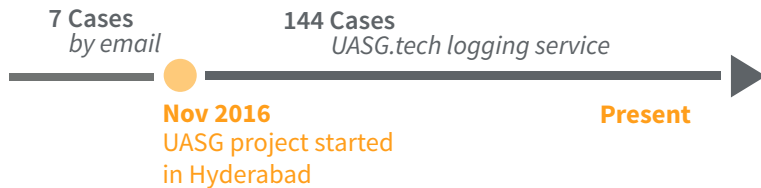


# UNIVERSAL ACCEPTANCE CASE REPORT

The UASG, through ICANN'S Global Support Centre, operates an issue logging service where complaints are received, recorded and outreach for resolution occurs. There were 47 issues raised against 46 organizations whose operations were not UA ready. Of these, just nine provided resolution - and in each case just for the specific complaint.

## 151 Cases related to Universal Acceptance

### Timeline

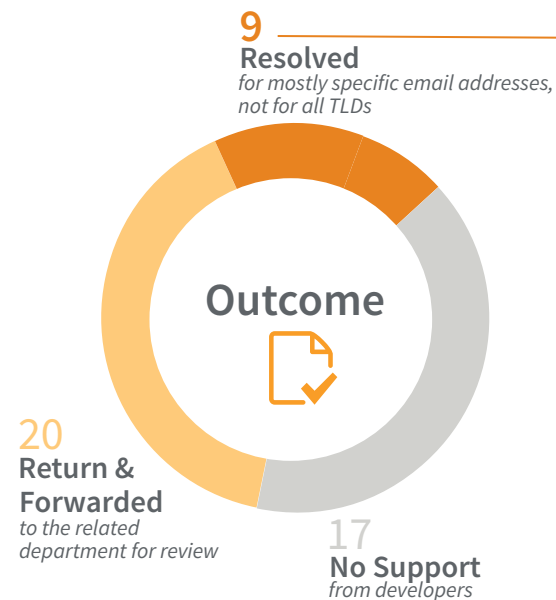


## 59 Inbound Cases

- 47 Issue logging received via UASG.tech
- 5 General Universal Acceptance Info request received after UASG project\*
- 7 Cases received by email before UASG project\* (2 Issue Logging + 5 General UA info request)

\*No support from developers needed

## 92 Outbound Cases to outreach to 46 organizations with reported issues



- Website 1:** Created manual accounts for .email and .vlaanderen email addresses.
- Website 2:** Whitelisted .work email address in the reported firewall (resolved for one email or TLD).
- Website 3:** Only fixed for .design email. Development department is updating the platform over time.
- Website 4:** Website fixed the app & webform except IDN emails that are after @ sign.
- Website 5:** Resolved only new gTLDs. IDNs are not priorities as they operate in the US only.
- Website 6:** Website fixed the issue for both new gTLDs and IDNs a few months after the case was closed.
- Website 7:** Resolved for .store and many other new gTLDs.
- Website 8:** Resolved for IDNs to submit WHOIS details with IDN now. However, only end-user radar has been fixed. WHOIS on radarview and radar-admin still does not support Chinese IDN. (Outreach via ICANN ITSM tickets).
- Website 9:** Website fixed the issue for new gTLDs only, not for IDNs. Resolution came after outreach to the registry primary contact.