



Universidad
Católica del Norte



ASSISTANCE TO DOMAIN NAME HOLDERS

DETAILED STUDY GUIDE: DOMAIN NAME DISPUTES

Humberto Carrasco-Blanc
José Sánchez-Oyarzún
Kathryn A. Kleiman
American University
Margarita Valdés-Cortés
Javier Maestre-Rodríguez
Chris Reed



DETAILED STUDY GUIDE: DOMAIN NAME DISPUTES

Humberto Carrasco-Blanc 

<https://orcid.org/0000-0002-1034-7521>

Universidad Católica del Norte - <https://ror.org/02akpm128>

José Sánchez-Oyarzún

Universidad Católica del Norte - <https://ror.org/02akpm128>

Kathryn A. Kleiman 

<https://orcid.org/0009-0009-8725-0064>

American University - <https://ror.org/052w4zt36>

Margarita Valdés-Cortés

Universidad de Chile - <https://ror.org/047gc3g35>

Javier Maestre-Rodríguez

Maestre Abogados

Chris Reed 

<https://orcid.org/0000-0002-9124-5489>

Queen Mary University of London - <https://ror.org/026zzn846>

Detailed study guide: Domain name disputes

Work Coordinator: Humberto Carrasco-Blanc


<https://repositorio.ucn.cl/handle/20.500.14729/9311>

Facultad de Ciencias Jurídicas



License: This work is licensed under a Creative Commons Attribution 4.0 International License (CC BY 4.0).

You are free to copy, redistribute, and adapt the material, even for commercial purposes, provided that appropriate credit is given and any changes made are indicated. More information: <https://creativecommons.org/licenses/by/4.0/>

 Universidad Católica del Norte. <https://ror.org/02akpm128>

Published in Coquimbo, Chile, 2026.

Departamento de Ciencia Abierta y Cultura Científica.

This is a derivative work of: *Domain name disputes: Understanding the problem.*
<https://doi.org/10.22199/ADNH001>

Associated with this work, the following materials are available (please click the links below to access them):

- an audio recording,
- a video presentation,
- and a FAQ.

Acknowledgements:

This work was supported by the ICANN Grant Program through the project "Assistance for Domain Name Holders in ICANN's Uniform Dispute Resolution Policy Procedures", implemented by Universidad Católica del Norte.



Abstract

This study guide accompanies the Open Educational Resource *Domain Name Disputes: Understanding the Problem* and provides a structured learning framework on the technical, legal, and institutional dimensions of conflicts involving Internet identifiers. It introduces the architecture of the Internet, particularly the Domain Name System (DNS), and examines how trademark protection interacts with digital addressing practices in a global environment. The guide analyzes abusive registration behaviors, outlines the administrative mechanisms developed to address them—especially the system established by ICANN—and explores the legal reasoning reflected in relevant cases. Through conceptual explanations, applied analysis, and review activities, the resource fosters analytical skills and critical engagement with issues of digital governance and intellectual property protection. Designed as a pedagogical tool rather than a research article, it supports the development of informed and responsible participation in contemporary online ecosystems.

Keywords: open educational resource; cybersquatting; digital governance; ICANN; alternative dispute resolution; trademark protection; domain name system; internet regulation; online identifiers; legal education.

AI Use Statement

In the preparation of this work, artificial intelligence tools such as Gemini, ChatGPT, and NotebookLM were used to support tasks including the improvement of paragraph drafting, topic research, and the development of summaries, among other uses. These outputs were reviewed more than twice by human beings, who appear as the authors, and therefore all decisions regarding content, legal interpretation, argumentative structure, and conclusions rest entirely with them, who assume full responsibility for the accuracy and rigor of the work. No sensitive or confidential information was entered into the platform used, and each generated response was critically reviewed before being incorporated into the document.

Table of Contents

1. Overview of the Operation of the Internet and Domain Names	6
1.1. What is the Internet?	6
1.2. Types of Networks:	6
1.3. Connectivity and Communication across the Internet and Internet “Protocols”:	6
1.4. Domain Names and the global Domain Name System:	7
2. Domain Name Disputes and Disputes	7
2.1. Emergence of Conflicts:	7
2.2. Types of Abusive Practices (Related to Intellectual Property and misrepresentation of both commercial and noncommercial entities online):	7
2.3. Key Roles in Regulation:	8
2.4. UDRP (Uniform Domain Name Dispute Resolution Policy):	8
3. Emblematic Cases	8
4. Conclusions and Future	10
4.1. Strategic Importance of Domain Names:	10
4.2. Need for Regulation:	10
4.3. Role of Bad Faith:	10
4.4. Active Participation in the Digital Environment:	11
Comprehension Quiz	11
Quiz Answer Keys	11
Essay Questions	13
Glossary of Key Terms	13

1. Overview of the Operation of the Internet and Domain Names

1.1. What is the Internet?

- A gigantic global network of interconnected computers that send and receive information.
- The product of the collaborative work of millions of people, with exponential growth in users.

1.2. Types of Networks:

- **LAN (Local Area Network):** Small networks to interconnect computers in offices, homes, institutions (first networks, for military purposes).
- **Global Network (Internet):** The "network of networks" (developed from 1983 with the Internetwork project, linking Arpanet, Csnnet and Milnet).

1.3. Connectivity and Communication across the Internet and Internet "Protocols":

- The Internet a system that allows any connected computer to send data packets to another computer provided they follow a few technical rules – called "protocols."
- **Internet Protocols:** A set of technical rules and procedures for the orderly and understandable transmission of data created by a global standards body called the Internet Engineering Task Force (IETF).
- Transmission Control Protocol and Internet Protocol (together called "TCP/IP") are key foundation protocols of the Internet created in 1981.
 - Transmission Control Protocol (TCP) is the protocol for breaking down a message into data packets for transmission across the network, and then reassembling them.
 - Internet Protocol addresses the data packets in a numerical and very computer-oriented way.
- Note: All messages, whether video, files, emails or other, are transmitted in data packets across the Internet.
- **Definition:** "A way of agreeing on the way an article is sent and received" (Estrada, 2004).
- **Two types of IP addresses:**
- **IPv4:** Four groups of numbers separated by periods (e.g., 192.345.3.4).
- **IPv6:** Longer hex format, eight blocks separated by a colon (e.g., 2001:0db8:85a3:0000:0000:8a2e:0370:7334). IPv6 created to give us many more IP addresses, giving the growing number of users (now over 5 billion people online) and growing popularity of connecting devices onto the Internet, including smartwatches, thermostats and cars, also called the "Internet of Things."

1.4. Domain Names and the global Domain Name System:

- **Problem with IP addresses:** They are numerical sequences, which are good for computers, but difficult for people to remember.
- **Solution: Dr. Paul Mockapetris, Dr. Jon Postel and Joyce Reyolds, in the mid-1980s, created** Domain Names as "mnemonics" for IP addresses. They allowed a series of letters and numbers (memorable to people) to be mapped onto IP addresses (memorable to computers).
- **Domain names:** A series of letters and numbers that people type into their Internet browsers to reach a computer or content of interest, e.g., harrods.com, elcorteingles.es, doctorswithoutborders.org and 123.net (local fiber optic network).
- **The Domain Name System (DNS):** A hierarchical system for translating domain names to IP addresses (sometimes called the "Internet's phonebook") using Registries and Registrars to help with the Internet navigation system.
 - Registries - The entities that run the master or "authoritative" database of each Top Level Domain (TLD) to map each second-level domain to its IP address.
- **For example, EDUCAUSE, a nonprofit association of colleges universities, is the Registry of .EDU and runs the authoritative database that allows that responds to a browser's query seeking american.edu for American University with one of American University's IP Addresses, including 172.66.167.252.**

2. Domain Name Disputes and Disputes

2.1. Emergence of Conflicts:

- The enormous growth of the Internet and its impact generated the need for rules to regulate online coexistence and strengthen trust.
- Domain names have acquired a strategic value, similar to intellectual property, for the tremendous outpouring of both commercial and noncommercial speech on the Internet.

2.2. Types of Abusive Practices (Related to Intellectual Property and misrepresentation of both commercial and noncommercial entities online):

- **Cybersquatting:** Registering domain names in bad faith with the intent to sell them to the rightful owner of the trademark or take advantage of its prestige (e.g., WWF vs. World Wrestling Federation.com; panavision.com, and americanairlines.com).
- **Typosquatting:** Registering domain names with intentional typos to deceptively divert traffic (e.g., Calvin Klein vs. calvjinklein.com).
- **Phishing:** Using fake websites or emails that mimic legitimate ones to obtain personal data for fraudulent purposes (bank scams, identity theft, extortion) (e.g., Chime Financial v.C.S.).

2.3. Key Roles in Regulation:

- **ICANN (Internet Corporation for Assigned Names and Numbers):** A non-profit organization created in 1998 by the United States.
- It manages the Domain Name System (DNS).
- Functions: stability, security and global functioning of the Internet; log management, assignment of technical protocols, coordination of IP addresses.
- Credentials registrars (e.g., GoDaddy, Google Domains, Nic Chile).
- Establishes procedures for dispute resolution.

2.4. UDRP (Uniform Domain Name Dispute Resolution Policy):

- Created in October 1999 under the framework of ICANN.
- Common regulatory framework for resolving domain name conflicts at a global level.
- It delegates dispute resolution to specialized private entities (suppliers).
- **Guiding Principles:** ICANN defines the principles, but providers may incorporate complementary (administrative/technical) rules.
- **Recognized Providers:** WIPO/WIPO (World Intellectual Property Organization): Globally recognized, structured and multilingual online filing system.
- National Arbitration Forum (NAF) in the USA
- Asian Domain Name Dispute Resolution Centre (ADNDRC) in Asia.
- Czech Arbitration Court (CAC) in Central Europe: Allows fully electronic proceedings.
- **Variations between providers:** Forms, costs, languages, form of presentation of the claim.
- **Bad Faith:** Cornerstone concept of the UDRP. It is not presumed, but it can be inferred from behaviors or circumstances; it is key to keeping or revoking a domain.

3. Emblematic Cases

1. **WWF (World Wrestling Federation) v. Michael Bosman** (WIPO D1999-0001, 2000) Forum: UDRP
 - **Domain:** *worldwrestlingfederation.com*. Registered on Oct 7, 1999; three days later the registrant offered to sell it to WWF for USD 1,000.
 - **Panelist:** M. Scott Donahey. Decision: transfer; an early sale offer sufficed to infer bad faith without active site use.
 - **Lesson:** first UDRP case; identity + no rights + immediate sale offer = bad faith and transfer.
2. **MTV Networks v. Adam Curry** (S.D.N.Y., 1994) Forum: Judicial (U.S.)

<https://repositorio.ucn.cl/handle/20.500.14729/9311>

- **Facts:** VJ Adam Curry registered **mtv.com** (1993). After he left in 1994, **MTV sued** (trademarks and contracts).
 - **Outcome: settlement;** a classic pre-UDRP illustration of reliance on litigation.
 - **Lesson:** before ICANN/UDRP, famous-mark domain clashes were handled via lawsuits and private deals.
3. **McDonalds.com** (1994) Forum: Historical episode (no UDRP)
- **Facts:** journalist Joshua Quittner registered **mcdonalds.com** and chronicled it in *Wired* (“Billions Registered”).
 - **Outcome:** the domain was transferred and McDonald’s donated USD 3,500 to a Brooklyn public school for computers and internet access.
 - **Lesson:** corporate “wake-up call” on safeguarding digital assets.
4. **Hasbro v. Internet Entertainment Group (“candyland.com”)** (W.D. Wash., 1996) Forum: Judicial (dilution/tarnishment)
- **Facts:** *candyland.com* hosted an adult site despite CANDY LAND being a children’s brand (longstanding registrations; use since 1951 noted in overviews).
 - **Outcome:** preliminary injunction and shutdown; later, transfer.
 - **Lesson:** courts protected famous marks from harmful associations even before the UDRP.
5. **Roadrunner Computer Systems v. Network Solutions** / dispute over **roadrunner.com** (E.D. Va., 1996) Forum: Judicial + registrar policy (pre-UDRP)
- Facts:** after Warner Bros. asserted its ROAD RUNNER mark, NSI threatened to suspend *roadrunner.com*; the registrant sued NSI.
- Outcome:** dismissal following a stipulation that NSI would not interfere absent a court order; later accounts note the domain ended up with a joint venture (Time Warner, MediaOne, Microsoft, Compaq, Advance/Newhouse).
- Lesson:** shows limits of pre-UDRP registrar policies and the role of contractual solutions.
6. **People for the Ethical Treatment of Animals (PETA) v. Doughney** (4th Cir., 263 F.3d 359, 2001) Forum: ACPA (Judicial, U.S.)
- **Facts:** **peta.org** resolved to “**People Eating Tasty Animals**”; the defendant claimed **parody**.
 - **Outcome:** infringement + ACPA; transfer. The court held an identical domain created confusion despite critical content.
 - **Lesson:** parody does not justify an identical domain that misleads; satire should use non-confusing names.
7. **Oki Data Americas, Inc. v. ASD, Inc.** (WIPO D2001-0903, 2001) Forum: UDRP (NON-cybersquatting example)
- **Contribution:** legitimate reseller standard (Oki Data test): (i) sell genuine products; (ii) clear disclaimer of non-affiliation; (iii) no domain hoarding; (iv) no deceptive diversion.
 - **Outcome:** legitimate interest may exist when these criteria are met.
 - **Lesson:** UDRP balances trademark protection with good-faith nominative uses.

<https://repositorio.ucn.cl/handle/20.500.14729/9311>

8. **Calvin Klein Inc. & Calvin Klein Trademark Trust v. Francois Babicu <calvjinklein.com>** (WIPO **D2021-0136**, 2021) Forum: UDRP (typosquatting)

- **Facts:** insertion of a “j” in “calvin” ⇒ calvjinklein.com; classic typosquatting; no response from respondent.
- **Outcome:** confusing similarity, no rights/legitimate interests, bad faith, and transfer.
- **Lesson:** minimal typo variants satisfy the first element and typically reveal parasitic intent.

9. **Chime Financial, Inc. v. C. S. <chime.com.es>** (WIPO **DES2024-0037**, 2024) Forum: .ES procedure (aligned with UDRP)

- **Facts:** clone of brand/design capturing banking credentials; the expert described a “clear usurpation” and “phishing.”
- **Outcome:** identity with CHIME; lack of legitimate interest; bad faith and transfer.
- **Lesson:** phishing evidences bad faith; domain-email coordination strengthens proof and enables swift recovery.

4. Conclusions and Future

4.1. Strategic Importance of Domain Names:

- They are digital assets that represent brands, reputations, business models, and communication channels.
- They acquire tangible value, similar to intellectual property.
- They are tools used by everyone to mark their noncommercial and commercial speech, and use basic words and common names, which often have overlapping and legitimate uses.

4.2. Need for Regulation:

- Abusive practices demonstrate that domains can be used for unfair or criminal purposes.
- Small businesses, entrepreneurs, noncommercial organizations and individuals, often without trademarks, also need protection for their communications online.
- The UDRP offers an agile, global administrative process focused on protecting legitimate rights, but not allowing unfair monopolization of dictionary words and common names.

4.3. Role of Bad Faith:

- Pillar of the UDRP, differentiating legitimate records from those with the intention of harming or deceiving them.
- It is inferred from behaviors and circumstances.

4.4. Active Participation in the Digital Environment:

- Understanding the domain name system and rights/obligations is critical to protecting interests and contributing to a safer Internet.

Comprehension Quiz

Answer the following questions in 2-3 sentences each.

1. What main problem does the Domain Name System (DNS) solve in the operation of the Internet?
2. Mention and briefly describe two of the four services or functionalities that allow the effective connection and communication of computers on the Internet.
3. It explains the fundamental difference between an IPv4 IP address and an IPv6 IP address in terms of its format and capacity.
4. What is cybersquatting and what was the emblematic case that marked the beginning of dispute resolution under the UDRP?
5. How does typosquatting differ from cybersquatting, and what specific case is mentioned to illustrate typosquatting?
6. What is ICANN's primary role in the global governance of the Internet and domain names?
7. What is the UDRP and why was it created?
8. It mentions two dispute resolution service providers under the UDRP and explains a practical difference between them.
9. It briefly describes what phishing is and how domain names can be involved in this practice.
10. Why is the concept of "bad faith" crucial within the UDRP when resolving domain name disputes?
11. What might be a legitimate fair use of a domain name that is also trademarked in another part of the world?

Quiz Answer Keys

1. **What main problem does the Domain Name System (DNS) solve in the operation of the Internet?** DNS solves the problem that IP addresses are numerical sequences that are difficult for users to remember. By translating these IP addresses into easy-to-remember names (domain names), it makes it easier for people to navigate and interact with websites.
2. **Mention and briefly describe two of the four services or functionalities that allow the effective connection and communication of computers on the Internet.** Two key functionalities are: (1) Domain Name to IP Address (DNS) translation, which allows servers with readable names to be located; and (2) Packet routing, which is done through routers and ensures that information reaches its correct destination within the network.

3. **It explains the fundamental difference between an IPv4 IP address and an IPv6 IP address in terms of its format and capacity.** IPv4 uses a format of four groups of numbers separated by periods, which limits the number of addresses available. In contrast, IPv6 employs a longer hex format with eight blocks separated by colons, offering a significantly larger number of addresses to meet growing global demand.
4. **What is cybersquatting and what was the emblematic case that marked the beginning of dispute resolution under the UDRP?** Cybersquatting is the practice of registering a domain name in bad faith, with the intention of taking advantage of the prestige of someone else's trademark or selling the domain to its rightful owner. The emblematic case that the UDRP inaugurated was that of the World Wrestling Federation (WWF) against a citizen who registered www.worldwrestlingfederation.com and offered it for sale to the brand.
5. **How does typosquatting differ from cybersquatting, and what specific case is mentioned to illustrate typosquatting?** Typosquatting differs from cybersquatting in that it seeks to take advantage of common typos that users make when typing a domain name, registering variants with small alterations to divert traffic. Calvin Klein's case against the calvjinklein.com domain, which only added a "j" to the original trademark, clearly illustrates this practice.
6. **What is ICANN's primary role in the global governance of the Internet and domain names?** ICANN coordinates the DNS and the system of unique identifiers to keep the Internet stable and interoperable. It oversees policy for TLDs and the root zone, coordinates global IP address allocation via the RIRs, and maintains protocol parameter registries through IANA in coordination with the IETF. It does not directly run retail domain registrations.
7. **What is the UDRP and why was it created?** The UDRP is a global regulatory framework for resolving domain name disputes, established by ICANN in 1999. It was created to address abusive practices such as cybersquatting and typosquatting, offering a streamlined and common administrative mechanism to protect the legitimate rights of trademarks in the digital environment.
8. **It mentions two dispute resolution service providers under the UDRP and explains a practical difference between them.** Two providers are WIPO and FORUM (formerly NAF). WIPO offers a robust multilingual e-filing interface and a widely used decision database; FORUM also supports e-filing with more standardized forms in some workflows. Fees and timelines vary by provider and case type.
9. **It briefly describes what phishing is and how domain names can be involved in this practice.** Phishing is a fraudulent practice that involves creating fake websites or emails that mimic legitimate entities to trick users into obtaining their personal or confidential information. Domain names are involved when cybercriminals register domains that are confusingly similar to those of real companies (e.g., "chime.com.es" instead of "chime.com") to host fake sites or send fraudulent emails.
10. **Why is the concept of "bad faith" crucial within the UDRP when resolving domain name disputes?** The concept of "bad faith" is crucial because it allows differentiating between a registration or legitimate use of a domain name and one made with the intention of harming, deceiving or taking advantage of the reputation of a third party. It is the "cornerstone" that determines whether the owner of a domain will keep it or if it will be revoked in favor of the legitimate plaintiff.
11. **What is the concept of "good faith" and how might it be shown within the context of the UDRP and resolving domain name disputes?** A legitimate fair use could be a bona fide reseller using the mark in a domain to sell genuine goods with a clear non-affiliation disclaimer and no deceptive diversion (Oki Data standard). Another example is a local business using a dictionary-word domain in a jurisdiction where the foreign mark lacks protection, without intent to trade on that brand's goodwill. In both cases, transparency and absence of confusion are essential.

Essay Questions

1. It discusses the evolution of domain name conflicts from pre-UDRP cases (such as Panavision and American Airlines) to the implementation of this policy. What legal loopholes existed and how did the UDRP seek to address them, particularly with regard to consumer protection and trademarks?
2. It explains in detail how the Domain Name System (DNS) works and its relationship to IP addresses. Why is the existence of domain names critical to the usability of the Internet, despite the existence of IP addresses?
3. Compare and contrast cybersquatting, typosquatting, and phishing as abusive practices related to domain names. What are their similarities, their key differences, and what kind of harm do they seek to cause in each case? Use examples from the text to illustrate your answer.
4. It describes the role of ICANN and the UDRP in Internet governance, paying particular attention to the structure they have created for the resolution of domain name disputes. How do you ensure consistency in the implementation of the UDRP globally, despite the diversity of resolution service providers?
5. Reflect on the strategic importance that domain names have acquired in the digital age. He argues why they are no longer just "technical directions" and how "bad faith" becomes a central concept to differentiate legitimate from abusive use, considering their value as digital assets.
6. Discuss how even in the trademark world, there can be many legitimate multiple uses of the same dictionary words across numerous types of goods and services, e.g., "panther" for a cloud security company, an African-led public health platform, an US football team, and more.

Glossary of Key Terms

- **Internet:** A gigantic network of globally interconnected computers that send and receive information continuously, the result of collaborative work.
- **LAN (Local Area Network):** Small local area networks used to interconnect computers within offices, homes or institutions.
- **Internet protocols:** A set of standardized rules and procedures that allow for an orderly and understandable transmission of data between a sender and receiver within the network.
- **TCP (Transmission Control Protocol):** One of the fundamental protocols of the Internet, which works together with IP to ensure the reliable transmission of data.
- **IP (Internet Protocol):** Protocol responsible for assigning a unique address (IP address) to each device connected to the network, allowing its identification and location.
- **IP address:** A unique numerical sequence that identifies a device (host) on the Internet network (e.g., IPv4: 192.345.3.4; IPv6: 2001:0db8:85a3:0000:0000:8a2e:0370:7334).

<https://repositorio.ucn.cl/handle/20.500.14729/9311>

- **DNS (Domain Name System):** A fundamental Internet tool that translates numeric IP addresses into alphanumeric domain names that are easy for users to remember.
- **Domain Name:** An alphanumeric distinctive sign associated with an IP address, which allows you to identify and locate a computer on the Internet (e.g., www.ejemplo.com).
- **URL (Uniform Resource Locator):** An address that specifies the location of a resource on the Internet and the mechanism for retrieving it.
- **HTTP (Hypertext Transfer Protocol):** Protocol used for the transfer of information on the World Wide Web.
- **Cybersquatting:** The abusive practice of registering a domain name that is identical or confusingly similar to a trademark or trade name of a third party, with the intent to sell it to the rightful owner or profit from its reputation.
- **Typosquatting:** The abusive practice of registering domain names with intentional typos (slight spelling variations of well-known trademarks) to divert traffic from users who make such errors.
- **Phishing:** Criminal conduct that uses fake websites or emails that mimic legitimate ones (e.g., banks or well-known brands) to obtain users' personal and confidential data for fraudulent purposes.
- **ICANN (Internet Corporation for Assigned Names and Numbers):** A non-profit organization in charge of managing the domain name system (DNS), the assignment of technical protocols, and the coordination of IP addresses at a global level.
- **Registrars:** ICANN-accredited entities that offer domain name registration services to users (e.g., GoDaddy, Google Domains, Nic Chile).
- **UDRP (Uniform Domain Name Dispute Resolution Policy):** A global regulatory framework established by ICANN in 1999 to resolve disputes related to the registration and use of domain names in an administrative and efficient manner.
- **Dispute Resolution Providers:** Specialized private entities (accredited by ICANN) to which the UDRP delegates the administration of domain name dispute resolution procedures (e.g., WIPO/WIPO, NAF, ADNDRC, CAC).
- **WIPO/WIPO (World Intellectual Property Organization):** One of the most recognized providers for UDRP dispute resolution, known for its structured and multilingual online filing system.
- **Bad Faith:** A fundamental criterion in the UDRP that refers to the intent to harm, deceive, or take advantage of the reputation of a third party by registering or using a domain name. It is not presumed, but it can be inferred from the circumstances of the case.
- **Reverse Domain Name Hijacking:** When a trademark owner tries to take the domain name from its legitimate owner, often by intimidation and threats of cybersquatting.



Universidad
Católica del Norte



ASSISTANCE TO DOMAIN NAME HOLDERS

To cite the work in APA 7.

Carrasco-Blanc, H., Sánchez-Oyarzún, J., Kleiman, K. A., Valdés-Cortés, M., Maestre-Rodríguez, J., & Reed, C. (2016). *Detailed study guide: Domain name disputes*. Ediciones Científicas Universidad Católica del Norte. <https://repositorio.ucn.cl/handle/20.500.14729/9311>

