

# The Google Play Mediation Scheme

## Preparation Guidance & Case Summary Template

**This document provides guidance on how to prepare a case summary for mediation. There is also a suggested template.**

**This document is prepared to assist preparation for mediation and it is not mandatory to use the case summary template.**

2024 Edition

## What is a Case Summary for a mediation?

A Case Summary is a written document which sets out the factual background of your dispute, the main issues you want to discuss, and what you want the mediation to achieve.

It is usual for parties to prepare and exchange case summaries in advance of the joint mediation session.

- **Your case summary is the key document which the mediator and the other party will read and use to understand the case from your perspective.**

CEDR recommends that case summaries are exchanged and sent to the mediator at least ten working days before the mediation.

A Case Summary is **not** a formal legal document. It is covered by the confidentiality provisions of the Mediation agreement; this means it cannot be used or referred to by the other party in any legal or other formal proceedings relating to your dispute.

## What Should I include in my Case Summary?

You should include all the factual, commercial and legal issues that you want to discuss at the mediation in the case summary. This will ensure that negotiations during the mediation joint session are informed, efficient and productive.

You should prepare your Case Summary with the objective of explaining your case to the mediator and the other party and to assist the negotiation process. Case Summary should be concise; ideally no more than 10 pages long including supporting documents.

You may want to attach documents to your case summary but only where they will assist understanding of your case. Below is a list of examples of the types of supporting documents which it may be helpful to include:

- **Correspondence**
- **Chronology of events**
- **Relevant rules or policies**
- **Google Appeal Board communications and decisions**
- **A list of persons attending the online mediation with job titles**
- **Glossary or an explanation of any technical terms**

## ANNEX

### DMA Mediation Scheme Case Summary Template

The Parties to this mediation

Party A/Google

and

Party B /  
Developer

#### 1. Factual Summary

[Please provide a summary of the relevant facts, organised chronologically.]

#### 2. Issues in Dispute

[Please list the issues where the parties are in disagreement. A short bullet pointed list is sufficient.]

#### 3. Desired Outcome

[Please set out your objectives for the mediation and what you hope to achieve.]

### Attachments

Please provide a index or list of the documents attached to your cased summary