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SAN JUAN – Joint Meeting: GAC & UASG  
Sunday, March 11, 2018 – 14:30 to 15:00 AST  
ICANN61 | San Juan, Puerto Rico

CHAIR ISMAIL: Do we have control over the slides? Do we? Okay.

Thank you, everyone for your patience. We're starting our discussion on agenda item 14 on universal acceptance at 14:30 on Sunday 11 March, scheduled for 30 minutes, and again, please remember to state your name and affiliation whenever you request the floor. Let me welcome, for some time the universal acceptance has been attributed only to [indiscernible] good to know it also involved new TLDs. So thank you for coming, and over to you.

LARS STEFFEN: Thank you very much for giving us the time and opportunity to give update on our work and what it is all about, universal acceptance. My name is Lars Steffen, coordinator of the community outreach protect group at UASG, and in real life director international of echo association of the [indiscernible] Europe's largest Internet association with more than 1,000 members from 70 countries.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Next slide please. We want to introduce to you universal acceptance with a small warmup session, a small exercise. Everybody -- most in the room have microphones. So to cover the first part of universal acceptance, who would like -- we would like to get your opinion about how much of the content we see nowadays online on the Internet is in English and how much in other languages. So maybe if few people in the room could make a guess on what is the proportion of English and other languages in Internet content right now 50/50? Any other opinions? 75? Can we see the next slide, please. So today we see a proportion of 50/50 between English and other languages when we take a look at content online. But when you see the statistics and take a closer look at it, you see that the proportion of other languages is growing. So the demand for other languages and support of other languages online, including the script they are based on is increasing, and it's important to take a close look at it, and this is one of the respects universal acceptance is crucial and important. Next slide please.

The second exercise we have is three groups of terms and words that represent top level domains nowadays. But in each group there is one word that is not a top level domain. Maybe you can guess again which of the words in each group is not a valid top level domain nowadays. Maybe we can start with group a. Any in group A not a top level domain. I heard really, any other

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guess? Blockbuster? Okay. Any guess for group b? Fake? And group c, any guess for group c which is the word that is not a valid top level domain. Silly? Sucks? Okay, so the red ones are not top level domains. In other groups, it's been interesting to see that even people very familiar with the domain name industry were not very clear on which words are TLD and which are not. This is the second learning of the introduction next to increasing demand of supporting other languages we see a landscape of growing numbers of top level domains on the market and need support from other applications and systems connected to the Internet.

So for those who are not very familiar with top level domain, we see E we have an original set of TLD like .com,.org, .gov. We have the country code, dot de, dot en, a growing number of new gTLD's longer than three characters in length and based on different -- next slide.

So that's the theory of top level domains and scripts next to ASCII use but the next slide shows what we will see in reality when we try to use them. So when I open my computer and try to send an email to those addresses that you see here in several address fields, I will try to push the send button, then you see the result on the next slide and it gives me a warning. Because the system is assuming that the addresses I put into the address fields may not, based on a valid are not based on TLD or ASCII

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script so assuming maybe not a valid TLD or e-mail address. Do you really want to send this email.

So this is what it's all about, what we are working on at the universal acceptance group. Our definition of universal acceptance is all domain names and email addresses can be used by all Internet enabled applications, devices, and systems.

So I mentioned the universal acceptance Steering Group. The Steering Group founded in 2015 and all billing names of the industry are represented, actively involved and working on to ensure that all valid domain names and email addresses based on those are working properly with every system we're using out there. So that's [reading] [refer to slide] Microsoft, there are register registries and registrars involved, industry represented in this group. We have a mailing list of 300 subscriptions, and we are really activity on getting ua readiness spread all over the world.

So what are we doing? We review websites, frameworks, browsers, operating systems. Last year we did a review of popular websites like 1,000 websites, we checked if you could put in email addresses and newsletter registration forms or create user accounts, and it was interesting to see that when you use email addresses based just on ASCII script but use TLD longer than three characters, it is the case that only 20, and

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down to 8 percent based on Arabic and full-length written from right to left.

What we're doing is create use cases, we test environments and reach out to eai communities. We do live workshops, panel discussions, presentations like now and here. And when you take a close look at our website you will see we created a comprehensive database of white papers, quick guides and our documentation, technical details that give guidance on how to become universal acceptance ready. At the end of this presentation you will find quick guides at the entrance that we will leave there.

So why should you care about universal acceptance? Next slide, please. So every website also from public services that use online forms to create user accounts where you can register, for example for a newsletter, and also given the fact that more and more public services can be used online like [indiscernible] from New Zealand or making appointments at the talk about haul, make sure the online forms are universal acceptance ready so they accept email addresses based on TLD longer than three characters or based on [indiscernible], that means not just ASCII.

Make sure that mailboxes ministries, public services should also be able to send and receive email based on the TLD and other

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scripts than ASCII to be inclusive, area free, and gave positive user experience.

The second step would be that you are also able to host mailboxes based on these addresses. So you can imagine it would be nice to have public services with e-mail addresses based on your local language. And the final thing is that systems which are dedicated to sending functionality of just sending emails like newsletters or transaction emails, so-called bulk email should also be universal acceptance ready so when offering a public service based on a new TLD or different script than as key, make sure all your systems work. For example the German authorities have a website that's ge dot digital.

How can governments help? We are asking you to introduce this idea of universal acceptance to your CIOs in your country and in your organizations, on the national, level, provincial level and so that we can get in touch with them how to become universal acceptance ready and also please introduce to us your professional organization, in your community, there are always people at any level who have the knowledge and can support you and spread the word about universal acceptance in all parts of your organizations and all regions that are relevant for you.

So please spread -- the addresses that you see on the slide [refer to slide] [www.uasg.tech](http://www.uasg.tech) and also introduce them to our mailing

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address to get the conversation going and spread the word of universal acceptance. Because it's becoming more and more crucial, as you have seen, more and more people with different languages online and using email addresses and web web addresses that are not ASCII based anymore. So to give your [inaudible] a good user experience, universal acceptance readiness is crucial. Thank you.

CHAIR ISMAIL: Thank you, very much, Lars, for this informative presentation. Any questions or comments? Yes, please.

UNIDENTIFIED SPEAKER: Hello, [indiscernible] I had a couple of questions. Have you looked at the differences in report between web and mobile application -- mobile both use libraries to handle texting in various ways and wondered if you looked at the state of affairs both in the application and the web page library market.

DON HOLLANDER: Thank you very much for the question. My name is Don Hollander. We did a study of the top thousand websites in the world and found that a surprisedly few of them accepted our entire range of test emails. We then looked at the code behind the websites to see why that was, and we thought there would

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be calling for have library calls for Python libraries or C++ libraries, and we found in fact they didn't. They used regular expressions, and we thought yeah, we understand those. So we thought every one of those websites would probably be using the same regular expression. And I don't know how many of you are computer programmers, but they are all really nice and good looking people and always there to help and make things even better.

So what we found, they went out to the Internet programming community and said have you got a regular expression we can use, and people said yes, here, this one works very well, and they each made it better in their own unique way. Wrong, but better, from their perspective. So when we engage with the open source community, one of our challenges is a, that they don't make use of library it's, encourage and that they are inconsistent in their use of Regular expression. So we're actually working through the [indiscernible] and i.e. tf and other routes to have a regular consistent expression for validation email addresses and domain working with the open source library community to get their libraries which might have a call that says is this a valid email address, and get them to do it right.

So right now for browsers, they have a field, and I will stop being geeky in a second . The programmers labor it email, and when you put your email address in, the browser space actually

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validates that email. Unfortunately, they do it wrong, because they assume that all email addresses are in English, and that hasn't been true for a very, very long time. So we're encouraging the standards groups, w3c, the open source programming libraries, to recognize the issue and fix it.

And once those things are done, it will be much easier for these good lucking and helpful programmers to not have to worry about that, they can just do that call.

UNIDENTIFIED SPEAKER: Thanks, Don. My other comment was on the issue hft [indiscernible] syntax like adding more character to the [indiscernible] top level. How do you evaluate the proportion of problem? Is it more internationalization or the format length?

DON HOLLANDER: In our tests, the longer the top level domain name is, the less likely it is to be accepted by the applications, whether -- this is in English, domain name. So we tested a dot tech, four characters, and maybe dot technology or dot black Friday or something, a long one. And the longer the name the less likely it was to accept it. And when we looked at the code, a lot of these tests, these regular expressions that people used were really old. They said oh, I know that all the main names are only two or three

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characters. That hasn't been true for -- I was young when that was true. So it's not true anymore. So we're just trying to get people to recognize that the standards have moved on, and good it operations will keep up the standards. So I hope that addressed that issue.

And then when you go to [indiscernible] it gets even less comfortable.

UNIDENTIFIED SPEAKER: Thank you.

CHAIR ISMAIL: Any further questions? Yes, from China.

CHINA: The case in China, I believe, [indiscernible] users increased significantly through the deployment of the IDN because we have many people now in China who doesn't speak English but only use the Chinese language. So I think the Chinese [indiscernible] is significant part of the UASG. Also, I could that the leadership of the UASG are now closely engaged with Chinese government, as well as Chinese communities to plan for the activities in the year of 2018, this year. Hopefully we can see the [indiscernible] be further promoted this year in China.

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Another good thing that the military [indiscernible] information technology in China already started the process of setting up a Chinese website to possible policy document of activity conducted by the Chinese government for this whole process. I will stop here. Thank you.

CHAIR ISMAIL: Thank you. Actually, we have a -- sorry, a remark remotely in the adobe chat room.

TOM DALE: This is from a remote participate in the chat room. From India.

[indiscernible] we were able to convince the CIO for adopting UASG, the same can be followed, he said in all governments and well help of UASG we can communicate with them the importance of UA. Governments can play a bigger role and with support we can speed up the process. I don't know if you want to respond.

DON HOLLANDER: India is very aggressive in their adoption of digital technologies, there is the whole digital India initiative, and India of course has many languages and scripts and the proportion of those in India who can use English is actually quite small, so they are actively

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working to ensure people can use the technology in the native scripts in their native tongue, as [indiscernible] said, the government is offering free email addresses to every one of their citizens, and a local newspaper is also able to support the community in engaging using their native email addresses. And also the government of India is working to give every one of their employees -- that's roughly 5 million people -- with not only an English email address but also a Hindi email address. And I'm delighted that the UASG is able to to work with a number of parties in India to spread the knowledge. We have planned for this and next year a series of road shows where we are taking developers and introducing to the ideas around universal acceptance that they should make application, work for all email addresses and domain names.

CHAIR ISMAIL:

Thank you, Don. So any other questions? So let me just ask, -- I'm sorry, France.

FRANCE:

It was a very interesting presentation, thank you. Universal acceptance is really about making Internet diverse, there should be linguistic in the world, so thank you very much to coming, I think the outreach activities are very important. I had a question about the first slide you showed about the warm up.

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Wondering, can you explain to us how this statistics about languages were made? Because it's surprising to see still 50 percent of the websites were in the English language. Maybe you can give us explanation about how the statistics were made.

DON HOLLANDER:

The slides will be made available. The where we source the information is down at the bottom, and I think we looked at that and said I think that seems perfectly reasonable and weren't going to reinvent that wheel. It's not just a an Asian or central European issue, we think people in western Europe and Latin America where they use the basic English alphabet but they have additional little characters, the accents and -- I live in New Zealand with we use [indiscernible] as one of our languages and it useds macrons, it makes everybody, and I think people should be able to use their name where they want to. The last couple of CIO's of ICANN ICANN, for example, have not been able to used the name that their mother gave them with the spelling. And I don't think that's right. I think people should used whatever identity works for them. So we're very passionate about working with email and software providers, and I think that's fair.

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CHAIR ISMAIL: Thank you, France, and Don, for the answer. Any further questions? So I was just going to ask whether -- is it a binary thing, universal acceptance ready or not or is it stages and have you considered behaving the iso certified things, universal acceptance certification? It's self promoting as well.

DON HOLLANDER: So I understand the question, there is a path from being definitely unable to to being able to, and from a CIO perspective, they have no shortage of things for them to do. We talked to a number of them, and they're taking the approach in steps. So the first step they will take is there are all these new English names, the ASCII name, we will bring those in because the effort in doing that is really pretty low. Somebody does have to look at the code, but the estimates we're hearing is sort of a day to less than a day really, once they get practice, but a day or two days to do the work and get the new long English ones.

But they're putting the nonEnglish names, domain names and email addresses on their architectural roadmap so they're pursuing that, but taking it in stages to they can make some progress before they make total progress.

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CHAIR ISMAIL: Thank you very much, Don. So any further requests for the floor before we close the session? So if not, then -- yeah, Don, please go ahead.

DON HOLLANDER: So homework for you, when you go home or before, let the . t people in at least your -- it people in at least your ministry to find out about it and ask them to ask their colleagues, maybe the ministry of foreign affairs here, communications here, but you probably don't have the ministry of -- trying to think of who wouldn't be here. Until New Zealand, there is nobody here from the ministry of modern affairs. Nobody here from New Zealand ministry of defense. But if you could let these it people know this is an issue and ask them to at least send a note to info at UASG dot tech, and we will get back to them and provide them information and encourage them to proceed. In the slide deck there's a lot more detailed information, some of it quite geeky, we didn't want to cover it here, but happy who reach out. And if you think there is a need for material in your local language and we don't support it, let us know and we will work on that, too. So thank you very much, Manal.

CHAIR ISMAIL: Thank you, Don. And Lars, thank you for coming reaching out to the governments. And thank you all. This concludes our session

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on universal acceptance so the meeting is now adjourned. We have a 15 minute break. And please be back on time. We will have the meeting with the GNSO. Thank you.

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