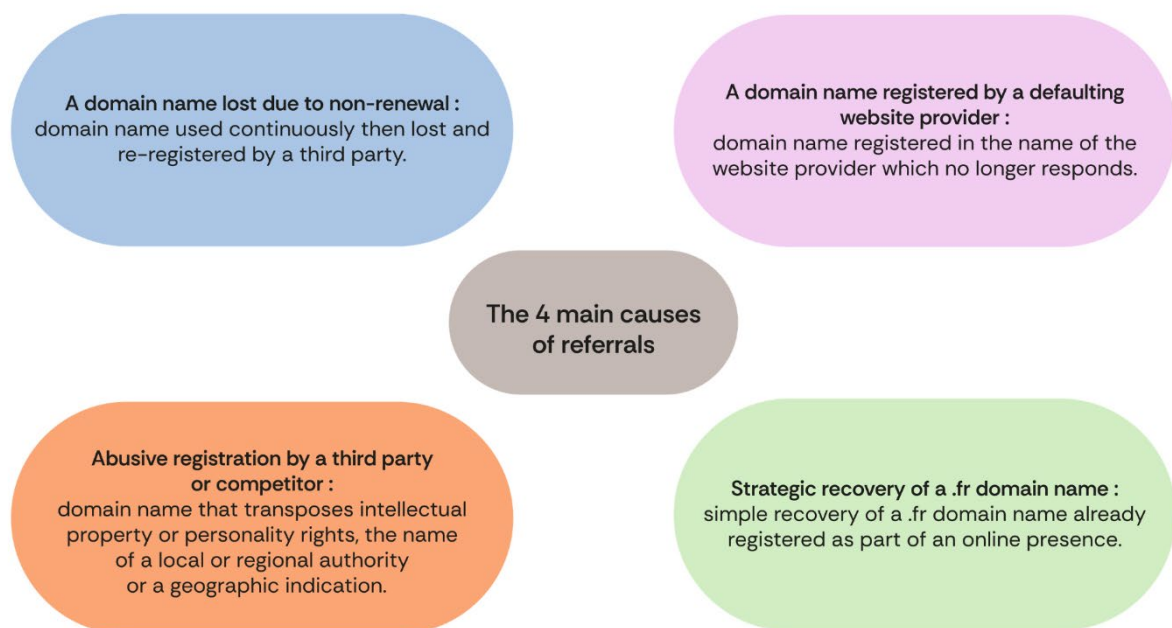
Unsurprisingly almost all mediation procedures are requested by rights holders (holders of a trademark, company name, geographic indication, local authority name, etc.), with the exception of 2025 when one mediation procedure was opened at the request of a domain name holder.

In this case, the goal of the mediation was to clarify the situation with the owner of the trademark and avoid any litigation. The Parties signed an agreement to delimit the use of the domain name in order to avoid confusion between the two in the public eye.

4.2. Reasons behind referral to mediation

The disputes handled within the mediation procedures surrounding domain names cover a variety of situations.

That said, they can be grouped into four main categories based on the source of dispute and the subjects involved.



The 4 main causes of referrals are:

- 1) A domain name lost due to non-renewal: domain name used continuously then lost and re-registered by a third party.
- 2) A domain name registered by a defaulting website provider: domain name registered in the name of the website provider which no longer responds.

- 3) Abusive registration by a third party or competitor: domain name that transposes intellectual property or personality rights, the name of a local or regional authority or a geographic indication.

- 4) Strategic recovery of a .fr domain name: simple recovery of a .fr domain name already registered as part of an online presence.

5. Conclusion

Analysis of the 2024–2025 statistics highlights a significant change in the activity of the mediation service provided by Afnic. The rise in the number of requests received indicates clearer identification of the system and a certain level of user confidence in this amicable dispute resolution procedure.

At the same time, the number of mediation procedures opened fell due to the lower number of holders accepting to take part. Several hypotheses may explain this situation (presented in the section “Opening of mediation procedures”), which will require long-term confirmation.

Additionally, the success rate of the mediation procedures initiated has increased significantly since the creation of the service: in 2025, 63% of mediations resulted in an agreement between the Parties, thus providing proof of the service’s efficacy.

The agreements reached continue to concern transfers for the most part, seemingly reflecting a stable trend over time. A greater variety in the solutions found was noted, however, this year, pointing to a certain flexibility and adaptability open to participants in terms of the types of agreement. It should also be noted that three-quarters of the agreements were reached without financial compensation, illustrating the willingness of the Parties to bring an end to the dispute without monetary negotiations, and therefore within a shorter time frame.

This second report confirms the interest of the mediation service, which can serve as an effective, quick and free tool ahead of judicial or extra-judicial procedures and which focuses on conciliation between the Parties.

6. Annexes: Raw data –

Figure sources

Figure 1: Figure 1: Change in the number of requests filed (2024-2025)

Year	Number of mediation requests filed
2024	123
2025	168
TOTAL 2024-2025	291

[\(Back to figure 1\)](#)

Figure 2: Breakdown of requests: compliant vs non-compliant

Year	Compliant requests	Non-compliant requests	TOTAL
2024	94	29	123
2025	131	37	168
2024	76%	24%	100%
2025	78%	22%	100%

[\(Back to figure 2\)](#)

Figure 3: Holder participation in mediation procedures (2024-2025)

Year	Compliant requests	Holder acceptance	Consent rate
2024	94	41	43.62
2025	131	46	35.11

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Figure 4: Breakdown of types of claimants in 2024-2025

Year	2024	2025	Total 2024-2025
Association	3	1	4
Local authority	1	5	6
Public establishment	1	2	3
Sole proprietorship	0	1	1
Natural person	12	9	21
Other legal person	23	25	48

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Figure 5: Breakdown of types of holders in 2024-2025

Year	2024	2025	2024-2025
Competitor of the claimant	0	0	2
Domainer	19	10	29
Legal person	5	17	22
Natural person	10	15	25
Web service provider	7	4	11
TOTAL	41	46	89

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Figure 6: Number of agreements reached between the Parties in 2024 and 2025

Year	Mediations opened	Agreements reached
2024	41	24
2025	46	29

[\(Back to figure 6\)](#)

Figure 7: Ratio of types of agreements in 2024-2025

Year	2024	2025	2024-2025
Transfer	22	23	45
Deletion	2	2	4
Others		4	4

[\(Back to figure 7\)](#)

Figure 8: Nature of negotiations in 2024-2025: ratio of transfers with or without financial compensation

Year	With financial compensation	Without financial	Total 2024-2025
2024	6	18	24
2025	7	22	29
2024-2025	13	40	/

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● Contact



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