



## IT and Telecoms Disputes

IT and telecommunication services are business critical. It is of paramount importance for businesses to have at their disposal lawyers who understand the IT and telecoms sector, are experienced in handling large-scale commercial, regulatory and competition disputes and who can deliver value for money.

We have a large and dedicated international team of lawyers who work to resolve telecommunications and technology disputes and cover the complete range of cases in the sector worldwide.

We are fully experienced in all methods of dispute resolution including litigation, international arbitration, mediation and expert determination. All of our lawyers are trained in alternative dispute resolution and are skilled at identifying all available opportunities to resolve disputes.

### CAPABILITIES

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We advise clients on the complete range of cases in the IT and telecommunications sector including:

- Large scale contractual disputes
- Disputes over performance issues on major projects
- Interconnection and pricing disputes
- Litigation arising out of the termination of telecommunications and IT contracts
- Regulatory and competition disputes
- Freezing injunctions and search orders
- Outsourcing and public procurement disputes
- Major software disputes
- Insurance disputes
- Disputes involving the Internet and the conduct of e-business

### EXPERIENCE

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- Acting in one of the largest pieces of IT litigation before the Technology & Construction Court involving claims and counterclaims totalling in excess of £400m.
- Providing a bespoke litigation managed service to a global telecoms company around the world including resolving disputes in Egypt, Nigeria, Australia, Singapore, Taiwan and Venezuela.
- Advising a Government body in connection with a failure of a business critical IT System and resolving by mediation.
- Advising an Israeli telecoms company in respect of the failed launch of a satellite over Africa.

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- Telecom

- Advising an international telecoms company in Denmark against a company in the US (allegations included premium rate and long firm fraud) by way of International Arbitration
- Acting for a global IT supplier regarding a failed implementation of IT services and telecoms equipment in the Congo.
- Advising several telecoms companies by way of simultaneous consolidated action against a telecoms group suspected of fraud (including proceedings in Ireland, Switzerland and Madeira).
- Acting for a global technology company against a provider of subsea cables in Asia following an outage affecting a significant part of its network.
- Advising NHS Connecting for Health on various contractual disputes relating to the implementation for the NHS of the £12.8 billion National Programme for IT including advising on the termination of a £1.4 billion contract and the subsequent on-going arbitration proceedings.
- Advising a Government Department concerning a significant IT programme in relation to contracts with a number of major international IT suppliers engaged on the program.
- Acting for a major telecoms operator in a claim against an Isle of Man telecoms company for in excess of £6 million for the payment of Operation and Maintenance fees payable under a 20 year contract for the provision of circuits across Europe and advising on the termination of the contract.
- Acting on behalf of a distributor for the incumbent national telecommunications services provider in bringing claims for several million UK pounds in relation to commission payments which were being withheld on the basis of retrospective amendments to the terms of business and what we argued was anticompetitive behaviour.
- Acting for a multinational telecom company in a stream of regulatory and competition disputes for alleged discriminatory pricing and margin squeeze in the market for fixed-to-mobile interconnection services.
- Assisting a telecom company in several disputes in Italy before the National Regulatory Authority regarding numbering, calls and SMS origination and termination services, and pricing.

## INSIGHTS

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### Publications

#### **Lloyd v Google – Supreme Court Judgment – report and impacts on data protection and mass claims in the UK**

10 November 2021

UK Supreme Court allowed Google's appeal against the Court of Appeal decision which had previously granted Mr Lloyd permission to serve his representative claim on Google in the United States. The judgment brings to an end to one of the most significant issues to come before the UK Courts concerning class actions and data protection regimes.

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#### **Man vs Machine: Legal liability in Artificial Intelligence contracts and the challenges that can arise**

7 October 2021

In the second article of this series, we look at the key legal and contractual risk points that businesses using, or supplying, artificial intelligence need to consider .

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#### **Artificial Intelligence and how the courts approach the legal implications**

16 September 2021

Through an analysis of significant cases, this article takes a close look at the contractual implications of artificial intelligence and how it can give rise to legal liability by exposing businesses to financial and representational risk.

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#### **Disputes & Distributed Ledger Technology: A contract, no matter how smart, still needs to be legal and enforceable in the real world**

21 December 2020

In September 2020, the Law Society of England & Wales published "Blockchain: Legal & Regulatory Guidance", providing technical guidance

and suggestions on practice for legal practitioners dealing with blockchain and distributed ledger technology.

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### **Current trends in investor state disputes in the telecommunications sector**

9 November 2020

The telecommunications sector is one of the fastest growing sectors globally, and has played a critical role during the on-going Covid-19 pandemic in keeping the world interconnected. The high levels of activity in this sector have given rise to a corresponding increase in telecoms-related #disputes, including under investment treaties.

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### **The Law Commission's review of the law on digital assets and smart contracts:**

9 November 2020

On 21 September 2020, the Law Commission announced that it had begun work on two projects aimed at ensuring that "English law can accommodate two emerging technologies that could revolutionise commerce: smart contracts and digital assets."

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### **WIN Wise: Top Tips for contract governance and change control**

5 August 2020

This note gives practical tips to assist parties to understand and be familiar with their digital transformation and outsourcing contracts, to help ensure that the parties follow the terms of the contract and that any changes are carefully considered and documented.

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### **WIN Wise: Top tips for making the most of your IT contracts**

20 July 2020

There can sometimes be a disconnect between lawyers who draft contracts, and those with primary responsibility for implementing them. Through smart collaboration, effective communication and shared vision, in-house lawyers and their commercial counterparts can work together to maximize value and generate extra revenue.

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### **Global Class Actions Briefing: Major developments in European consumer protection laws: Product safety and consumer class actions in Europe**

15 July 2020

The EU's proposals for a revised EU General Product Safety Directive (the GPSD) and the EU's deal for a Collective Redress Directive (the CRD) point the way to a future of heightened novel risk in Europe of collective redress or, as these claims are popularly known, "class actions".

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### **WIN Wise: Liquidated damages for delay in tech disputes**

30 June 2020

The current COVID-19 pandemic is wreaking havoc on businesses and their operations across sectors and geographies. The unprecedented spread of the virus has had, and will continue to have, a profound impact upon both suppliers and customers in delivering technology projects on time and to budget.

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### **WIN WISE: IT Projects and dispute avoidance**

14 May 2020

Underestimated costs, unexpected delays and poor governance are just a few of the reasons why some IT projects fail. COVID-19 has now potentially created the perfect storm. This dispute-avoidance checklist highlights what parties can do during the lifetime of an IT project to

minimise the risk of disputes.

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## New era for privacy and data breach Class Actions in the UK

12 May 2020

The recent decision in the Morrisons case and the judgment in Lloyd v Google have significant implications for the growth of privacy and data protection Class Actions in the UK. If this type of Class Action can progress, the risks for organisations who commit a data breach will be unprecedented.

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## Issue 2: The governance of IT systems - a board level issue

6 April 2020

### [LESSONS LEARNED FROM \*BATES V POST OFFICE\* IN AN INCREASINGLY SOFTWARE DEPENDENT WORLD: “BUGS, ERRORS AND DEFECTS”](#)

In the latest judgment in the legal dispute Bates v Post Office, the judge was tasked with determining both the extent to which the ‘operation’ of the system employed by the Post Office across its post-master network was robust, and the effective cause of the electronic accounting shortfalls that had affected a number of Post Office branches.

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## Issue 1: The need for “robustness” and what this means

30 March 2020

### [LESSONS LEARNED FROM \*BATES V POST OFFICE\* IN AN INCREASINGLY SOFTWARE DEPENDENT WORLD: “BUGS, ERRORS AND DEFECTS”](#)

As businesses process and store increasingly vast volumes of data, so the reliability and robustness of their IT infrastructure becomes increasingly critical. The recent decision in Bates and others v Post Office Ltd is a salutary reminder that IT the systems in place can be far from infallible.

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## Events

### Previous

#### AI projects: Dispute prevention and resolution

20 October 2021

Webinar

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