**Glossary of Technical Terms Template**

**Set out below is a template to create a Glossary of Technical Terms which are referred to in the dispute. Business Users and Platforms may wish to include a Glossary of Technical Terms as part of their mediation submission. It is not mandatory to submit a Glossary of Technical Terms and the document set out below if for guidance only.**

2020 Edition

**P2B Mediation Scheme Glossary of Technical Terms**

**2020 Edition**

## The Parties to this mediation

|  |  |
| --- | --- |
| Party A / Business User |  |

and

|  |  |
| --- | --- |
| Party B / Platform responsible for the provision of the service |  |

## Glossary of Technical Terms

When putting together your Glossary of Technical Terms, please list the terms in alphabetical order and provide a plain English explanation.

|  |  |
| --- | --- |
| **Term** | **Definition** |
|  | [*Provide a brief description in plain in English.*] |
|  |  |
|  |  |
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