



Universal Acceptance

Briefing to the GAC @ ICANN61

2018-02-27

Executive Summary

Universal Acceptance is the idea that all domain names and all email addresses work in all applications. They don't.

The Universal Acceptance Steering Group (www.uasg.tech) has prepared a wide range of briefing material and documentation.

The UASG would like help from the members of the GAC in two areas:

- An introduction to Senior IT Executives in Government Departments – National, Regional and Local
- An introduction, or at least identification, of local associations of IT Executives and software developers. Computer Societies, Open Source Software Groups, and the like

Don.Hollander@uasg.tech is the email address to contact.

Background

Universal Acceptance is the idea that all domain names and all email addresses work in all applications. They don't.

Though the IDN ccTLDs (2010) and new gTLDs (2013) operate on the Internet DNS infrastructure well, many are not well accepted by applications. The issue is generally considered relatively easy to fix – but the application owners need to be aware of the issue and put it into their work plans.

And when the IDN ccTLDs were introduced in 2010, the email environment was also changing. With Email Address Internationalisation (EAI), the mail system should be supporting IDN domain names and non-ASCII characters in the mailbox name. These two changes, now more than seven years ago, will allow people to use a domain name and an email address that best reflects their sense of identity.

Universal Acceptance issues are not just about IDNs. We see regular reports of people have domain names in the new ASCII gTLD space as well as those who use IDNs at the second level. It is also not just an issue for non-Latin character communities like Asia, Eastern Europe or the Middle East. Instead, we're seeing "opportunities for improvement" throughout the world.

The Universal Acceptance Steering Group (www.uasg.tech) was formed in early 2015 by members of the Internet community. It's a group that is committed to raising awareness of the issues and helping the software and email communities to address the issues. With participants from more than 150 organisations, the UASG has interest from around the globe. The UASG is grateful for the support that we receive from ICANN, Microsoft, Go Daddy, and others.



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What's been done so far...

The UASG has focused its efforts at providing tools for the software development community so that they can accelerate their fixing of the problems in their own applications.

Some examples of materials produce (see www.uasg.tech) include:

- Quick Guides to Universal Acceptance in 11+ languages, and additional Quick Guides to EAI (Email Address Internationalisation) and Linkification (the automatic creation of links to domain names and email addresses that are entered into applications)
- Detailed technical documentation for Universal Acceptance as well as Blueprints for the use of CIOs.
- A White Paper on the Social, Cultural and Economic Benefits of adoption of Universal Acceptance. (US\$10 Billion of additional economic activity and millions of new Internet users.)
- Studies on the UA Readiness of Browsers and Websites. Most browsers did well in our evaluation, few websites did. *A review of social media applications is expected early in the 2nd quarter.*
- Materials for the non-technically oriented people who can help influence Senior IT Executives to start working on the issue.

How can members of the GAC help...

The UASG's biggest challenge is raising awareness with our target audiences: Developers and their Management. This is something that needs to be address locally. The UASG would like help from individual GAC members in two areas:

- Introducing the topic to the Senior IT Managers in Government departments. We would like an introduction.
- Introducing the topic to local professional bodies like Computer Societies or Open Source Software associations. We have produce editorial materials to introduce the topics. We can build from there.

Introductions to don.hollander@uasg.tech would be most welcome indeed.