

Schedule of Costs of the Dispute Settlement Body (User-Rights.org)

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§ 1 Subject matter

User Rights GmbH (“user-rights.org” or the “Dispute Settlement Body”) offers users of online platforms, including individuals or entities submitting notices who are affected by the decisions referred to in Article 20 (1) of the Digital Services Act (“DSA”) (the “Complainants”), a digital, transparent, simple and cost-effective procedure for dispute settlement with the provider of the online platform concerned (the “Respondent”) in accordance with Article 21 (1) DSA. This Schedule of Costs governs the fees for the use of User Rights GmbH. Services are invoiced on a case-by-case basis in accordance with the principles set out in this Schedule of Costs. Any contractual arrangements with providers of online platforms or third parties regarding fees outside of this Schedule of Costs are invalid.

§ 2 Principles and fees

- (1) The procedures are designed to be efficient in order to enable prompt and cost-effective dispute settlement in a large number of cases and to minimise the time required for human decision-making by the Arbitrator. To this end, the office works with external service providers to develop legal and technological procedures to process disputes for decision-making, identify similar facts and circumstances, and enable efficient, continuous and high-quality processing in a large number of cases.
- (2) The Dispute Settlement Body is entitled to charge reasonable fees for conducting a conciliation procedure. All fees are net (exclude VAT) and are to be borne by the Respondent in accordance with the statutory provisions (Art. 21 (5) DSA). The fees charged may not exceed the costs incurred by the Dispute Settlement Body.
- (3) The Schedule of Costs will be sent to the parties when the proceedings are initiated and will always be published in their current version on the Dispute

Settlement Body's website. The table in the annex provides an overview of the fees and their composition.

- (4) The fee for conciliation proceedings is made up of the following partial amounts and is based on the complexity of the proceedings in accordance with Section 5 (1) of the Rules of Procedure.

a. **Basic fee** (net) for operation and organisation of the office:

1. "simple procedure"	EUR 144.20
2. "average procedure"	EUR 308
3. "complex procedure"	EUR 490

The office is responsible for the proper operation and the operational, commercial, and technological organisation of the Dispute Settlement Body. It enters into long-term cooperation agreements with external partners in order to be able to process and settle disputes quickly, efficiently, and cost-effectively within a framework that respects fundamental rights and complies with data protection regulations. Among other things, the office ensures:

- The development and provision of forms
- Further education and training for employees and Arbitrators
- Implementation of process automation, tailored to the Rules of Procedure and legal requirements
- The sending of emails and necessary documents
- The establishment and management of data rooms for the exchange of statements and other documents
- Visualisation of the standards and technical implementation of test schemes as specified by the Arbitrators
- The continuous review and mapping of Community conditions
- The provision of legal expertise and current case law
- The creation and maintenance of databases to support the processing of procedures; the fulfilment of reporting obligations
- Automation of invoice dispatch and implementation of security checks against misuse and spam

b. Staggered **processing fee** (net) for the time spent by the Arbitrator in reaching an individual decision:

1. "simple procedure"	EUR 61.80
2. "average procedure"	EUR 132
3. "complex procedure"	EUR 210

c. **The total costs** (net) of case processing, including the basic fee, therefore amount to

1. "simple procedure"	EUR 206
2. "average procedure"	EUR 440
3. "complex procedure"	EUR 700

- (5) In the event of a complete electronic data transfer with a specific online platform via APIs or similar interfaces in accordance with Section 6 (4) of the Rules of Procedure, the basic fee can be permanently reduced by up to 15%.
- (6) With the consent of the online platform, a flat fee of EUR 1,500 is charged in addition to the average basic fee for leading decisions pursuant to Section 7 (2) of the Rules of Procedure. The flat fee is passed on in full to the experts and represents a transitory item in accounting terms. In the absence of consent, the Dispute Settlement Body shall bear the costs itself.
- (7) If the conditions for Refusal are not recognised by the Arbitrator in the context of a complaint pursuant to Art. 21 (2) sentence 2 DSA in accordance with Section 5 (2) b) sentence 5 of the Rules of Procedure ("Unfounded Complaint of Refusal"), a rejection fee of EUR 100 will be charged.

§ 3 Discontinuation and reduced fee

- (1) If the application to initiate a conciliation procedure is rejected as inadmissible pursuant to Section 4 (1) and (2) of the Rules of Procedure, no fee shall be charged. In the event of demonstrable bad faith on the part of the Complainant, no fees will be charged to the parties for the rejection.
- (2) If the inadmissibility of the application for conciliation cannot be established due to insufficient cooperation by the online platform, or can only be established after

processing has been initiated, the processing fee may be reduced to a reasonable extent, whereby the Dispute Settlement Body must take into account how advanced the proceedings are. This is the case, for example, if the complaint of Refusal was raised after the deadline had expired, if the applicant's bad faith was only demonstrated after the preliminary examination had been completed, or if similar proceedings were decided by a court or another dispute settlement body in accordance with Art. 21 (2) sentence 2 DSA after the preliminary examination had been completed.

- (3) If a conciliation procedure ends within the scope of "Immediate Remedy" pursuant to Section 5 (2) a) of the Rules of Procedure or within the scope of a withdrawal of the original decision pursuant to this provision before the conclusion of the preliminary proceedings, only the basic fee for the simple proceedings shall be charged.

§ 4 Origination of the payment obligation and due date

- (1) The payment obligation arises upon notification of Receipt of the Complete Complaint File in accordance with Section 5 (3) of the Rules of Procedure. The fees are due upon being invoiced by the Dispute Settlement Body.
- (2) If the out-of-court Dispute Settlement Body decides the dispute in favour of the online platform provider, then the user, including the individual or entity submitting the notice, shall not be obliged to reimburse any fees or other costs paid or to be paid by the online platform provider in connection with the dispute settlement, unless the out-of-court dispute settlement body concludes, after completing its preliminary examination, that the user has clearly acted in bad faith. In this case, no fees will be charged unless the online platform provides proof.
- (3) The Dispute Settlement Body does not decide on recourse claims within the internal relationship between the parties.
- (4) The online platform is to designate a contact person, a contact address, and an electronic billing method that enables both parties to process payments in a cost-efficient, transparent, and efficient manner.

§ 5 Updating the flat rates per case

The processing fees pursuant to Section 2 are calculated and set at least annually, taking into account the conciliation proceedings conducted in the previous year and the conciliation cases expected in the new financial year. The amount of the fees must always be reasonable in relation to the costs incurred by the Dispute Settlement Body. The charging of reminder fees, interest on arrears, and other legal costs incurred in connection with late payments is permitted. Any amendment to the Schedule of Costs requires the approval of the Digital Services Coordinator.

§ 6 Special fees

- (1) If the Dispute Settlement Body has several pending proceedings concerning similar cases against the same Respondent, the Dispute Settlement Body is required, provided that the processing of these cases entails a lower processing effort, to set lower fees in deviation from the flat rates per case pursuant to Section 2, taking into account the special nature of the cases and the effort of the Dispute Settlement Body. Similar cases are generally based on the same facts and circumstances and an identical legal issue, triggered by a single event. The Dispute Settlement Body decides at its own discretion whether a case is identical on the basis of the requirements of Art. 21 (2) DSA.

Explanation	Basis	Amount
Fees	Basis	Amount
Basic fee	Section 2 (4) a)	
Simple procedure		€144.20
Average procedure		€308.00
Complex procedure		€490.00
Processing fee	Section 2 (4) b)	
Simple procedure		€61.80
Average procedure		€132.00
Complex procedure		€210.00
Reduced fee for API	Section 2 (5)	minus 15%
Total costs	Section 2 (4) c)	
Simple procedure		€206.00
Average procedure		€440.00
Complex procedure		€700.00
Surcharges		
Leading decision	Section 2 (6)	€1,500.00
Unfounded Complaint of Refusal	Section 2 (7)	
Reduced fee		
Initial inadmissibility	Section 3 (1)	
Subsequent inadmissibility	Section 3 (2)	depending on the status
Immediate Remedy	Section 3 (3)	€144.20