

# Universal Acceptance Activities Report

29 January 2024



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## EXECUTIVE SUMMARY

Since 2015, the Internet Corporation for Assigned Names and Numbers ([ICANN](#)) and the volunteer-led Universal Acceptance Steering Group ([UASG](#)) have been working together to promote the Universal Acceptance (UA) of all valid domain names and email addresses. These include domain names and email addresses in different languages and scripts (also known as Internationalized Domain Names or IDNs), and of varying length (long top-level domains).

ICANN and UASG are actively engaging with key stakeholders including technology enablers, developers, email software providers, administrators, domain registries, academia and government policymakers to:

- Raise awareness of UA;
- Provide UA training and remediation through bug reports and implementation of fixes, and;
- Promote UA adoption by developing relevant resources, such as guidelines, gap analyses, case studies and training materials.

Universal Acceptance Activities Report highlights:

- Outreach and engagement activities by ICANN and UASG, particularly by UA Local Initiatives and UA Ambassadors.
- Technical training materials on programming languages and email configuration.
- Publications to promote UA adoption.
- A summary of UA Day 2023 events.
- The role of the community in contributing to an inclusive and multilingual Internet.

## UNIVERSAL ACCEPTANCE FOR DIGITAL INCLUSION

Universal Acceptance (UA) is the state in which all valid domain names and email addresses, including IDNs and those formed with the new gTLDs, are accepted and treated consistently by all Internet-enabled software and applications. Achieving UA ensures that Internet users can effectively navigate and communicate online using a chosen domain name and email address that best aligns with their interests, business, culture, language and script. Therefore, UA is a foundational requirement for achieving meaningful online access by enabling consumer choice and digital inclusion.

Achieving UA is only possible through the joint efforts and cooperation of various stakeholders. The UASG and ICANN have made significant progress in promoting global awareness of UA and contributed to a remarkable inaugural [UA Day](#) in 2023. In addition to UA Day, of which a [report](#) has been published in six UN languages, UASG and ICANN organized various activities and events held across the globe through experts, UA ambassadors, Local Initiatives, and volunteers.



## 1. UNIVERSAL ACCEPTANCE STEERING GROUP (UASG)

In 2015, the ICANN community formed the Universal Acceptance Steering Group (UASG), a volunteer-led organization supported by ICANN org that aims to promote UA awareness and create relevant technical know-how for addressing UA remediation to eventually promote UA adoption.

The vision of the UASG is:

**All domain names and all email addresses work in all software applications**

The mission of the UASG is:

**To mobilize the software application developers to get their products UA-ready by providing encouragement, documentation, case studies, tools and measures to deliver the right user experience to the end user**

### 1.1 OVERVIEW

UASG publishes the following annual reports:

1. UASG Action Plan
2. UA-Readiness Report

The [FY23 UA-Readiness Report](#) mainly covers current gaps in technology related to UA-readiness, and provides an update on the remediation activities undertaken by the UASG in FY23 (July 2022 – June 2023). It also aims to identify necessary materials to achieve UA-readiness.

In addition, the UA Activities Report aims to summarize the outreach and training activities of the UASG, ICANN, and contributing stakeholders between July 2022 and November 2023. It also aims to give the audience ideas on how they can contribute and roles for each stakeholder. This report provides a comprehensive overview of the collaborative efforts and achievements, in alignment with the objectives outlined in the past year's [Action Plan](#).

The focus of this report is to highlight key initiatives, outreach activities, technical training, publications, and the successful UA Day event that have collectively advanced the cause of UA.

The information provided in the report demonstrates the effort taken to spread UA across the globe through training materials to address and fix UA-related issues. This report is a valuable resource for the entire UA community and anyone looking for UA training resources and information on getting involved in promoting UA.



## 2. OUTREACH AND ENGAGEMENT ACTIVITIES FOR UA ADOPTION

Outreach and engagement activities to promote UA are done through multiple channels, including:

- [UASG Local Initiatives](#)
- [UASG Ambassador Program](#)
- [ICANN Universal Acceptance Program and Global Stakeholder Engagement](#)
- [UASG and ICANN websites and social media channels](#)
- [UA Day](#)

The outreach and engagement activities conducted between Jul 2022 and November 2023 are summarized in this section.

### 2.1 UA LOCAL INITIATIVES

UA Local Initiatives are among the UASG's core projects and are led by community groups and stakeholders around the world. Members of UA Local Initiatives collaborate with UASG leadership, UA Working Groups, and ICANN to address UA-readiness in their regions by engaging with local stakeholders. There are now a total of five UA Local Initiatives based in China, Commonwealth of Independent States-Eastern Europe (CIS-EE), India, Sri Lanka and Thailand. This section explains the core activities of the Local Initiatives.

#### 2.1.1 CHINA UA LOCAL INITIATIVE

The [Chinese Domain Names Initiative](#) (CDNI) of the [Internet Society of China](#) (ISC) was established on 9 January 2020. With the leadership of CDNI and the support of ICANN, the UASG, and three UA Ambassadors, a series of outreach, training and industry engagement sessions with stakeholders was carried out to actively promote UA-readiness.

CDNI continued to move the UA-readiness process forward in China through efforts of outreach, training, industry event engagement, and awareness education.

The support of Chinese domain names by Internet applications is varied. According to the Test Report of Chinese Internationalized Domain Names conducted by CDNI, the overall support rate for the Universal Acceptance of Chinese domain names reaches 35%. More information can be found on the [blog](#) published about this testing report.

The current challenge is how to further facilitate and motivate more Internet service providers to adopt UA-readiness through market engagement and cultivation.

The following are some of the major activities conducted by the Local Initiative in China:



1. Global Digital Summit addresses domain names and its business related to cloud computing, digital marketing, AI, and cross-border e-commerce. About 1,000 people participated representing different sectors including government, email services providers, tech developers and enablers, DNS industry, academia, and more. More information is available on the [event website](#).



15 June 2023. Co-organized the 5th session of the Global Digital Summit to promote Chinese domain name awareness.

2. Top annual industry event to address the development of Chinese domain name application and development through keynote sharing, policy discussions, and showcasing of the "Chinese Domain Name Universal Acceptance Test System" for UA-readiness of applications. This event also started the discussion of future UA Day events with KNET Co. Ltd., followed by a correspondence between [KNET](#) and the [ICANN Board](#). Over 200 people participated representing the government, email providers, tech developers and enablers, DNS industry, and academia. More information is available on the [event website](#).



20 April 2023. Co-organized the 6th session of Chinese IDN Innovation Application Forum and released the Test Report of Chinese Internationalized Domain Names.

3. The local event to echo the global UA Day 2023 focused on how to promote UA-readiness of Chinese domain names by different Internet applications, and how to enhance EAI-readiness adoption was held in Beijing, China. EAI training was conducted during the event. Over 100 people participated on-site and over 1,900 participated online. More information is available on the [event website](#).



28 March 2023. UA Day awareness and EAI training.

- Over 200 representatives from the Ministry of Industry and Information Technology (MIIT), China Internet Network Information Center (CNNIC), CONAC, members of ISC, public organizations, registries and registrars, email service providers, web administrators, and engineers participated in the Forum. More information is available on the [event website](#).



30 August 2022. Co-organized the 5th session of Chinese IDN Innovation Application Forum to introduce best practices and good samples of Chinese domain name applications.

- Series of online UA training events were organized on the general introduction of UA, the significance of Chinese IDNs, international progress and domestic policy support, EAI development, and efforts made by the Chinese Internet community. About 50 people followed the training program.



14 July 2022. Co-organized a series of UA training courses online during the COVID-19 pandemic.

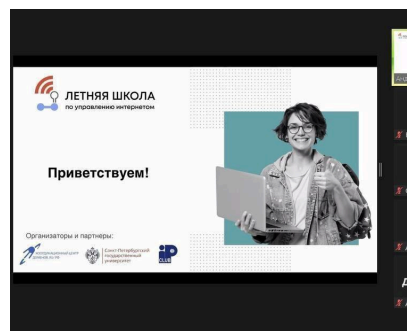




### 2.1.2 CIS-EE UA LOCAL INITIATIVE

The Commonwealth of Independent States (CIS) and Eastern Europe (EE) UA Local Initiative was set up by the regional community in 2019. During FY23, it gathered experts from nine countries: Armenia, Belarus, Georgia, Latvia, Russia, Serbia and Ukraine, with new members from Azerbaijan and Kyrgyzstan. The members are mostly representatives of IDN ccTLD and new gTLD registries, registrars and local IT companies from the region. There is also a chapter of the CIS-EE UA Local Initiative – the Russian Working Group on Universal Acceptance - that has continued its work on UA adoption in Russia since 2020 (<https://универсальноепринятие.рф/>).

The members of the CIS-EE UA Local Initiative work closely with local communities and key stakeholders within their respective countries. The level of UA awareness and adoption varies from country to country. There is still the need to grow awareness of UA and IDN benefits and technology gaps preventing their total support in Internet-enabled software, as well as UA remediation global efforts. For that, the CIS-EE UA Local Initiative members continue to carry out local outreach and engagement activities on UA, IDNs, and EAI implementation. The following are a few of them:



1. 17 October 2022. Webinar on UA as a part of socio-cultural section IG for participants of the Russian Summer School on Internet Governance, with 95 participants (lecturers, students, young specialists) from 7 countries. Held by the Coordination Center for TLD .RU/.РФ. (Russia)



2. 20 November 2022. Session "Multilingualism on the Internet and .ge zone" at the GeoIGF 2022 forum that gathered up to 45 speakers and 90 registered participants from public, private, civil society and academic institutions. The CIS-EE UA LI members from Armenia and Georgia took part in the session. Discussion was held on the state of Georgian language on the Internet, with updates on UA and IDN activities. (Georgia)



3. 13 December 2022. Special Award "Traveling through .РФ" was established within the biggest annual ceremony "Premia Runeta," celebrating keynote Internet achievements and projects in Russia, for wider awareness of IDNs and UA among the local Internet community. Over 300 people from government/business/tech developers/DNS industry/academia sectors participated in the ceremony. Organized by the Coordination Center for TLD .RU/.РФ. (Russia)



4. 27 January 2023. Public event to present a new Serbian Cyrillic font and facilitate debate on the topic of the Serbian language and artificial intelligence. The new fonts and IDN event were promoted on social media and the story of Cyrillic script use was discussed in the media, analyzing the current conditions but also options to preserve global lingual and cultural diversity online. Organized by the RNIDS. (Serbia)



5. 8 February 2023. Award ceremony of the website contest on .huy domain to educate on Armenian script and IDN usage and advantages, promote UA adoption and announce UA Day event. More than 50 website administrators,



government officials, academics, DNS industry experts, media, etc. participated. Organized by the Internet Society NGO. (Armenia)



6. 10 May 2023. [Press conference](#) to publicly celebrate Armenian IDN ccTLD anniversary and discuss its future, including plans for UA adoption and launching EAI mail platform in Armenian script. Organized by the Internet Society, NGO. (Armenia)

In FY23, a series of UA awareness and training events for the local youth generation and academia sector were started in Russia. This initiative will be continued in FY24. The Coordination Center for TLD .RU/.РФ organized several events in collaboration with local universities and youth projects, as follows:



7. 12 May 2023. [Seminar](#) on "How to match user language preferences on the Internet" at the III Youth RIGF. The workshop observed the current status of the Russian language on the Internet and how UA adoption helps to match user preferences on usage of local language. Over 1,400 people (onsite and online) from government/ public organizations/ tech developers/ academia and students of several Russian universities participated in the forum.





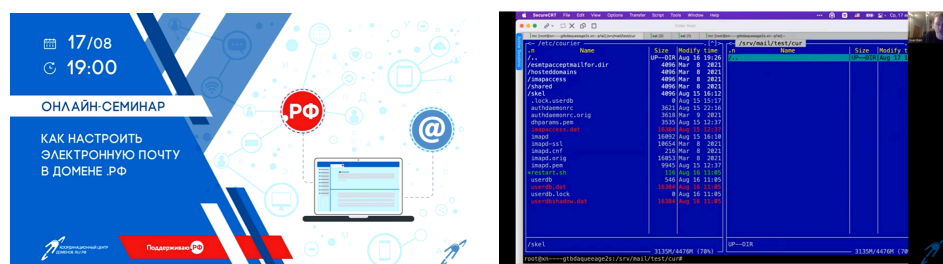


8. 17 May 2023. [presentation](#) on socio-cultural and technical aspects of the local language development on the Internet, including IDN and UA adoption, at the XI Youth forum "Ethical, Cultural and Civilization aspects of work on the Internet." Over 200 participants: students of MTUCI and representatives of government, academia, tech developers and DNS industry sectors.



9. 19 May 2023. [Seminar](#) "Internationalization of domain and email addressing: theory and practice." Awareness lecture and practical examples of UA adoption to train about 30 students of digital faculty at MAI.

To foster UA adoption and train local tech developers and enablers, email and hosting providers, there were a number of technical trainings conducted in Russia during FY23:



10. 17 August 2022. Online training for system administrators "How set up email service based on IDN .PФ." The event explained UA as a concept, IDN and EAI requirements and demonstrated practical steps on how to set up EAI mail service using open-source mail products. It gathered over 20 online participants. The recording is available [here](#).



11. 22-23 September 2022. Workshop on EAI was organized at the biggest professional conference for high load systems developers, [Saint Highload ++](#)



[2022](#), where over 1,000 people from tech developers and enablers, email services providers, business, academia participated.

12.6 December 2022. Workshop to discuss IDN and UA adoption best practices, remediation updates and what role hosting providers play in these processes, was carried out at Hostobzor 2022 with about 70 participants from the DNS industry and hosting providers (closed industry meeting).

13.28 March 2023. To contribute to UA Day 2023, the CIS-EE UA Local Initiative members conducted a regional conference devoted to strategic and practical aspects of UA-readiness achievement. The event included training on supporting EAI in email servers given by Abdalmonem Galila, UASG Vice Chair at that time. The event was hosted by the Internet Society NGO (Armenia). Over 100 people participated on-site from government, tech developers and enablers, email providers, DNS industry and academia sectors. More information: <https://uaday.am/>.



For UA global outreach, the CIS-EE UA Local Initiative members also participated in a variety of regional and global events during FY23, such as [IGF 2022](#), [Africa IGF 2022](#), [ICANN75](#), [APTLD82](#), [TLDCON 2022](#) and others.

As for UA remediation efforts, the continued dialogue with local software developers are in progress. As a result of FY23 efforts, more local software manufacturers started to work on UA-readiness in Russia, e.g., ispmanager (web hosting panel) launched a new release with EAI Level-1 support in September 2023. Since 2023 two EAI testbeds have become available for local developer communities in Armenia and Russia (in Armenian and Cyrillic scripts accordingly).

The [Guidelines on linkification for URLs with non-ASCII characters](#) and [Recommendations for development of a registration and authentication module using internationalized email addresses](#) were developed by the CIS-EE UA Local Initiative members and shared with the UASG community.

Several explainer materials with quick guides for end users on how they can improve their current user experience when using IDN or EAI were also published, including: [how to copy-paste Cyrillic URLs with Unicode symbols](#), [how to type sign @ in EAI addresses without switching a keyboard to English language](#), manuals on how to set up EAI mail services and other publications - available on the local UA-related portal поддерживаю.pdf (in Russian).



### 2.1.3 INDIA UA LOCAL INITIATIVE

The [FICCI-Indian Language Internet Alliance](#) is a multistakeholder alliance established with the aim of sustainable development of the Indic Internet and Language Technology Sector of India. Carrying forward the same momentum, and with the support of ICANN, FICCI-ILIA started hosting the India UA Local Initiative in 2019. The prime objective of this initiative is to promote the concept of Universal Acceptance within India, thereby facilitating greater online participation and enabling individuals to harness the power of the Internet in their local languages.

Over the years, FICCI-ILIA has undertaken various initiatives aimed at fostering the development and sustainable growth of Universal Acceptance in India with a particular focus on UA implementation, EAI, and IDNs. Outlined below are some key highlights of the UA Local Initiative in India:

1. 4 November 2022. Training Workshop and Hackathon Session on Programming for Supporting UA, in Pune: The event proved to be a noteworthy event. It drew the active participation of 30 technical community members. This event exemplified a commitment to continuous learning, innovation and knowledge sharing in the Indian technology sector, enriching the industry with insights from globally renowned trainers.
2. 28 March 2023. Technical Training Workshop on UA and EAI Implementation and Adoption: The session emphasized the importance of UA and EAI in digital inclusion, particularly within educational institutions. The session facilitated in-depth discussions and interactive Q&A, providing participants with insights into the benefits of UA and EAI adoption. Attendees gained a clearer understanding of the challenges and opportunities, equipping them to drive positive change in their organizations and contribute to an inclusive digital ecosystem.
3. 25 April 2023. Technical Training Workshop on Bridging the Language Gap with UA and its Capacity Building: The technical training workshop emphasized the importance of UA for inclusivity and accessibility, particularly in regional languages, as well as the efforts of the UASG and ICANN in promoting global UA standards. It also highlighted insights on capacity building for UA implementation and the need for continuous education and skill development. The event drew an audience of 200-plus participants.





4. 9 May 2023. Future Skilling Sessions (Startup Community) Session on Universal Acceptance: A Key to Unlocking Growth Opportunities for Startups and MSMEs: The session highlighted the transformative potential of UA and multilingual Internet in fostering growth opportunities for startups and MSMEs. It provided valuable insights to 100-plus participants from the startup and MSME communities.
5. 2 June 2023. Government Engagement Meeting with Shri Nikunj Kumar Srivastava, IAS, Principal Secretary, Department of IT, Government of Madhya Pradesh: The session focused on the significance of UA and EAI for social transformation. The discussion explored how UA can positively impact people's lives and promote inclusive access to government services in local languages. The meeting highlighted the importance of government departments adopting UA standards to enable citizens to access information and services in their preferred languages. The LI secretariat emphasized the potential of UA and EAI in driving social transformation, empowering individuals, and creating a more inclusive and accessible digital environment in Madhya Pradesh.



6. 14 June 2023. Future Skilling Sessions (Startup Community), Session on Users Acquisition with Multilingual Internet and Universal Acceptance and its Role in Business Growth: The Local India UA chapter organized an informative session on "User Acquisition with Multilingual Internet and Universal Acceptance for Business Growth." The interactive session highlighted the importance of a multilingual Internet in the global business landscape, emphasizing how catering to diverse linguistic preferences can enhance user acquisition and business growth. It also covered practical strategies, along with case studies illustrating the positive impact of multilingual Internet and UA on business growth and customer satisfaction.
7. 16 June 2023. Government Engagement, Meeting with Shri Manoj Kumar Pattnaik, Additional Secretary, Department of Science and IT, Government of Odisha: A government engagement meeting was held on UA and its implementation benefits, emphasizing the importance of government departments adopting UA standards. The meeting highlighted the potential of





UA in driving social transformation and empowering individuals and communities, creating a more inclusive digital environment in Odisha.

8. 19 June 2023. Awareness and Promotion Sessions Awareness Session on Building an Indic-Internet for All: Universal Acceptance and the Future of Digital Inclusion: The local India Chapter organized an awareness session titled "Building an Indic-Internet for All: Universal Acceptance and the Future of Digital Inclusion" in Bhopal. The event was attended by 120 people from academia and the UA community. The interactive session provided insights on the practical aspects of UA, addressing challenges faced by non-Latin script users and proposing solutions for bridging the digital divide. It covered ICANN's efforts in promoting UA and its impact on digital inclusion in South Asia, along with experiences and research on Indic-language Internet usage, emphasizing the need for technological advancements for a truly inclusive digital environment.

9. 19 June 2023. Future Skilling Sessions (Academia & Research) Session on Universal Acceptance and Multilingual Internet - Career Growth and Development:

The local India UA chapter organized a capacity-building session titled "Universal Acceptance and Multilingual Internet - Career Growth and Development." It provided specialized training on the



technical aspects of UA and multilingual Internet. Participants learned techniques and best practices to ensure seamless user experiences across languages. The session included hands-on training and interactive demonstrations, enabling participants to grasp the practical implementation of UA.

10. Social Media Promotions, Social Media Posts and Authored Article  
The Local India Chapter of Universal Acceptance (UA) actively engaged the UA Community via regular social media promotion and raised awareness about UA and EAI. FICCI-ILAI's Twitter account disseminated information, updates and insights on the importance of UA and EAI in achieving a truly inclusive digital environment.



#### 2.1.4 SRI LANKA UA LOCAL INITIATIVE

In October 2022, to raise awareness of IDN ccTLDs and address technological gaps in Sri Lanka, research and development company Theekshana officially founded a UA Local Initiative with the support of ICANN. LK Domain Registry is an active participant in the UA Local Initiatives project. It has supported Theekshana in enhancing the promotion of two IDNs in Sri Lanka by speeding up the process to issue IDNs for free. LK Domain Registry released reserved domain name email.lk and its equivalent in Sinhala, ඉන්ටර්.ලංකා by LK Domain Registry and Tamil script இதபால்.இலங்கை to Theekshana to set up an EAI-ready email platform.

The staff of almost all major Internet service providers, ICTA, LK Domain Registry, academia, etc., participated in the first workshop.

Sri Lanka needs more training and awareness of UA. Sri Lankan universities are required to introduce UA in IT-related curricula. The government hierarchy has to be aware of the two ccTLD IDNs and the possibility of having Sinhala and Tamil IDNs pointing to Sinhala and Tamil content.

##### Achievements in ten months:

- Increased awareness among the Sri Lankan public about two ccTLD IDNs.
- Theekshana set up two EAI-supporting email platforms.
- Trained major ISPs on UA and EAI.
- Currently, Sri Lanka has a small but vibrant community that likes to embrace UA.
- Ongoing capacity building has built resources to maintain UA-compliant software and servers and EAI-compliant email server platforms.
- UA adoption has begun in a small way, and on 24 August 2023, the equivalent of gov.lk in Sinhala Script, රජය.ලංකා, has been delegated to ICTA by LK Domain Registry to issue government organizations Sinhala Domain Names in Sinhala pointing to Sinhala content for the first time.
- A newsletter has begun with an active email group with Sinhala email addresses.

The following are some of the major activities conducted by the Sri Lanka UA Local Initiative:

1. 5 December 2022. Theekshana organized a policymakers workshop in which most of the senior management of ISPs, ICA, senior government officials and academia participated. Workshop links:

<https://helpcentre.lk/icann-workshop-day-01/>

<https://helpcentre.lk/icann-workshop-day-02/>

<http://universalacceptance.lk/online-technical-program-universal-acceptance/>

<http://universalacceptance.lk/universal-acceptance-local-initiative-in-sri-lanka-icann-workshop-day-01/>

<http://universalacceptance.lk/universal-acceptance-local-initiative-in-sri-lanka-icann-workshop-day-02/>



On the same day, to make people aware of the project, a press conference was launched where all media in Sri Lanka were represented.

UA Local Initiative Project in Sri Lanka - press conference:

<https://helpcentre.lk/universal-acceptance-local-initiativeproject-press-conference/>

<https://www.theekshana.lk/universal-acceptance-localinitiative-project-press-conference/>

<https://www.youtube.com/watch?v=3mnurAUTjtM>

<https://www.youtube.com/watch?v=8FL9-kGxYNY>

<https://www.youtube.com/watch?v=hGjirV5AYYc>

Theekshana has already created a Local Language Technical Help Centre (LLTHC) with financial help from LK Domain Registry, which runs a telephone hotline and a web portal ([www.helpcentre.lk](http://www.helpcentre.lk)), where anyone can submit online queries and solicit help with technical issues related to Sinhala and Tamil Unicode.

2. 25 August 2023. For the first time, some official websites such as the Sinhala Dictionary Website will carry Sinhala email addresses starting from this date.
3. Launched Universal Acceptance Sri Lanka website - <http://universalacceptance.lk/>
4. Developed tools for Punycode Generator and DNS Records Checker - [https://universalacceptance.lk/tools/index\\_2.html](https://universalacceptance.lk/tools/index_2.html)
5. Testing Email Server (විද්‍යුත් තැපෑල විකේතනය කිරීම):
  - Email Server (තැපෑල විකේතනය කිරීම),
  - Postfix Server (MTA) was configured
  - Dovecot (IMAP/POP server configured and tested for IDNs)
  - In the process of testing Roundcube Webmail and IMAP Client
  - IDNA2003, IDNA 2008- Tested several email clients: Outlook, Thunderbird
  - First emails were sent and received with email addresses in fully Sinhala
6. Published Articles
  - Rendering Issues due to “ZWJ” in Sinhala Domain Names and Impact of IDNA 2003 and IDNA 2008 on Sinhala Domain Names Implementation  
<https://helpcentre.lk/knowledgebase/rendering-issues-due-to-zwj-in-sinhala-strings-and-how-idna-2003-2008-affects-sinhala/>
  - Internationalized Domain Names in Applications (IDNA) and Universal Acceptance (UA)  
<https://helpcentre.lk/knowledgebase/internationalized-domain-names-in-applications-idna-and-universal-acceptance-ua/>
7. 28 March 2023. Universal Acceptance Day 2023 - Sri Lanka  
At the UA Day celebrations, the Sri Lanka UA Local Initiative launched two EAI supporting email platforms in Sri Lanka. LK Domain Registry released a



reserved domain name: email.lk and its equivalent in Sinhala and Tamil Scripts.

Subsequent training programs in six months and having celebrated global UA Day with an outreach event that consisted of street drama, musical items, etc., made Sri Lankans aware of the existence of the two IDNs, dot Lanka and dot ilangai. At the UA Day celebrations on 28 March, the UA local initiative launched the second EAI supporting email platform in Sri Lanka. LK Domain Registry released a reserved domain name: email.lk and its equivalent in Sinhala and Tamil Scripts.



8. 7-8 June 2023. Curriculum Development Workshop for Universal Acceptance: A two-day workshop was held at Sri Lanka Institute of Development Administration (SLIDA) to design a curriculum for Universal Acceptance. SLTC Research University and NSBM Green University participated in the event. Workshop links:  
<https://helpcentre.lk/curriculum-development-workshopfor-universal-acceptance/>  
<http://universalacceptance.lk/curriculum-development-workshop-for-universal-acceptance/>
9. Sinhala glossary prepared for localization of email web-based platforms.
10. Documentation, manuals and training materials in English, Sinhala and Tamil on [www.helpcentre.lk](http://www.helpcentre.lk)  
ඉන්ටර්නෙට් - User Manual
  - a. <https://helpcentre.lk/wp-content/uploads/2023/06/Annex-01-User-manual.pdf>
  - b. <http://universalacceptance.lk/sinhala-email-headers/>
11. Assessment of network tools and creation of online tools for PING TRACERT/NSLOOKUP etc.
12. Universal Acceptance Sri Lanka Local Initiative Project - Discussions:
  - 28 June 2023. “The Coffee Hour” program on Radio Sri Lanka with Mr. Harsha Wijayawardhane.  
<https://www.youtube.com/watch?v=kRtRRY1il5s>





- 16 April 2023. “Hope” program on ITN Sri Lanka Mr. Harsha Wijayawardhane.  
<https://www.youtube.com/watch?v=CQVjorZ5Nm8>

### 2.1.5 THAILAND UA LOCAL INITIATIVE

The Thailand UA Local Initiative is spearheaded by the Thai Network Information Center Foundation (THNIC). In FY23, the local initiative sought cooperation with Thailand government agencies to assist in formulating policies or utilizing IDN domains, as well as developing Thai-language email systems that are under consideration.

Furthermore, IDN domains have been distributed to interested business sector agencies or organizations for free use. These include:

1. Domain thairath.in.th, ไทยรัฐ.ไทย
2. Domain komchadluek.in.th, คอมชัดลึก.ไทย
3. Domain siamrath.in.th, สยามรัฐ.ไทย
4. Domain bangkokbiz.in.th, กรุงเทพธุรกิจ.ไทย
5. Domain tonghua.in.th, ตงฮัว.ไทย
6. Domain thandigital.in.th, ฐานดิจิทัล.ไทย
7. Domain springnews.in.th, สปริงนิวส์.ไทย
8. Domain thestandard.in.th, เดอะสแตนดาร์ด.ไทย

THNIC has sought collaboration with universities, namely Thammasat University and Kasetsart University, to offer courses for developing email systems that support local languages or EAI as part of the curriculum. This is currently under consideration.

The following are some of the major activities conducted by the Local Initiative in Thailand:

1. 4 November 2022. Academia outreach: THNIC Academy, as a part of Thailand UA Local Initiative, organized a half-day seminar at Thammasat University for staff, students and interested people to raise awareness about UA, Thai IDNs and Thai EAI, and encourage all participants to improve their systems to be UA-ready. The seminar also promoted the UA Day 2023 event that THNIC conducted. There were 50 participants who attended the seminar. Link: <https://thnic.or.th/news-eai-course-to-cstu/>



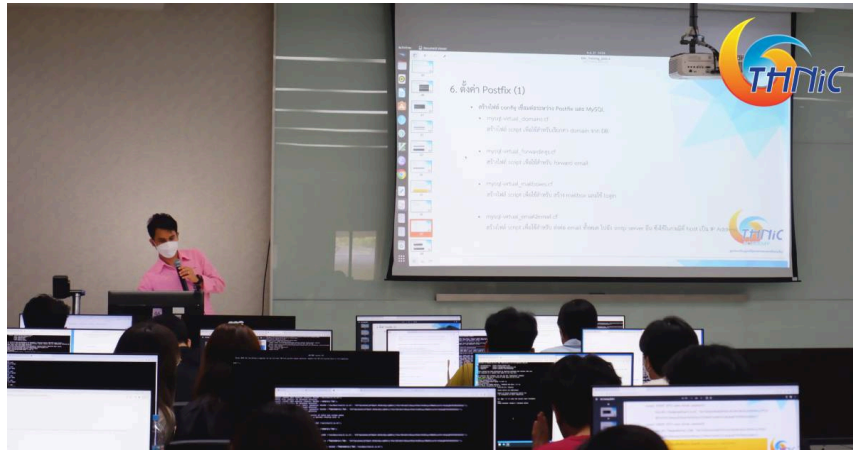
2. 3 December 2022. Awareness event: THNIC helped to organize the “YWC Reunion” at Maruay Garden Hotel for 60 participants to raise awareness of UA, Thai IDNs and Thai EAI, as well as encourage all participants to improve their systems to be UA-ready. They also promoted the UA Day 2023 event for developers and interested people.

Link: <https://www.eventpop.me/e/13925/>

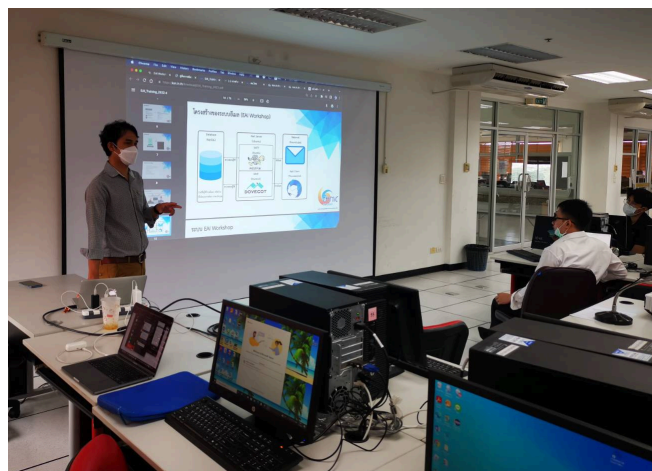
3. 19 October 2022. Technical training event - Setting up an Email Server with EAI Support on Ubuntu: THNIC Academy, as a part of Thailand UA Local Initiative, organized a day workshop named “Setting up an Email Server with EAI Support on Ubuntu” for staff and students at Faculty of Electrical and Computer Engineering, Thammasat University. There were 48 participants who attended the workshop. Link: <https://thnic.or.th/news-eai-course-to-cntu/>



4. 21 November 2022. Technical training event - Setting up an Email Server with EAI Support on Ubuntu: THNIC Academy, as a part of Thailand UA Local Initiative, organized a 3-hour workshop named “Setting up an Email Server with EAI Support on Ubuntu” for staff and students at Faculty of Computer Science, Thammasat University. There were 64 participants who attended the workshop. Link: <https://thnic.or.th/news-eai-course-to-cstu-2/>



5. 7 January 2023. Technical training event - Setting up an Email Server with EAI Support on Ubuntu: THNIC Academy, as a part of Thailand UA Local Initiative, organized a full day workshop named “Setting up an Email Server with EAI Support on Ubuntu” for staff and students at Faculty of Computer Science, Rajamangala University of Technology Tawan-ok. There were 40 participants who attended the workshop.



6. 24-26 January 2023. Technical training event - Develop Salepage with IDN Domain: THNIC Academy, as a part of Thailand UA Local Initiative, organized a full-day seminar and workshop at Siam Commercial Bank (SCB) for shops in Robinhood (online food delivery platform developed by SCB). In this event, we taught 50 shops each day how to build a Salepage website and use the Thai IDNs and Thai EAI email to promote their shops. In addition, THNIC raised their awareness about UA, Thai IDNs and Thai EAI, and encouraged SMEs to promote them to their friends and communities. The event also promoted the UA Day 2023 event. There were 150 participants in total who attended the event. Finally, THNIC have 150 shops that use Thai IDNs and Thai EAI email. Link: <https://thnic.or.th/news-salepage-robinhood/>



#### 7. 2-7 April 2023. Baengpuncamp:

As a part of Thailand UA Local Initiative 2022, the THNIC Academy organized a 5-day workshop to teach students to develop a website and a 2-day hackathon to develop a website that is UA-ready. There are 30 students attending this event. In this event, THNIC taught them to develop a website starting from setting up a server, registering the domain, Wordpress, and how to develop Wordpress to be UA-ready. As a result, all of them can build WordPress websites that are UA-ready.



Link:

<https://academy.thnic.or.th/baengpuncamp4/>



#### 8. 28 March 2023. UA Day: As a part of Thailand UA Local Initiative 2022, the THNIC Academy organized a one-day in-person UA Day event that had a workshop in the morning and a seminar in the afternoon respectively:





- o Morning workshop - “Setting Up an Email Server with EAI Support on Ubuntu”: In this workshop, we had 50 participants from developers, students and business owners who are interested in UA at The Quarter Hotel Ladprao. Link: <https://thnic.or.th/news-workshop-eai-2023/>



- o Afternoon seminar - “Create Business Digital Identity Unlock from Social Platform”: In this seminar, we had 53 participants from developers, students, and business owners at Digital Economy Promotion Agency. The main purpose was to discuss the advantages and disadvantages of using the social platform and why we need to have a website and the importance of IDNs and EAI.
  - Link: <https://thnic.or.th/news-ua-day/>
  - Youtube: <https://youtu.be/LPpBpf2y61c>





## 2.2 UA AMBASSADOR PROGRAM

The UASG has identified several ways to promote UA and EAI issues and solutions, one of which is through the UA Ambassador Program. The UASG Ambassador Program was created in 2018 to recruit industry leaders and UA experts who are committed to raising awareness around UA and EAI within their respective spheres. Designated UA Ambassadors are empowered to raise awareness of UA and EAI issues to target stakeholders. There were 13 UA Ambassadors during FY23 located in Benin, Bolivia, China, Egypt, India, Nigeria, South Africa and Türkiye. Their details are posted at [uasg.tech](https://uasg.tech). The COVID-19 pandemic had an impact on their outreach, but many were still able to do awareness sessions online during the first half of FY23 along with some face-to-face sessions and UA Day events after the second half.

Overall, the activities conducted by UA Ambassadors have contributed to promoting UA, enhancing awareness of the importance of UA, along with the standardized training for UA adoption that eventually leads to a more inclusive and accessible Internet.

This section shares examples of the outreach and training done by UA Ambassadors.

### 2.2.1 Benin

Malick Alassane, from Benin, has been actively involved in promoting Universal Acceptance of domain names and email addresses through various workshops and technical sessions. Activities include:

1. 29 April 2022. Participated in a UA workshop at OSIANE 2022, which is the International Summit of Information Technology and Innovation held annually in Brazzaville, Republic of Congo.
2. 17 May 2022. Conducted a technical session on UA in Benin for 35 participants, including developers, system administrators, students and directors of information systems.
3. 11 November 2022. Gave a talk about the cybersecurity issues introduced by Universal Acceptance of domain names at the Benin DNS Forum, which was attended by more than 300 participants.
4. Assisted some organizations in the local community in updating their email systems to support EAI. Worked on Postfix-based mail servers and enabled SMTPUTF8 on Cpanel for IDEMI AFRICA and the University of Abomey Calavi.
5. 23 March 2023. Organized a workshop with the Information System director in Benin for over 100 participants.
6. 24-25 March 2023. Organized a two-day Benin Universal Acceptance Workshop for UA Day 2023 and contributed as a trainer at Guadeloupe UA



Day 2023 Session.

7. Conducted an EAI test for members of AAU (Association of African Universities).

### 2.2.2 Bolivia

Luis Sergio Valle, from Bolivia, joined the UASG Ambassador program in January 2023. The following are the activities he conducted by June 2023:

1. Presented UA engagement plans for the LAC region at ICANN76 Promoting Universal Acceptance (UA) through Local Engagement session.
2. Organized a UA Day event through the Foundation for the Development of Information and Communication Technologies in Bolivia (FUNDETIC – BOLIVIA), with the support of ICANN, University of San Andres (UMSA) and Agency for the Development of the Information Society in Bolivia (ADSIB). The event was carried out in Spanish. The event reached 300 in-person and at least 250 virtual participants from civil society, private sector, universities and government departments.
3. Supported LAC UA Day event in Nicaragua. Engaged with a high-level government official and applied for GAC. Now ICANN has a GAC member from Bolivia.

### 2.2.3 China

There are three UA Ambassadors from China. Each has contributed in various and collective ways, especially for the UA Day events in China.

Marvin Woo (Xiucheng Wu) contributed to activities that are run by the China UA Local Initiative (Internet Society of China) and other leading organizations in China.

1. June 2022. Invited by Internet Society of China and College of Cyber Security of Jinan University, Marvin touched on phishing emails and the prospects of Chinese domain names.)  
<https://mp.weixin.qq.com/s/ZP-Zbdbl8KsUMeB4DCaWHw>
2. March 2023. Introduced the implementation of EAI on the UA Day event series sponsored by the Internet Society of China and other organizations.  
<https://mp.weixin.qq.com/s/QCvTgdE8IDbzwX3hd9zWsQ>
3. March 2023. The global UA Day activity in Guangzhou:  
[https://mp.weixin.qq.com/s/Syow06kSLeL249ydbET\\_Sw](https://mp.weixin.qq.com/s/Syow06kSLeL249ydbET_Sw)
4. April 2023. At the Digital Silk Road International Cooperation Conference sub-forum of the 6th Digital China Summit held in Fuzhou, China, Chinese domain names were mentioned in the dialogue discussion on “New Infrastructure Moving toward New Application”.  
<https://mp.weixin.qq.com/s/7yQ5Aymg9KzHdi2kGydM6g>



5. 19 October 2023. Delivered a speech on “Implementation of a solid, secure and efficient email system” at the China-Africa Digital Capacity Building Cooperation Forum, hosted by the Ministry of Industry and Information Technology. The forum included heads of government departments and embassies in China from nine African countries including Uganda, Sierra Leone, Tunisia, Egypt, and South Africa, senior representatives of relevant international organizations and think tanks, representatives of the Ministry of Foreign Affairs and the Ministry of Commerce. About 150 representatives from relevant enterprises and financial institutions participated in the event. In view of the characteristics of the African continent with many languages and prominent local cultures, Mr. Wu promoted UA, emphasized the significance of realizing UA to support a diversified and multilingual Internet, and shared how to support the international technical standard EAI in email systems in the African region.



UA Ambassador Wu Xiucheng with Salima Bach, Minister of Communications Technology and Innovation of Sierra Leone at the China-Africa Digital Capacity Building Cooperation Forum.

Walter Wu (Yangyi Wu), another UA Ambassador from China, gave speeches at the following events:

1. Internet Society of China and Beijing Normal University organized an online seminar. Gave a presentation about the overview of the IDN and UA environment. Details of the event can be found at the following resources ([Resource1](#), [Resource2](#))
2. March 2023. Gave a presentation about the value of IDNs and a UA status report at the seminar on the application of Chinese domain names in Guangzhou station as part of the global UA Day activity in Guangzhou, China ([URL to the event](#))

Zhijiang Liu, another UA Ambassador from China, organized and actively participated in multiple events for Chinese stakeholders.

1. 20 April 2023. Hosted “The Sixth Chinese Domain Name Innovative Application Forum” with the theme “Unite Brand Power, Promote Promotion and Application” in Beijing. This forum is guided by ISC and the China Trademark Association, and co-sponsored by CNNIC, CNIC and KNET, hosted by the registry operator for .网址. Leaders of competent authorities, industry experts, representatives of industry organizations and Chinese





domain name users discussed the development of the Chinese domain name industry and promoted the improvement of the Chinese domain name application environment. The event reached thousands of people:

200 people attended in person

WeChat Channel Account 中网点网址 Livestream Visits: 2,026

Xinhua News Agency's *Live Cloud* Livestream Visits: 100,502



## The Sixth Chinese Domain Name Innovative Application Forum

- 31 March 2023. UA Day - Seminar on Chinese Domain Name Application for Trademark Brand Enterprises in Guangzhou. Delivered a speech on the topic of "Support for Chinese Domain Name Applications". Introduced the efforts made by the industry to improve the Chinese domain name application environment under the leadership and coordination of ISC in recent years. The latest test report of the Chinese domain name application environment was shared. 50 people from Guangdong Internet Society, Guangdong Trademark Association, some IPR service companies and enterprise users in Guangdong province participated in this event. This seminar showed that under the guidance and support of government authorities and Internet industry organizations, Internet vendors will continue to improve their support for the Chinese domain name application environment, and Chinese domain names will usher in a new high-speed development stage.



UA Day 2023 in Guangzhou, China

3. 28 March 2023. Another UA Day event was organized by the Internet Society of China (ISC), China Internet Network Information Center (CNNIC), China Organizational Name Administration Center (CONAC), Computer Network Information Center of Chinese Academy of Sciences (CNIC), and co-organized by KNET Co., Ltd., Internet Domain Name System Beijing Engineering Research Center LLC (ZDNS), Coremail, Internet DotTrademark Organisation Limited.

Ran an interactive interview session on the topic of *Chinese Domain Name Application Promotion and Environment Building* where 1,900 participants joined in livestream.



Zhijiang Liu, General Manager of KNET Co., Ltd. and ICANN UA Ambassador at UA Day event

4. 2 November 2022. The Third China Internet Infrastructure Resources Conference. With the theme of Focusing on Network Infrastructure and Creating a Digital Future, the 3rd China Internet Infrastructure Resources Conference was held in Beijing, which was hosted by the Ministry of Industry and Information Technology. In the session of challenges and breakthroughs of domain name applications, Zhijiang Liu said that:
  - The Chinese domain name industry has a large development space and market potential.
  - The value of Chinese domain names in brand communication and intellectual property protection is increasingly prominent.



- The renewal rate of users continues to rise, the support of national policies has continued to increase, and public awareness of Chinese domain name practitioners and users has also increased significantly.
- The topics of Chinese domain names are hot on short video platforms such as TikTok and WeChat video channels.



The Third China Internet Infrastructure

5. 30 August 2022. The Fifth Forum for Creative Application of Chinese Domain Names, in Beijing. Zhijiang Liu took the lead in planning and moderating the forum. The theme of the forum is Practice the General Trend · Create a National Trend. Nearly 100 people attended the forum and 200,000 people watched the forum live online. During the forum, the Chinese Domain Name Application Environment Construction Proposal was released.



The 5th Forum for Creative Application of Chinese Domain Names





#### 2.2.4 Egypt

In FY23, Abdalmonem Galila, from Egypt, gave presentations during many UA Day activities around the world and provided EAI training within his UA ambassador, UASG and EAI WG vice chair capacity. The following are some of the events where Abdalmonem raised awareness of UA and further trained key stakeholders:

1. 23 February 2022. APTLD83: Provided Universal Acceptance Awareness session in Laos.
2. 05 December 2022. MENOG-2022: Provided EAI training at the regional event in Bahrain.
3. 19 December 2022. The 10th International Conference BDA 2022 IIIT Hyderabad in India.
4. 18 November 2022. Royal Global University, Asam: Universal Acceptance and Multilingual Internet in India.
5. 1 November 2022. BIT University, Meerut: Universal Acceptance and Multilingual Internet in India.
6. 28 March 2023. Regional UA Day in Armenia.
7. 29 April 2023. National UA Day in Sierra Leone.
8. 3-4 April 2023. National UA Day in Tanzania, Dodoma.
9. 29 April 2023. South African Youth School in Tanzania, Dar-El-Salam.



Դոմեյններն ու Էլփոստերը՝ ազգային տառերով

Regional UA Day 2023 activity in Armenia

#### 2.2.5 India

Aman Masjide focused on implementation of UA in practice not only within his organization but also for influencing technology enablers. He actively participated and organized some of the following activities:

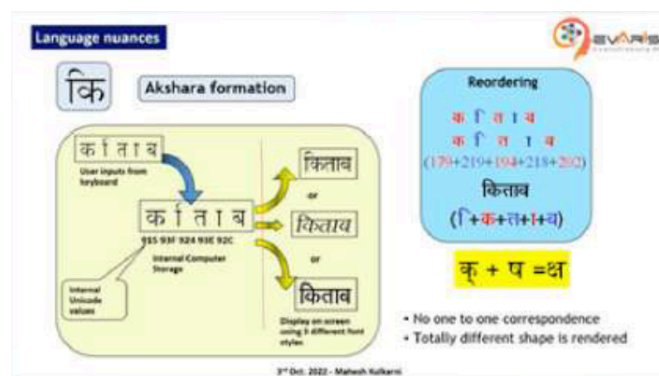
1. UA-readiness for Radix Registry systems throughout 2022.
2. Outreach to social media companies for UA-readiness and gaps in acceptance of new long and short TLDs - Google, WhatsApp, TikTok
3. February 2022. [Reports for UASG](#) - Shared and published the “Testing of Websites and Social Media by RADIX”.
4. 14 September 2022. Celebrating Hindi Diwas - Two-hour session on Connecting India to the World with Multilingual Internet & Universal Acceptance, organized by FICCI.



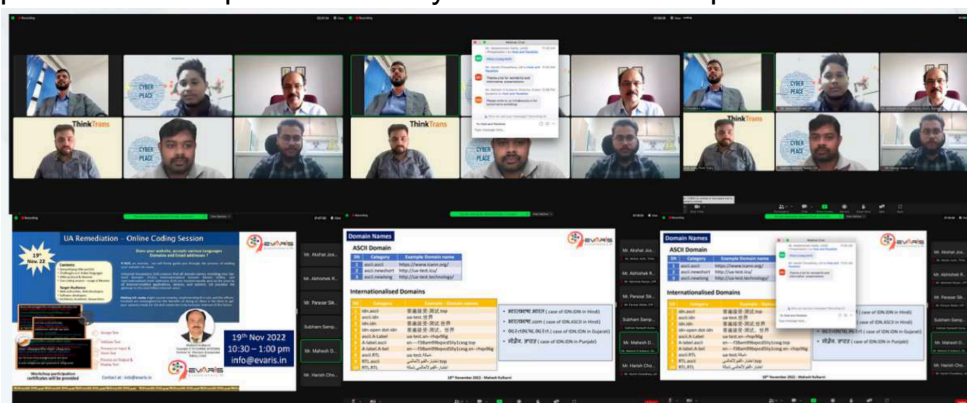
5. Inputs to FICCI for ICANN75 on current challenges and road ahead for India wrt multilingual Internet.
6. 25 September 2022. FICCI - Hyderabad IIIT UA Workshop.
7. 18 November 2022. FICCI - UA session and workshop with Amity University in Jaipur.

Harish Chowdhary, another UA Ambassador in India, helped organize collective sessions in India. He gave speeches in eight UA events and workshops throughout the year, and also contributed to the UA Day workshop in Ranchi, India. The following are details of these events:

1. 11 November 2022. Harish conducted a Universal Acceptance and Multilingual Internet session together with Mahesh Kulkarni, Director of Evaris Systems, and Abdalmonem Galila. The two-hour session was organized for the academia and research community.



2. 18 November 2022. Universal Acceptance and Multilingual Internet at Royal Global University was conducted for 130 participants from the academia and research communities. The two-hour online session was organized by Harish where the guest speakers, Akshat Joshi, Founder Think Trans, and Abdalmonem Galila, discussed the importance of UA, targeted systems and implications of UA, IDNs and internationalized emails, homograph attacks and homographic variant with proper real-time examples. In the session, the speakers also explained security threats and IDNA protocols.



3. 16 September 2022. "Universal acceptance and multilingual Sri Sri University, with Mahesh D Kulkarni, Director, Evaris Systems .



4. 25 September 2022. Universal Acceptance: The fundamental Pillar for India's Multilingual Internet, with the Local Initiative and other ambassadors in India.
5. 27 September 2022. Demystifying Universal Acceptance - An introduction to the fundamentals of UA and Email Address Internationalization (EAI).
6. 10 October 2022. Universal Acceptance. IDNs & EAI at 2nd international Conference on Recent Trends in Forensic Sciences, Vivekanand Global University.
7. 14 October 2022. Universal Acceptance and Multilingual Internet at Amity University, Ranchi.
8. 19 November 2022. Universal Acceptance and EAI at 10th International Conference BDA 2022 IIIT Hyderabad.

Sushanta Sinha, another UA Ambassador in India, actively organized multiple events throughout the year. He also participated in regular meetings of Technical, EAI and Communication Working Groups of UASG. Below is the summary of the events he organized and/or presented about UA.

1. March 2023. Global UA Day Event Delhi, India – Panel Discussion, community connect.
2. March 2023. Global UA Day Event, Kolkata, India – Technical Workshop, Panel Discussion, Community Connect.
3. Promotional Events – connecting to educational institutes, governments and corporations.
4. March 2023. Central Institute of Kokrajhar, Assam India – Session on Universal Acceptance.
5. September 2022. Panel Discussion on Universal Acceptance in InSIG2022 (School of Internet Governance) along with FICCI-ILIA Local Initiative, Hyderabad, India.
6. Panel discussion on UA during India IGF and part of reception committee
7. Community reach-out program through VIEW Group (Vernacular Internet EcoSystem Working Group – India Internet Foundation (IIFON).
8. Worked closely with SNLTR (Society for Natural Language Technical Research) under the Ministry of IT and Electronics of Govt. of West Bengal on the Bengali Script and Language research through their portal.
9. Worked with Bhashini Project Group on creating a learning database for local languages.

### **2.2.6 Nigeria**

Abdulkarim Ayopo Oloyede conducted several outreach activities to raise awareness and provide training about Universal Acceptance and its significance in promoting a more inclusive Internet in Nigeria. He also supported UA Day events in the Africa region. Abdulkarim encouraged participants in these events to embrace the use of UA-compliant email addresses, which can promote the efficient delivery of email



messages across different platforms and for them to join the community. Below is the summary of the events he organized and/or presented about UA.

1. February 2023. Outreach with 100-level students of the University of Ilorin: Conducted outreach with 100-level students of the University of Ilorin in February 2023 to discuss the importance of Universal Acceptance. During the outreach, he highlighted the need for the students to embrace UA technologies, which can enable them to access web content in any language and script of their choice.
2. February 2023. Outreach with the Association of West African University (AWAU) in Banjul, Gambia: He participated in outreach with the Association of West African University (AWAU) during its meeting in Banjul. He emphasized the need for the AWAU members to adopt UA, which can help them to reach out to a wider audience in different languages and scripts.
3. March-April 2023. UA Day training events: Abdulkarim conducted training as part of the UA Day training in Uganda on 27-28 March 2023, in Nigeria, Ilorin on 14 April 2023, and in Lilongwe, Malawi on 5 May 2023. He provided hands-on guidance to participants on how to implement UA technologies, including the use of UA-compliant email addresses, IDNs, and internationalized email addresses (EAI).

### **2.2.7 South Africa**

Mark Elkins gave a UA Day presentation in Soweto, South Africa. Whenever he gets a chance, he makes sure to cover UA topics in the technical training sessions he contributes to, such as ICANN-sponsored DNS Study of Africa, and workshops. While the Southern African region would appear to have few UA issues, with EDU.ZA in his control, Mark has added UA functionality to WHOIS (see [https://whois.edu.za \[whois.edu.za\]](https://whois.edu.za [whois.edu.za])).

### **2.2.8 Türkiye**

Cengiz Acartürk provided a UA Day Technical Overview session to the Turkish stakeholders on 8 April 2023 in collaboration with ICANN teams, namely Global Accounts Services, Global Stakeholder Engagement, and UA Program, and .istanbul registry operator's subsidiary, İBB Data Lab and SistersLab.



## 2.3 UA AWARENESS AND CAPACITY BUILDING EVENTS

Table 1 lists additional UA-related outreach, training, seminars and webinars conducted during 2022-2023 by ICANN and supported by the UASG.

**Table 1: Additional Outreach Activities**

Date	Event Name	Location
5 September 2023	<a href="#">ICANN DNS Symposium</a> - Designing Secure and Stable Rules for Internationalized Domain Names	Vietnam
16-17 July 2023	IDN / EAI technical training	Bahrain
12-13 July 2023	<a href="#">ICANN for Beginners</a> : Universal Acceptance	Online
7 July 2023	Ghana IGF	Ghana
3-6 July 2023	COREVIP in Windhoek	Namibia
22 June 2023	UA for ccTLDs - Training Series for .TR ccTLD	Online
30 May 2023	<a href="#">ICANN77 Prep Week</a> : Universal Acceptance Community Update	Online
27 April 2023	<a href="#">World Summit</a> on the Information Society Forum 2023	Online
Around 28 March 2023	<a href="#">UA Day 2023</a> (56 Events)	Multiple Locations
15 March 2023	ICANN76: <a href="#">ccNSO - Universal Acceptance Roadmap</a>	Cancún, Mexico
15 March 2023	ICANN76: Universal Acceptance: <a href="#">New Internationalized Email Self Certification Guide Overview</a>	Cancún, Mexico
14 March 2023	ICANN76: <a href="#">Promoting Universal Acceptance through Local Engagement</a>	Cancún, Mexico
14 March 2023	ICANN76: <a href="#">Joint Session: Engagement with Fellowship, Newcomers, NextGen</a>	Cancún, Mexico
13 March 2023	ICANN76: Tech Day - <a href="#">Demo of Internationalized Web Hosting and Email Tools</a>	Cancún, Mexico
12 March 2023	ICANN76: <a href="#">At-Large Outreach and Engagement (UA Day 2023)</a>	Cancún, Mexico
11 March 2023	ICANN76: <a href="#">Joint Session: ISPCP Membership session (15 min)</a>	Cancún, Mexico
28 February 2023	ICANN76: Prep Week: <a href="#">Community Update on Universal Acceptance</a>	Online
23-24 February 2023	IDN-UA EAI Administrator and UA Awareness overview training for LANIC and registrars	Vientiane, Laos
21-22 February 2023	<a href="#">APTLD83</a> : Presented in Technical Session: Confusing String Similarity	Vientiane, Laos
20-23 February 2023	UA Hackathon in Bahrain	Bahrain





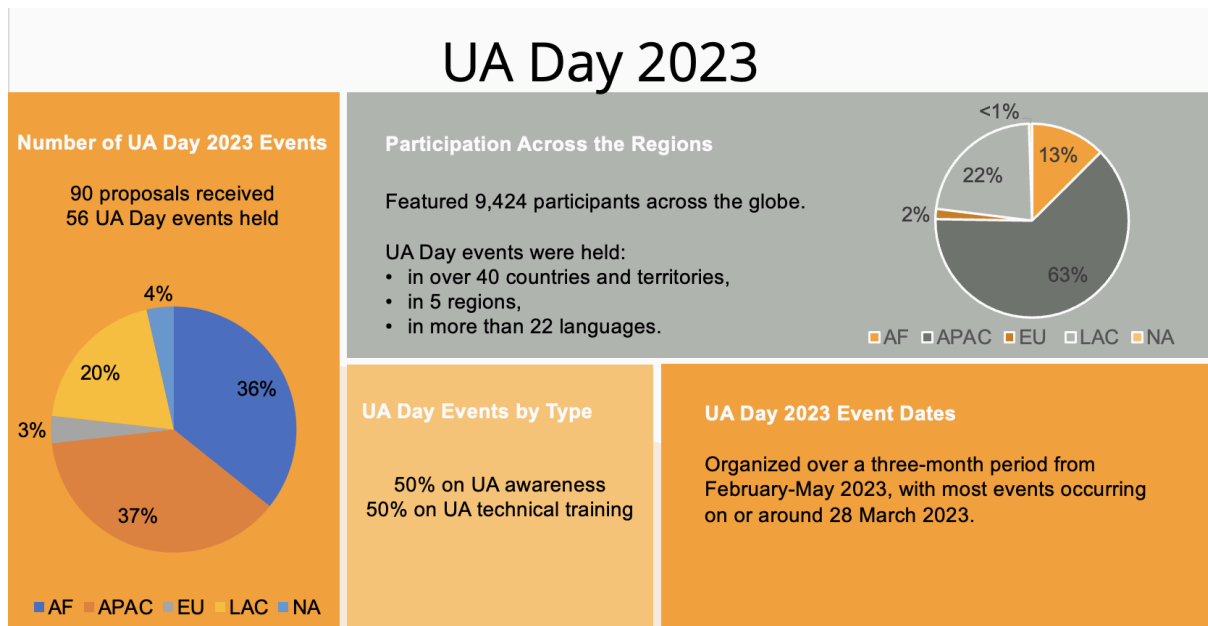
Date	Event Name	Location
20-20 February 2023	The Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG)	San Francisco, USA
24 January 2023	Catch-up meeting with Turkish registrars and the registry operator on FY23 Action Plan for GDS	İstanbul, Türkiye
13 December 2022	UA Awareness session with Software Assembly of Union of Chambers and Commodity Exchanges of Türkiye (TOBB)	Ankara, Türkiye
5 December 2022	Sri Lanka Local Initiative workshops with ICANN and LKNOG on IDN, UA, and EAI ( <a href="#">day 1</a> , <a href="#">day 2</a> )	Sri Lanka
4-8 December 2022	<a href="#">MENOG22</a> in Bahrain	Manama, Bahrain
29 November 2022	Global IGF 2022 - <a href="#">Role of Community to Achieve Universal Acceptance</a>	Addis Ababa, Ethiopia
23 November 2022	<a href="#">UA Training</a> for Information Systems Course in Middle East Technical University (METU) Graduate School of Informatics - ( <a href="#">Recording</a> , Passcode: 9&3dA.nk, <a href="#">Announcement</a> )	Ankara, Türkiye, Remote
17 November 2022	AFRALO Webinar on <a href="#">UA and IDN</a>	Remote
16 November 2022	<a href="#">ICANN DNS Symposium</a> - Enabling linguistic diversity of the Domain Name System	Brussels, Belgium Hybrid
1-4 November 2022	<a href="#">ICANN Contracted Parties Summit</a> : Universal Acceptance (UA) Readiness	Los Angeles, Hybrid
27 October 2022	<a href="#">APTLD82</a> : EAI mail service providers meeting, EAI-A Singalong for Everyone	Oman
21 October 2022	Africa Open Innovation Summit 2022 <a href="#">#AOIS2022</a> Engagement with <a href="#">Association of African Universities</a> about the UA/EAI track in the <a href="#">Coalition for Digital Africa</a>	Abidjan - Cote d'Ivoire
26 October 2022	<a href="#">UA Roadmap for Registry and Registrar systems - Public Comment proceeding</a>	
13 October 2022	ICANN75 LAC Readout - Planning for the UA Day	Virtual
6 October 2022	<a href="#">Africa DNS Forum</a> - EAI Survey Tool – a tool for ccTLDs to measure UA-readiness	Nairobi, Hybrid
September 2022	Sep 2022: Signature for CDA with Association of African Universities (AAU); Oct 2022: Official launch; Jan 2023: Workshop with AAU members for UA remediation	Africa
22 September 2022	ICANN75 <a href="#">Planning for UA Day</a>	Kuala Lumpur
21 September 2022	ICANN75 <a href="#">ccNSO and Universal Acceptance</a>	Kuala Lumpur



Date	Event Name	Location
21 September 2022	ICANN75 <a href="#">GNSO Interaction with UASG</a>	Kuala Lumpur
20 September 2022	ICANN75 <a href="#">Driving Local Change for UA Adoption Globally</a>	Kuala Lumpur
19 September 2022	ICANN75 Tech Day 1 of 4 - <a href="#">EAI Survey tool</a>	Kuala Lumpur
19 September 2022	ICANN75 Tech Day 1 of 4 - <a href="#">UA Roadmap for Registry and Registrar Systems</a>	Kuala Lumpur
18 September 2022	ICANN75 <a href="#">Nextgen Fellows Interaction with UASG</a>	Kuala Lumpur
14 September 2022	ICANN Training Series- Nordic Region: <a href="#">What is Universal Acceptance and Why is it Important?</a>	Virtual
11 September 2022	APSIG'22 - IDN and UA and Multilingual Content	
8 September 2022	ICANN75 <a href="#">UASG Community Update</a>	Virtual
7 September 2022	The 3rd Nigerian School of Governance - Pre-event to the Nigeria Internet Governance Forum (2022 NIGF) - (An overview of Internationalized Domain Name (IDN).	Nigeria
1 September 2022	GAC Webinar - <a href="#">IDNs and UA Overview</a>	Remote
20 July 2022	9th Africa Working Group Meeting on Cybercrime for Heads of Units (Interpol) on UA-readiness of systems	
19 July 2022	AfIGF 2022 in Lilongwe - <a href="#">Meaningful Access to the Internet in local languages with Universal Acceptance (UA)</a>	Malawi, Hybrid

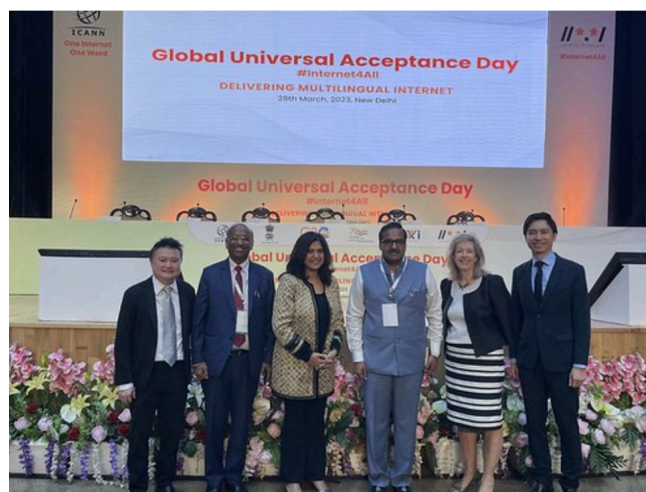
## 2.4 UA DAY

In FY23, thousands of members of the global Internet community across six continents took part in the inaugural UA Day. Held on 28 March 2023 and organized by ICANN and the UASG, UA Day 2023 was established as a means to rally local, regional and global stakeholders to spread UA awareness and encourage UA adoption through a mix of virtual, in-person and hybrid training sessions. UA Day marked the first time the world's top technical and language communities, companies, governments and DNS industry stakeholders were mobilized to champion UA on a global scale.



UA Day officially kicked off with a keystone event in New Delhi hosted by India's Ministry of Electronics and Information Technology (MeitY) through the National Internet Exchange of India (NIXI), in collaboration with ICANN and the UASG. Dozens of other events were held over a 3-month period from February to May 2023, with most events occurring on or around 28 March 2023. Participants came from many categories of stakeholders, including: business, governments, telecom regulators, research institutions, civil society and non-government organizations, ICANN At-Large Structures, ISOC chapters, IT companies and technology startups, telecom companies, the DNS industry, Internet service providers and hosting providers, and academia.

In total, more than 9,000 people across the world participated in UA Day from more than 40 countries and representing more than 20 languages.





ICANN conducted comprehensive communications outreach to spread UA Day awareness and encourage participation. Two press releases were published:

- [UA Day: Global Effort to Drive a More Inclusive Internet](#) - 9 March 2023
- [Charting Towards a Multilingual and Inclusive Internet](#) - 24 March 2023

The press releases garnered more than 1,500 “pickups” by various global media outlets. This coverage was supplemented with additional coverage generated by media inquiries resulting from the press releases, media outreach by ICANN’s Communications team, and efforts from UA Day organizers.

ICANN also conducted extensive social media engagement leading up to and on UA Day, including paid social campaigns on Twitter and Facebook. The paid campaigns resulted in over one million impressions/reach and over 3,500 link clicks to the UA Day page. Event organizers also contributed to media outreach and social media campaigns.

UA Day resources including presentations, training materials, and videos are available [here](#). For more UA training materials, visit the UA training [page](#).

UA Day messages from leaders in the APAC region are available [here](#).

A full recap of UA Day activities is available [here](#). For a gallery of UA Day event photos, visit ICANN’s [Flickr page](#).





### 3. UA TRAINING MATERIALS

To raise awareness of UA challenges and to provide solutions for stakeholders, ICANN and the UASG support training on a variety of UA-related topics, including EAI. The list of basic, technical and regional training materials can be found on <https://www.icann.org/ua-training-en>.

Another training on the role of ccTLDs was also developed based on the joint work with APTLD, published in the [White Paper on The Role of ccTLDs in Achieving Universal Acceptance](#).

These training materials are summarized in Table 2.

**Table 2: Summary of UA Training Materials**

Training	Audience	Description	Duration
UA Technical Overview	<ul style="list-style-type: none"><li>- CIOs</li><li>- IT managers</li><li>- System administrators</li><li>- Software developers</li><li>- Email administrators</li></ul>	An overview about UA and EAI readiness issues	1.5 hours
Configuring Email Address Internationalization	<ul style="list-style-type: none"><li>- Email administrators</li><li>- System administrators</li><li>- IT managers</li></ul>	Technical configuration and setup of EAI supported email service	3 hours
UA for Programmers and Software developers	<ul style="list-style-type: none"><li>- Software developers</li><li>- IT managers</li></ul>	Develop current best practices for UA compliant Java and Python applications	3 hours
Role of ccTLDs in Achieving UA	<ul style="list-style-type: none"><li>- ccTLD Managers</li></ul>	Role of ccTLDs in adopting and promoting UA, based on the <a href="#">White Paper on The Role of ccTLDs in Achieving Universal Acceptance</a>	1.5 hours
UA Roadmap for Registry and Registrar Systems	<ul style="list-style-type: none"><li>- Registry operators</li><li>- Registrars</li><li>- Registry service providers (RSPs)</li></ul>	<a href="#">Universal Acceptance (UA) Roadmap for Domain Name Registry and Registrar Systems</a>  <a href="#">Appendix A: Registry Testing</a>  <a href="#">Appendix B: Registrar Testing</a>	4 hours



### 3.1.1 Basic UA Training - UA Course on ICANN Learn

An Introduction to Universal Acceptance (UA) course was developed for the [ICANN Learn platform](#). The course is intended for a wide audience including the general Internet community, technology enablers and developers, email service providers, governments and policymakers. By completing the course, participants develop a basic understanding of UA and its technical challenges, the current state of UA-readiness globally and the economic and social benefits of being UA-ready. The course also serves as a great resource for people who want to get involved in regional and global efforts to address UA, and for those who want to make their own systems UA-ready.

### 3.1.2 Technical UA Training

UA training materials are available for Java and Python developers. EAI training materials are available for system administrators, including information on how to set up an email server to support EAI on <https://community.icann.org/display/TUA/UA+Training+Materials>

### 3.1.3 UA Day Training

In 2023, ICANN developed UA Day materials, including presentations, training materials and videos published [here](#).

- [Awareness Presentation-2hr](#) (AR, ES, FR, HI, RU, ZH)
- [Welcome Video](#) and Promotion Videos ([ICANN](#), [UASG](#))
- [Technical Overview-2hr](#)
- [Programming Training for UA-4hr](#)
- [Email Administration Training for UA-4hr](#)

## 4. PUBLICATIONS

The UASG, together with ICANN and other organizations and community members, works to continuously create and publish materials aimed at increasing understanding of UA, providing technical guidance, and measuring and reporting on UA adoption. These materials are showcased on the UASG's website, used in presentations and training workshops, shared with relevant stakeholders, and highlighted on the UASG's social media channels. Publication of these materials is an important way that the UASG delivers on its purpose of promoting UA awareness, measuring UA adoption and addressing UA remediation.

### 4.1 UA-RELATED REPORTS AND PUBLICATIONS

The UASG has published several UA and EAI-related reports and articles in different languages to reach a global and diverse audience to raise awareness about UA. The Table 3 below shows the UA research reports published from July 2022 - November 2023. Click [here](#) for a complete list of publications.



**Table 3: UASG Reports and Publications**

Document Title	Summary	Link	Language
UASG 041 Universal Acceptance Readiness Report FY22	The state of UA-readiness of different software applications, technologies and frameworks. Summary of the outreach and training efforts conducted in FY22.	<a href="https://uasg.tech/wp-content/uploads/2022/08/UA-Readiness-Report-FY22.pdf">https://uasg.tech/wp-content/uploads/2022/08/UA-Readiness-Report-FY22.pdf</a>	English
UASG 042 UA-Readiness of Web Hosting Tools (cPanel, Plesk, ISPConfig)	The report reveals that to what extent the web hosting tools offer the capacity to build websites and host emails in accordance with UA.	<a href="https://uasg.tech/download/uasg-042-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/">https://uasg.tech/download/uasg-042-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/</a> <a href="https://uasg.tech/download/uasg-042-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/">https://uasg.tech/download/uasg-042-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/</a> (PPT) <a href="https://uasg.tech/download/uasg-042-b-annexes-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/">https://uasg.tech/download/uasg-042-b-annexes-ua-readiness-of-web-hosting-tools-cpanel-plesk-ispconfig-en/</a> (Annex-test cases)	English
UASG 043 UA-Ready Code Samples in Java, Python, and JavaScript	UA-ready code samples that can be used freely (BSD 3 License included) to make software systems completely UA-ready.	<a href="https://uasg.tech/download/uasg-043-ua-ready-code-samples-in-java-python-and-javascript-en/">https://uasg.tech/download/uasg-043-ua-ready-code-samples-in-java-python-and-javascript-en/</a> <a href="https://uasg.tech/download/uasg-043-a-ua-ready-code-samples-in-java-python-and-javascript-en/">https://uasg.tech/download/uasg-043-a-ua-ready-code-samples-in-java-python-and-javascript-en/</a> (PPT) <a href="https://github.com/icann/ua-code-samples">https://github.com/icann/ua-code-samples</a>	English
UASG 044 EAI Technical Education and Awareness Directed at Developer Community Websites	Report on engagement in developer forums from the point of view of UA, IDNs, and internationalized email.	<a href="https://uasg.tech/download/uasg-044-eai-technical-education-and-awareness-directed-at-developer-community-websites-en/">https://uasg.tech/download/uasg-044-eai-technical-education-and-awareness-directed-at-developer-community-websites-en/</a>	
UASG 044A Proposed FAQs	A list of frequently Asked Questions (FAQs) along with the model answers	<a href="https://uasg.tech/download/uasg-044-a-eai-technical-education-and-awareness-directed-at-developer-community-websites-proposed-faqs/">https://uasg.tech/download/uasg-044-a-eai-technical-education-and-awareness-directed-at-developer-community-websites-proposed-faqs/</a>	English
UASG 045 UA-Readiness of Popular Identity Platforms	UA-readiness test results of popular identity platforms (Okta, Auth0, OpenIAM)	<a href="https://uasg.tech/download/uasg-045-ua-readiness-of-popular-identity-platforms-okta-auth0-openiam/">https://uasg.tech/download/uasg-045-ua-readiness-of-popular-identity-platforms-okta-auth0-openiam/</a> <a href="https://uasg.tech/download/uasg-045-ua-readiness-of-popular-identity-platforms-okta-auth0-openiam/">https://uasg.tech/download/uasg-045-ua-readiness-of-popular-identity-platforms-okta-auth0-openiam/</a> (PPT)	English



Document Title	Summary	Link	Language
UASG 046 UA Remediation for Top Global Websites	Outcomes of website remediation activities as well as the UA remediation process undertaken to make websites UA-ready.	<a href="https://uasg.tech/download/uasg-046-ua-remediation-for-top-global-websites/">https://uasg.tech/download/uasg-046-ua-remediation-for-top-global-websites/</a> <a href="https://uasg.tech/download/uasg-046-a-ua-remediation-for-top-global-websites/">https://uasg.tech/download/uasg-046-a-ua-remediation-for-top-global-websites/</a> (PPT)	English
UASG 047 UA-Readiness Report FY23	The state of UA-readiness of different software applications, technologies and frameworks and the summary of remediation efforts conducted in FY23.	<a href="https://uasg.tech/download/uasg-047-ua-readiness-report-fy23/">https://uasg.tech/download/uasg-047-ua-readiness-report-fy23/</a>	English

## 4.2 UA WEBSITES AND SOCIAL MEDIA CHANNELS

UASG continued to produce and publish blogs and technical documents online at its website [uasg.tech](https://uasg.tech) to globally showcase UA efforts and highlight events and achievements. Some of these are also translated into different languages based on the needs of the community. The UASG published a total of [15 blogs and announcements](#) during the reporting period aimed at disseminating important UASG reports and analysis, events and news to a general audience.

**Table 4: Blogs Published by UASG**

Date	Event Name
01 November 2023	<a href="#">UASG Announces Call for Proposals for UA Day 2024</a>
09 October 2023	<a href="#">FY23 Report Captures Current State of UA-Readiness in Technology</a>
13 September 2023	<a href="#">New Testing Shows Progress and Opportunities for Improvement in Support of Chinese IDNs</a>
01 September 2023	<a href="#">FY24 Planning and More: Takeaways from the UASG Administrative Meeting in Istanbul</a>
04 July 2023	<a href="#">ICANN77 and UA Day: Insights from the Universal Acceptance Community</a>
03 July 2023	<a href="#">Thousands Rally Worldwide to Support a Multilingual Internet</a>
27 April 2023	<a href="#">UASG Elects New Leadership to Continue Building a Multilingual Internet</a>
09 March 2023	<a href="#">UA Day: Global Effort to Drive a More Inclusive and Multilingual Internet</a>
05 January 2023	<a href="#">UASG and ICANN Announce Inaugural UA Day and Call for Proposals</a>





Date	Event Name
17 November 2022	<a href="#">Make Your Systems UA-Ready with Our New Code Samples!</a>
03 November 2022	<a href="#">New UA Local Initiative in Sri Lanka Aims to Accelerate Adoption of Internationalized ccTLDs</a>
28 October 2022	<a href="#">Testing Reveals Popular Web Hosting Tools are Not UA-Ready</a>
5 October 2022	<a href="#">ICANN75 Recap: Challenges, Successes, and Looking Ahead to 2023</a>
24 August 2022	<a href="#">Make Your Systems UA-Ready with the New UA-Readiness Report for FY22</a>
19 August 2022	<a href="#">UASG Publishes FY23 Action Plan; Increases Focus on Technical Communities</a>

ICANN org has also updated its UA-related webpages, now available at <https://icann.org/ua>. The page overviews and connects with UASG work and introduces the training programs and resources available for promoting UA. More information about announcements and blogs by ICANN are available on <https://www.icann.org/resources/pages/ua-announcements-blogs-2021-02-04-en>

**Table 5: Announcements and Blogs Published by ICANN**

Date	Event Name
28 September 2023	<a href="#">FY23 Report Captures Current State of UA-Readiness in Technology</a>
03 July 2023	<a href="#">Press release: Recap Report on UA Day 2023</a>
13 April 2023	<a href="#">Press Release: Coalition for Digital Africa Turns Focus to Universal Acceptance</a>
27 March 2023	<a href="#">New Surveys by ICANN Assess the UA-Readiness of Contracted Parties and ccTLDs</a>
24 March 2023	<a href="#">Press Release: Charting Towards a Multilingual and Inclusive Internet</a>
09 March 2023	<a href="#">Press Release: UA Day: Global Effort to Drive a More Inclusive and Multilingual Internet</a>
25 January 2023	<a href="#">ICANN Publishes UA Roadmap for Domain Name Registry and Registrar Systems</a>
21 December 2022	<a href="#">ICANN and UA Steering Group Announce Inaugural UA Day and Call for Proposals</a>




17 October 2022	"UA Roadmap for Domain Name Registry and Registrar Systems" study is open for public comment until 17 October 2022
14 September 2022	ICANN Training Series - Nordic Region: What is UA and Why is it Important?
31 August 2022	"UA Roadmap for Domain Name Registry and Registrar Systems" study is open for public comment from 31 August 2022 to 17 October 2022

### 4.3 UASG SOCIAL MEDIA CHANNELS

The UASG has active social media channels and generates organic content about UA for followers on [Facebook](#), [LinkedIn](#), [X](#) and Youtube ([UASG](#), [UA Day](#)). Types of content shared across social media include:


- UA blogs and press releases
- UA events
- Available UA resources
- Case studies
- Reports and white papers
- Any UA-related information of interest to the community

 **UASGTech**  
@UASGTech


...

The UASG and @ICANN invite the global #Internet community to participate in the first-ever UA Day! Nearly 50 UA Day events will be held in 40 countries on or around 28 March. Find an event near you and help build an #Internet4All: [uasg.tech/2023/03/ua-day...](https://uasg.tech/2023/03/ua-day...)



 **Universal Acceptance Steering Group - UASG**  
432 followers  
2mo · 🌐

VIDEO: Are you curious about what it's like to be a UA Ambassador and help build a global #Internet4All? Hear from current and former UASG members and ambassadors about their experience. #ICANN ...see more



UA Ambassadors Share Their Experiences



## 5. ROLE OF STAKEHOLDERS

Universal Acceptance is a foundational requirement for a truly multilingual Internet and key to unlocking the potential of new gTLDs to foster competition, consumer choice and innovation in the domain name industry. To do this, UA reforms are needed in governments, academia, the domain name industry and technology organizations in collaboration with the language communities. Achieving UA therefore requires a joint effort by multiple stakeholders. Here are the main tasks that each stakeholder should do to adopt UA:

### Businesses:

- Organize internally and assess if your business' systems are compliant with UA standards.
- Update your own IT systems to be UA-ready. See [UASG026](#) UA-Readiness Framework, [UASG004](#) test cases, free [code samples](#), and [EAI Self-Certification Guide](#).

### Governments:

- Evaluate the possibility of including [UA requirements](#) in government procurements.
- Coordinate with your national ccTLD managers and ICANN Governmental Advisory Committee (GAC) delegates to participate in and strengthen UA-related actions.

### Academia:

- Include UA in research, study and curriculum for subjects like software engineering, computer science and informatics. To support hands-on experience, workshops or hackathons should be organized. ([Hackathon case study](#))
- Upgrade email systems to support EAI.
- Update IT curricula to include teaching and learning of UA and software internationalization-related concepts.

Open-source communities and developers should update their products and systems by deploying UA-ready tools and UA-ready code samples. UA should be a part of all developers' skill sets.

End users should demand more UA-ready systems, and report bugs about non-UA ready systems and applications (report at <https://uasg.tech/global-support-center/>).

## 6. CONTACT THE UASG

- For further information about the UASG, visit: <https://uasg.tech/>
- Contact the UASG at <https://uasg.tech/contact/> or email [info@uasg.tech](mailto:info@uasg.tech)
- Meet the people of the UASG: <https://uasg.tech/about/people/>
- Join UASG working groups and ua-discuss list: <https://uasg.tech/join/>
- Participate in UA general discussions: <https://uasg.tech/subscribe>
- Report UA problems with other applications: <https://uasg.tech/global-support-centre/>
- Follow the UASG on its social channels: [X \(Twitter\)](#) | [Facebook](#) | [LinkedIn](#) | [Youtube](#)