
MONTREAL – Universal Acceptance Technology and EAI Working Groups
Monday, November 4, 2019 – 15:15 to 16:45 EDT
ICANN66 | Montréal, Canada

SARMAD HUSSAIN: Thank you for joining the update on UA with regards to technology and EAI. We'll be starting the session in about half a minute.

Thank you, and welcome to the session on UA Technology and E-mail Address Internationalization Working Group updates. We will start with a quick introduction to the Universal Acceptance Steering Group, and a general update by Dr. Ajay Data, who's the chair of USC. After that, we will go to the updates on technology and EAI aspects of the Universal Acceptance. Over to Dr. Data.

DR. AJAY DATA: Good morning, good afternoon, and good evening. Thank you for joining a UASG session. We are going to cover to aspects of UASG, which is basically an update from two working groups: Technology Working Group and EAI Working Group. Before this update happens, we are going to talk about a general update on UASG. Next slide, please. Do you want to give me the control?

This is the agenda which we are going to follow. We are going to be a little rushy in that because of utilizing that time more update from the Technology and EAI. This is kind of the stuff which I am supposed to do for updates for the remote community and people who have been looking for updates in general for UA. Next slide, please.

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.

SARMAD HUSSAIN: Just having a technical issue, will just be with you in a second.

DR. AJAY DATA: I can see. Next slide, please. UASG was formed, for those who do not know, in around 2015 during ICANN 53, where the first meeting happened, there. This was a landmark day where some people in the community thought ... Which was obviously Ram Mohan was a founder, was very key, instrumental, to it, to form this group, and thought that this is an issue which the community needs to address and solve. The vision was very simple, that all the domain names and all e-mail addresses must be treated equally. A simple vision, but a very large impact. Next slide, please.

The summary of UASG, I am going to talk about a little bit legacy here. The charter was formed during the formation of this group. What UASG is going to be. What functioning it will have. How the governance of that group will happen. What will be the rules of meeting? What will be the financial powers? Who will be the member all through this group?

All those things were done into this question. The objective was very simple, promote the universal acceptance of all valid domain names and e-mail addresses. There's the charter, and charter link is also given in the presentation below. If somebody on the remote and here would to see the charter, directly click on that link and look at the UASG charter directly. Next slide, please.

There is also an appointment of chairs and vice chairs, which is through election. This is a two-year term, and the election happens every two years. The primary authorities which are given to chair is to appoint working group chairs and financial approval. As vice chairs also support the appointment of working group chairs and the financial approval. Ultimately, then, they have leadership with elected by the community, who all take decisions on a concurrency basis, and consensus basis, so that there is a harmony and the principle of consensus gets followed, here. All the elected people joined together take all the decisions. There is no person who takes their decisions.

For the authorities and position description is also given in the link, here. If somebody's interested to look at what are the position descriptions for chairs and vice-chairs can click on those links and look at them. Next slide, please.

Very interestingly, during this tenure, the ambassador program got created. Ambassador was required to proliferate the information and messaging of UA, and really talk in person in the local communities, by the people who are passionate and who are knowledgeable about UA. So, ambassador program was created, and there's an application form which is available. It is always open. It has never closed, and it is going to continue that way. We are looking for people who can support ICANN, either UASG initiative, in their vision.

Those people who are interested, who are capable, who think that they can devote sometimes, contribute technically, and have some voluntary time to devote to the UA, they can start working. When they

think that they can devote more, they can [inaudible] UA ambassador there's a link to that petition form. Anybody who you think, or else yourself, can submit that form. Next slide, please.

This is also [inaudible]. There is one face-to-face meeting UASG has with the coordination group, where all the coordinators and the leadership meet together, along with the ICANN Org people, and plan a strategy for the next year and see what is going on in the current fiscal year. This entire review happens. This has been going on ... We had the last meeting in Washington DC. [inaudible] participation is always open. We do not have any closed sessions. All sessions are public, and all sessions are open.

We have a website, for the record, UASG.tech. This is a dedicated website, unlike other SOs and ACs, who have the icann.org community website. We have this dedicated website, which is maintained by UASG, and all the content and documents are prepared by UASG.tech, with the support of ICANN and other third-party professionals. This website is our single source of information for everything. This leadership, which is four faces you can see there, and the names are also there. Myself, Mark Svancarek, Dennis Tan Tanaka, and Dusan Stojicevic. I am never able to spell it correct. These are the four elected leaders. Next slide, please.

Here is some time we will spend. A strategic action plan is what we all together work for almost three or four months to form how the strategic plan will be [acquired]. This was a more detailed [acquired] because now UA has a strategic plan for 2020-2025, for five years. This became

more focused and more wanted, to have a ready, detailed plan, what we intend to do. This is where ICANN Org, along with Sarmad as a representative in the leadership team, work together, along with other community leaders, to build that strategic action plan, where the working groups decided ...

So, we have six working groups now, along with local initiatives, which is not really a working group but just an initiative which is going to be taken. Communication as a working Group, which is led by Raoul [Gosai]. Technical Working Group is led by Satish Babu. EAI is led by Mark, here. Measurement is led by Dennis. Ambassador Working Group is led by [Dusan], and local initiative I'm trying to build myself. Coordination group is also created here.

The decision making does not remain only with these four elected people. We have gone ahead, and those working group chairs also become part of – chairs and vice chairs also become part of the coordination working group, so that the decision making, whatever is happening, is also being discussed, and a concurrence is being said. If some objection comes up, we can go a little more broader, too, before we take a final decision.

Coordination group is also formed in that elected leadership is, like, four chairs and vice chairs of the Working Group. ICANN Org and IDN UA director, which is Sarmad Hussain, who himself is there. This is a group which is basically, you can say, primary decision-making, helping us to take a decision in this [inaudible] in which we take.

ICANN's role is very important, as I said. It is an IDI-UA board working group is [directly] there. So, they monitor, they talk and they see what's going on there, and participate in every action. Akinori is leading that Working Group. UN, at 21-25, I'll decide this is a strategic action plan US, and financial resources and staff support for UASG is being given by ICANN. Next slide, please.

UASG is transparent and UASG is likely to remain transparent as long as the way we are trying to be. All the processes are transparent and open. All the working groups are having their own Wiki pages. Even if you have joined today, or somebody joins tomorrow, he can see the entire proceedings and recordings, completely open. There is no activity, or no document, which is going without being followed the transparency procedure of ICANN. All the meetings are open, as I've already said. Even face-to-face meetings, whenever we do, our people are welcome to join in. Whenever we have even the face-to-face meeting, which we had in Washington DC, anybody can come in and join. There is no restriction that only leadership or working group chairs, or chairs or vice chairs, could join. Anyone could join in.

Quarterly update on a call, and e-mail was being sent. This is one thing which I have taken as a decision to update more to the community, to bring in more transparency and more updates to the community because think that there are very fast changes are happening, and a lot of working groups are taking place. We should go back to the community and give the concise, simple to understand format which otherwise we think ICANN becomes more complicated to understand, and a lot of e-mail flows you try to miss. We are going to do a quarterly

update to the community, which we are going to start after this ICANN 66. I think I have spoken about ICANN. Next slide, please.

UASG is a multi-stakeholder and this not only involves the community which we are part of UASG, but we are now going in ALAC. So, I am pleased to share ALAC has now dedicated UA Working Group. I think Satish is leading that.

And GAC, yesterday, it was a pleasant thing for us to hear that GAC has taken a decision to have a GAC UA Working Group which is excellent for us and it had been a challenge to communicate to governments in the world. Now we have our own person who is going to be leading somebody who is interested to UA and going to lead this initiative in the GAC itself. So, the communication with government becomes much more easier. And we get guided what kind of content and what kind of document we should be creating for government.

And we are probably one of the strong, large communities with 453 members and open to all. We may be 1,000. We have no limitations and no geographic, no diversity issue. Anybody is welcome, anybody to join. Simply go to [UASG.tech/subscribe](https://uasg.tech/subscribe) and you will open a page and you can just sign in and you are in. That's all. And if you want to join a working group, you can go to [UASG.tech](https://uasg.tech) website. Go to bottom and there is a "join working group" link and you can just join in that working group. Next slide, please.

So, this is my actually favorite slide where the leaders come there and we want to bring in more pictures here. So, if you see the [inaudible],

you have seen them before. But these eight [inaudible] pictures are our ambassadors. These are the people who are representing UA initiative locally in their own region, in their own respective countries. And we are looking for more people to participate and more people to represent us and take this UA initiative further. So, if you know somebody or if you yourself is thinking to become an ambassador, please feel free to start working for UA work, and when you are ready, apply for the ambassadorship and we shall be happy to look at the application.

Please, also work with GSE as a support, so that they support your application. It becomes much easier for us to approve your application. Next slide, please.

UASG encourages productive and constructive discussions. This has been one of the direct leadership discussions that we will encourage every kind of productive and constructive discussion. We are perfectly fine where the viewpoints are exchanged, difference of opinions [inaudible] behavior of ICANN. So, standards of behavior of ICANN is followed strictly here, but productive and constructive discussions are always encouraged. So, if you are interested to discuss something which is productive and constructive for the UA work, please feel free to jump in and participate. Next slide, please.

So, we are all going to be available here, including our ambassadors. So, you are welcome to join in. And if you have any questions, we will take at the end of the session. But now I will give this task to Satish after you have seen this screen here. Last slide, please. Last slide. There we have the links to UASG.tech website, how to join a working group. I

think this is the most important site if you are interested in UA and this entire presentation. So, if you can click a picture, [inaudible] screen, see the presentation later. This is where you will find every information which allows you to connect with UASG immediately. Thank you very much. Satish, over to you.

SATISH BABU:

Thank you. My name is Satish Babu and I am from India. My home constituency here is At-Large and I've had the pleasure of working with many of you but not all. So, it's a pleasure to be a part of the UA community.

Before I get into this, I'd like to offer a couple of comments from what I've been hearing about UASG and the community here. This is very informal, so I'm just ...

So, one is that there is a lot excitement in the air. In At-Large, we have about 45 grassroots-level people that we brought together. A thing called ATLAS. The At-Large Summit. Many of them, especially those from Africa, for some reason, seem to be extremely interested in UA. Several people came and asked me how they can join the working groups as well as ambassadorships and so on.

So, in a way, it is very positive. There is a lot of expectations being built up. But, on the other side, we have to perhaps ensure that when these people come on board, we are able to contain their excitement and convert that into positive energy. That's something for the leadership to think about.

Also, on the last page that you showed, there is a link that says “join working groups” but only four working groups are mentioned there in that form, whereas we actually have six, I think. So, the last two are probably a little bit contentious because many people want to become ambassadors. I’ve been telling that it’s not so easy. You have to have a track record and all that. But they want that link – they are asking why is it linked to ambassador things, not [inaudible]? Anyway, this is just some random feedback for the leadership team to look at. It is likely that there will be a large number of people joining this initiative. So, that is that.

So, me and Dessalegn are leading the technology group and we just got into the act of creating this group and then running with it. I look forward to a lot of comments, additions, advice from the larger group, so that we can function effectively. It’s not that we have all the solutions that are required in our heads and we definitely need comments of all the people who have been working for years on this domain. Can you go back one, please?

So, summary completed work and improved future plans collaboration. The major chunk or the heart of the presentation is the future plan of work where we will see the number of things that we have prioritized. Next, please.

So, the purpose of the Technology Working Group is largely to fill up technology gaps. But then there’s a context to it. So, determine the technical scope of UA readiness, identify the gaps and how we can address these gaps, and also provide technical documentation and

some technical raining. Of course, there's the Coms group which is going to provide the generic kind of training. But there are some areas where technical trainings may be required and that is our mandate. Next, please.

What are the outcomes? First is develop the scope of UA readiness and its testing criteria. So, obviously, the testing group is going to be deeply involved with this as well. So, we're going to work with them.

Evaluate and address technical standards and best practices. Now, standards also means organizations. So, we have to then also then work with these organizations.

Evaluate and address the following for open source as well as proprietary platforms on mobile and computer. So, when you say mobile and computer, those are platforms and the computer means multiple platforms. Mobile also means multiple platforms. So, we are actually talking about a bunch of platforms, which again may need to be scoped out because we may not want to take on everything in one stroke.

So, application development environments. So, frameworks and programming. Language libraries. Then, the user side of things, the applications, browsers, social media, CMS, databases, legacy applications, etc.

Develop technical documentation and develop technical training material for this. Next, please.

So, these are the [inaudible]. It's not the tech group's work. This is existing documentation. There's also a discussion that's happening on UASG 004 that Dennis was actually asking on how shall we ... Should we review it and possibly revise it? So, that is a discussion that Dennis is leading and we are happy to support Dennis on that. Next, please.

Okay. This is a study – I think many of you must have seen this – by a Brazilian group, I think earlier this year on the kind of support that exists currently for universal acceptance. As you can see, the support varies. In the simplest case, 90% plus. But in the more complicated cases, less than 10%. So, we have a long way to go and this is precisely ... I don't know whether this is ... I mean, this is a study that they've done on the top I think 100 sites or something like that. No? A thousand sites. So, I'm not sure if we have to go beyond this and look at specific areas or [inaudible] like government sites, etc., which like in India, for example, many people can use English, but the people who can't use English are the ones which are probably socially backward, educationally backward. They are the ones who need it most.

So, to the government services will be used by them. This is a broad study but there's a lot of value in it. But maybe we can even do more directed or targeted studies as well.

So, as you can see, the worst case of support is when you Arabic [dot-arabic @arabic] all IDNs. And also for the Unicode [@IDN.IDN.]. So, these are going to be the kind of litmus test of how effective UASG is over a period of time. Next, please.

Okay. This is what we've been doing so far. The charter was the first step. Even before the leadership was appointed, the charter was discussed and finalized. It's probably a living document, so we might want to review it time to time but currently we do have a charter that's online. So, we have the chair and co-chair, vice chair defined. Dessalegn, I thought he was going to be here. He's from east Africa – Tanzania. Ethiopia? Okay. Somewhere in east Africa as far as I know. So, we have only met online so I was hoping to run into him here, but unfortunately that's not happened. Dessalegn is the vice chair.

The next step that we did was to think of how shall we handle our work. Basically, we decided to kind of [inaudible] the entire work into three threads, three [inaudible] threads. We called for community members to volunteer for three working groups. So, we have the working groups now ready to be kicked off and we were wondering how to manage this, whether we should have ... Whether the leadership team – that's me and Dessalegn – should directly be running this but we decided, no, it should be from the bottom-up. So, that is being discussed now. So, we will be identifying leaders within these subgroups and the three subgroups are actually the definition part of UA readiness, scoping out. Remediation, which are the areas that we should take up on a priority basis and fill up these gaps. And the development of training material. As I said, this is only about technical training and not the generic training. Next.

Okay. So, we have based these next steps on the FY20 action plan which has actually done a lot of work to begin with, so we have basically extracted our priorities from that document.

So, first is, T1, Define UA readiness in detail jointly with other working groups under the UA initiative. This is an important step but it's a step that is going to take us very long. So, this is going to be an ongoing process for some time and we don't expect [that this will be closed]. So, we're going to probably cover area by area and whatever we have done completed, we are going to take that [up] for the next steps.

Review and revise a test suite based on UA readiness definition which can be used by developers. This is again a substantive piece of work but this requires that the definition is in place.

Create a UA readiness maturity model, which is a kind of guideline for organizations. We haven't really started thinking about this, so we'll be happy to listen to any suggestions on how this should look like, what kind of [inaudible] kind of maturity model. How detailed should it be? These are questions that we will have to address as we go forward.

Then, identify standards and standards bodies and work towards updating the standards to include UA.

Develop communication materials to reach out to the technology stakeholders. Of course we would be working with the communications ... The communications group is primarily mandated to develop communication material but there are going to be some areas where we also would like to contribute to that process.

Review and remediate popular open source programming language libraries and utilities. This is again ... We expect that this is going to be outsourced but [inaudible] identify and prioritize what needs to be

done first. And provide gentle oversight but not directly implementation. That will be done by ICANN.

And develop materials for UA readiness technology or technical kind of training. Next.

Obviously, most of the steps require interaction and support from the other working groups. And primary among these working groups is a measurement group which has to take the lead, perhaps, with our community in scoping out the work.

Then, jointly develop communication for relevant stakeholders with the Communications Working Group. After identification of gaps, work with standards bodies to address them or develop best practices. And develop a mechanism to collaborate with academy to create awareness on how to develop UA-ready technology.

So, this has been our first kind of step that the working group has done so far. So, I'll stop here and if there are any questions or any comments, I'll be happy to respond.

UNIDENTIFIED FEMALE:

So, it's from Mohammed [Farisol]. I go to the one to Satish first. Satish, you say that there is a lot of attraction from our regions, but my question to you is attraction is fine but where is adoption and implementation in which country or regions, [inaudible] all talk but not [inaudible] implementation which is required.

SATISH BABU: Thank you very much for the question. I think it's a very valid point. The excitement itself does not lead to anything. I think it's time that we have to prove our work through our results.

So, as I said, we have just started working in this working group and it's the first month of operation, so we hope to be able to ... There's actually, the strategy document does contain a timeline, even a chart, that says what's going to happen when.

We're trying to go by that timeline. It is [inaudible] a business plan or a blueprint. So, we hope to be able to come out with positive developments that would help out on the ground.

UNIDENTIFIED FEMALE: And we have another question from [inaudible]. "Satish, there is a lot of conflict in this study." She's referring to the graphic. "90% can't be quoted as a benchmark of work done."

SATISH BABU: What was the 90% in the graph? Okay, that one. That 90% ... Is she saying that 90% is not correct?

UNIDENTIFIED FEMALE: She said it cannot be quoted as a benchmark of the work done.

SATISH BABU: Well, the whole thing is the kind of benchmark we're talking about, not just one of the bars. So, we agree that there is a wide variation in the degrees of support, what is different categories. This is precisely the kind of work that we have to do to make all those bars appear the same. That's what we're supposed to do. So, we are working towards that.

DENNIS TAN TANAKA: Yeah. I think it's a misinterpretation. This is not work done. This is just a measure of what is out there. It is not any ... I'm sorry? Exactly. Yeah. Correct.

UNIDENTIFIED FEMALE: Next question. If you want to follow-up on the previous one, go ahead. So, next question. "Satish, FY20 action plan you shared is very surprising. UASG Working Group was working in the past many years since UASG is formed. Do you mean to say there are such basic things are still not ready in the past four years?" And in the comments, Satish, blueprint should base on what work is done until now and then what will happen in the next one year.

SATISH BABU: I think the ICANN planning process is very kind of well-understood and kind of precise. There is a timeline for every plan and this FY20 plan has been just created for this financial year. So, it's pretty much up to date. So, it was not me that was involved in the preparation of this thing, but

we are actually using this plan. We are going by the plan, actually. So, we are the consumers of the plan rather than producers.

UNIDENTIFIED MALE: I have two questions. [inaudible] for the record. The first question about you are talking about evaluation of the network tools and you are ignoring the evaluation of the operating system. If we didn't start by evaluating the [inaudible] system and ignore the network tools built in [inaudible] system, it is useless. The first [inaudible].

For the slide that has the measurement, I have a bit conflict about the difference between IDN and Unicode. For me, I think Unicode is IDN. Thank you.

MARK SVANCAREK: In this context, I think it's good to separate Unicode from IDN because it's talking about the local part. So, that's not a domain name portion so I think it's more accurate to say that that string is a Unicode string as opposed to any kind of a domain. So, that was the way I read this slide.

UNIDENTIFIED MALE: No. What [I think] is IDN is Unicode. So, Unicode should be used for [inaudible] left to right, and for Arabic, it is Unicode but for RTL context. Different scripts.

MARK SVANCAREK: I see. So, you would replace IDN with Unicode—

DR. AJAY DATA: No, no. That will create a conflict here because all the Unicode code points are not valid in IDN. So, IDN is mentioned there only because there is a subset of the Unicode code points which are valid in IDN. There is a differentiation which is probably [inaudible] here. So, you get the point. So, you got the point, right? That's the difference it makes.

SATISH BABU: The separation is actually to flag the difference between the local part and the—

DR. AJAY DATA: Exactly. And there's characters which are allowed on IDN and not on [here]. Yeah. That's a difference. Thank you.

SARMAD HUSSAIN: Yeah. There's also a difference in actual representation, where the user name part is in Unicode UTF format and after that [inaudible] it is in the IDN format.

DR. AJAY DATA: Just to add to this, no matter what the limitations are of the study, I think it is very useful to get a grip on it. So, I think we should support such studies in future as well.

UNIDENTIFIED MALE: I have a question to Sarmad there. What do you mean by IDN format on the domain name? I think that it looks like it's in Unicode, not as an A label.

SARMAD HUSSAIN: Right. But, internally, it's represented as A label as well, whereas the username part is not represented as an A label internally.

UNIDENTIFIED MALE: Is that really correct for the SMTP with Unicode support? I thought that it's transferred as Unicode string, right?

SATISH BABU: Not the local part.

UNIDENTIFIED MALE: I'm talking about the domain name. It's in Unicode format, right?

SATISH BABU: No.

UNIDENTIFIED MALE: In SMTP? Yes, it's in Unicode, not as an A label, right?

DR. AJAY DATA: So, on SMTP, it will travel as Unicode where UTF8 is supported. But when it is going, obviously, you know it better on DNS side, this is always on Punycode which is [traveling]. So, at some level, there is A label there. Yeah.

UNIDENTIFIED MALE: This is [Abdul] for the record. I think the right part for the domain name, it is regarding to the IDN protocol, INDA 2003 or 2008. It's good to have your IDN here. But for the mailbox, it's a [inaudible] policy of the mail provider. Maybe it could accept any Unicode points.

DR. AJAY DATA: So, I think [inaudible] local part we are not right now discussing. It is about the IDN part. Any question, follow-up?

UNIDENTIFIED MALE: A comment on the last one. Arabic. It looks a little bit confusing to say that Arabic is something ... Isn't that IDN still?

DR. AJAY DATA: I guess it is because of right to left.

UNIDENTIFIED MALE: Yeah, but the way it's written there is kind of confusing because it's still IDN. So, it may be a mark that IDN with a character set which is right to

left instead of left to right. And probably should have a top-level domain, too, so it's Arabic.arabic. It's IDN.IDN or something.

DR. AJAY DATA: So, to be [fairer] with the site maker ... So, there is an example below for Arabic.arabic and there is an IDN for with the tagline RTL. But I guess if we were add the word IDN.arabic.arabic I think that makes [inaudible] much more easier to understand. [Dusan]?

[DUSAN]: I think we are talking only about representation, how to show the people that this is right to left. So, right IDN like NDI and that will be crystal clear that this is right to left.

DR. AJAY DATA: So, I will leave these changes to Sarmad for the next presentation which can [inaudible] a little bit of questions and confusion, if there are any. Any further questions before we move to Gary? Please, go ahead.

UNIDENTIFIED FEMALE: This is a question from Mohamed [Furiso]. "Satish, if you are not creator of FY20 plan and just [inaudible] what is chair, then since how long these things were pending to be achieved?" Since how long these things were pending to be achieved?

SATISH BABU: Well, FY20 plan is an annual plan, so every year it gets done again.

DR. AJAY DATA: Let me take this question. I can answer. There are many things which are there. This group, as I told in my update, it got formed in 2015 and, to be honest, the work has been done extensively in the past. A lot of documents have been created. But we evolve. We transform and we become more intelligent as the solutions come forward, as the people come forward, and they bring in a lot of ideas and solutions to move further and more focused and in a less focused way. That's the reason a strategic plan came into action.

So, we are just taking the previous work forward. A lot of work has happened. It's not that work has not happened. Now the focus is changing. Focus is very [inaudible] and laser focused to deal with the specific area, specific group. And how long it is pending, it is pending since 2015, since the [inaudible] got formed. But this problem was existing since the IDNs came into existence. All the generic top-level domain names with long top-level domain names came into existence. This problem existed before even UA came into existence.

So, now UA as a group is trying to solve this problem and we hope with people like you, if you contribute in UA and support this initiative and give us the solutions, we should be able to achieve the results much more faster. Thank you very much.

SARMAD HUSSAIN: Thank you. So, in the interest of time, we move on. Then if there are any questions left, we can take them again towards the end of the presentation.

DR. AJAY DATA: We can [inaudible] to Gary?

SARMAD HUSSAIN: Yeah. So, we will now move on to the next presentation.

DR. AJAY DATA: Gary from ICANN is going to present. Gary, please.

GARY PETZER: Thank you. While they're bringing up the slides, just to introduce myself, I'm Gary Petzer. I am the Vice President of Front Office Relationship and Delivery at ICANN. My team is responsible for all of the outside-facing or outward-facing services, all of our websites, all of the technical services, SLA monitoring sites, etc. It falls under my team. And obviously that's the area where there's the most universal acceptance requirements.

The presentation I'm going to do today is a follow-on from one that Ashwin Rangan, our CIO, did in Kobe. I'm happy to take questions at the end. I'll go through fairly quickly in the essence of time.

So, three things, as they talk about the strategic focus. Our systems and UA readiness and a little bit about EAI at the end.

Everybody has already mentioned universal acceptance is a strategic focus for us. It has been for some time. I have a senior analyst dedicated to managing this project to ensure that we, as ICANN, are ready. We want to be seen as a leader. We don't want to be saying everybody has go to be UA ready and we are not.

Any new development that we do has to be UA ready. Anytime we address maintenance on an existing service or application, we include – we have stories that we include to ensure that we get it to universal readiness. And I think you'll see on the next slide that we've had – sorry, go back.

We also, for about two years now, we have incorporated a universal acceptance readiness provision in all of our contracts for software and services. Obviously, there's not many company vendors out there that are UA-ready but it at least starts the discussion and makes them aware of it.

The next phase that we are starting internally now is working with our vendors of purchase solutions to confirm their universal acceptance readiness and to educate them where need be and to try and get a roadmap out of them as to when they will be fully UA-ready. Next one.

So, in Kobe, Ashwin spoke about three phases. We have actually to make it more detailed. We have now broken our universal acceptance project into four phases.

Phase one is that our services can accept both short and long ASCII domain names. We have broke what used to be phase two into two so that we can see whether [with] Punicode [inaudible] A label compliant. Phase three is Unicode. And then phase four, finally, is email address internationalization (EAI).

So, if we look at where we are internally, on the left, you'll see a pie chart showing all of our services of them. 48% do not require any UA compliance. So, these are mostly the services that we use internally, links to people like ADP and Kaiser Permanente and so on, which they just use internal email addresses. There's no need for it. 22% of our off-the-shelf services require UA readiness. I'll go into those shortly. And 30% of our custom services need UAI.

The good thing is of those, phase one and phase two – so, long ASCII and Punycode A label – we are 100% compliant with our in-house developed services.

On phase three, which is the full Unicode, 64% are ready, 30% are not applicable and these are mostly the internal storage services where we are taking all the technical services monitoring data and storing it so we don't need to have UA.

The final 6% that are in process, we have actually completed our effort. They are internally compliant or ready. The issue is that they all get accessed via [OCTA], which is our single sign-on two-factor authentication which is not yet UA ready.

So, all our coding as done, as soon as we can get [OCTA] and they're our number one priority as far as working with external vendors. So, I think we've made great progress there with where we have control and we are comfortable to say that we are ready to go. Next slide, please.

With off the shelf, we have 31% of the services that only require to be EAI compliant. The other 68% are fully compliant with phase one. In other words, long domain names. 32% are in review. We're not certain yet whether they are compliant or not. The gentleman who was responsible previously for our UAR project left us several months ago, so we have taken over. Some of those may be compliant. We're just not certain.

Phase two. So, the A label Punycode, 74% are UA ready, 26% in review. You may say why is Punycode further advanced than ASCII. We have found some services processes A labels but are not able to process long TLDs.

Then, finally, off the shelf, phase three. Almost 50/50 of what is already compliant and what is not.

I didn't mention on either of the previous two slides EAI. This slide we talk about it briefly. We are already compliant from an outlook perspective. All of our desktop outlook clients are up to the latest version that supports EAI. Microsoft Exchange server also supports it. We haven't migrated to it yet. The plan is by quarter four FY20 – so, that's March through June of 2020 – we will have the latest version implemented.

We are cloud-based. So, to some extent, we are at the mercy of our cloud provider but he is committed and ready to go. Similarly, with our routers, our gateways, that will be done in quarter three. So, January through March of 2020.

The big question mark is our security spam filter and archive backup. My CIO met with the CTO of the vender last week and he is committed to giving us a firm plan by mid-December of when they will be ready. As soon as that is in place, we are confident that all of our internal services will be fully UA-ready to go.

Then, finally, Salesforce announced recently that their Summer 20 release will be EAI compliant, so that any – I’m not sure if there’s registrars/registries in the room but anybody who uses our NSP Salesforce platform will be able to use full EAI compliance after that.

That was my presentation. I’m happy to take questions either in the room or online.

UNIDENTIFIED FEMALE: [inaudible] when ICANN website and email system will be UA and EAI ready? Still, mailing list and ICANN website not accept email address for IDN domains and none of ICANN website is running—

GARY PETZER: Thank you. The question is when will our ICANN.Org be compliant and our email. We have a very large project which people would have heard of called the ITI (Information Transparency Initiative) that will go into a

soft launch in April of 2020 and that will incorporate all of the UA-readiness functionality that we need.

As far as the email goes, we will have internally be ready to go. As I say, it is really our spam filter that is the long pole in the tent there and by mid-December I will know what sort of date that they are looking at being available for us.

UNIDENTIFIED MALE: [inaudible] for the record. You said that some systems only are used for internal emailing. Does that mean that ICANN staff will never be able to have non-ASCII email addresses?

GARY PETZER: At that point, that is our strategy, yes. That your internal ICANN Org staff on our active directory, using – yeah. We would not expect them to have a non-ASCII address, a non-ICANN.Org address. That’s open. If the community believes that is something that we need to do, we could review that. I think Mark mentioned to me earlier that Microsoft will shortly have the ability and active directly to support Unicode and non-ASCII. But again we would have to wait for something like that to be available to us.

UNIDENTIFIED MALE: Right. I can see the complexity but I think it doesn’t fit the ICANN ambitions to completely rule that out.

GARY PETZER: I'm going to defer that one to Sarmad as the owner of UA [inaudible].

SARMAD HUSSAIN: So, I think Gary put it rightly that if there is a need from the community and that actually is shared with ICANN, ICANN Org will take that up accordingly. So, please, if you feel that is a requirement, please do convey that across. Thank you.

UNIDENTIFIED MALE: This is something that was raised during one session in [inaudible]. People were asking something like this. If we are waiting for a new round of new gTLDs and this is, let's say, a business-wide [inaudible] dot-icann. So, to show everybody that it's possible, ICANN, what are you thinking about that?

SARMAD HUSSAIN: I can't answer that question I guess because I don't have that, I guess, context. But again I think if there is ... There may be more things at play there. Again, I think ... For example, I guess a question is that we should, for example, ICANN [inaudible] also running a registry. So, there are other I guess questions and – again, as I said, I don't have the complete context. [inaudible] something you want to follow-up, we can obviously take that up offline and we can I guess get the right people involved and get you an answer to that. Thank you.

DENNIS TAN TANAKA: So, question. Why – or maybe I’m misunderstanding but why is [inaudible] have to do with universal acceptance?

UNIDENTIFIED MALE: You are asking me?

DENNIS TAN TANAKA: Because it’s put on the table, right? So, however they manage the internal communications, that should be outside.

[DUSAN]: [Dusan] for the record to answer to Dennis’s question. Why I said in the first sentence you are running so as ICANN is running the new gTLD program like new round. We are waiting for this. It doesn’t matter whether ICANN will be registry or will not be a registry of DotICANN. It’s pretty much obvious when you put elements, you are selling something but you are not using that. So, it’s like a little bit tricky for users to believe you that you are selling good stuff.

And I can go further. So, practicing new gTLD in ICANN environment I think it’s not something that is not part of universal acceptance but helps universal acceptance.

UNIDENTIFIED MALE: This is [Abdul] for the record. I have two points. The first point is good to have ICANN to be UA ready but I think it will be more better if we could have affiliated software, like mailing list, like webinars, meetings like Zoom and Adobe should be UA ready as well.

Second, if ICANN starts to be completely UA ready and staff may have another account in the languages and can [inaudible], I think it must be [inaudible] have both English one and the local language one.

GARY PETZER: Yeah. I think we are comfortable that we can support ... From the e-mail side, I cannot answer. I believe that we could have one person with both an ASCII and a Unicode but that is really something which is up to the technology that we're using. If it became available, certainly I don't see any reason why we couldn't do it.

SARMAD HUSSAIN: Edmon?

EDMON CHUNG: Thank you, Gary, for the update. It's been a few years now that this is one my highlights of ICANN meeting. It's great for ICANN to continue to update the community about the progress of UA readiness and it's very nice to see the evolution of thinking on how to approach the issue.

So, I guess I challenge this group ourselves and also to work with ICANN to really document it as a nice case study. I know work is already on the

way on it. And I think that's going to be very useful for other organizations and also governments to think through the UA readiness issue.

I have a couple of questions. One is I might have missed part of it because I'm really bad and I'm listening into another session. I don't see phase four readiness percentages in some of the graphs. I wonder why that is.

One note on Matt's point, and I think others have said it as well. You've heard it now. I think ICANN should – internal systems should also be UA ready. It should not be [subbed out]. it should be ... It is already part of the strategic plan. That shouldn't be the case. You should go it all the way, even if you tell us that it's going to take a bit more time. That's fine. But at least the ambition should be there. I think that's important.

One last question is the phases themselves. They're set out as four. I'm not sure whether this was introduced last time or whether this time. It might have changed a little bit. But do you see that as a useful input to the measurements or what Satish earlier mentioned about how we define UA readiness? Would you recommend this as a template? Sorry for the number of questions.

GARY PETZER:

No, thank you very much. Firstly, on the zero on phase four. Phase four is EAI. So, we are reliant on getting our email and the Salesforce email EAI compliant. I'm expecting that as soon as that happens, we'll go from

zero to 100%. Our systems internally are ready for it. We're just reliant on the email server and services at this point.

So, I would hope by this time next year that we are in a situation where we can say we are compliant on phase four but I admit to, at this point, I don't have enough information.

EDMON CHUNG:

Can I quickly respond on that? I don't know how ICANN systems are set up but I would kind of caution to say that if email addresses are used as other logins, you might have to look back at those items as well, because if you get it okay with the email systems, but your login systems – [inaudible] email address – that might need to be looked on as well. So, it has additional implications.

GARY PETZER:

Yeah. We are comfortable that it's pure internal, that we can use any UA ready email address as a log-on. As I mentioned, the gating factor there is our use of [OCTA] for single sign-on and two-factor authentication. They are not Unicode compliant at this point in time. But as soon as they are, we will—

As far as case studies, there was a case study done – I believe it was in 2016 – which is available on the UASG website. We are in the process of updating that and hopefully, fairly shortly, we will publish that.

On your final question about whether the four phases is the right way to go. We believe it is. We looked at ... We saw that study from the

Brazilian group which used six different levels and we decided level one and level two, if you are long TLD compliant, you're going to be short TLD compliant. So, why split them up?

We [split up] A labels, Punycode, but then we combined everything from the ... On Unicode. Internally, we tested everything with it, left to right or right to left. You may [inaudible] split that. I don't know. If you're not doing work and don't have customers in some of those Eastern countries that write right to left, then maybe you want to leave that as a separate issue.

SATISH BABU:

So, coming from At-Large, which has got a fairly large number of community members living in different parts of the world in very diverse countries, why [inaudible] did not use an IDN-based email for subscribing to the ICANN mailing list? And also for participating using Zoom and ...

So, this becomes a very difficult thing to justify to the community especially since we are making such a big fanfare about the UA initiative. Because we understand it will take time. See, if the plan can make it kind of clear, at what point can this be enabled? A community member who has only one IDN-based address – no other email address – at what point can he or she be fully effective in participating in ICANN processes? Thank you.

GARY PETZER:

Yeah. As I said, this is our major focus going forward. I cannot give you a date at this point, but the vendors that you are mentioning, I mentioned [OCTA]. You talked about Zoom. We are shortly going to be rolling out a new fellowship application. The [inaudible] mobile app that we use. Those ones that are community facing are really our top priority. We will be working directly with those vendors over the coming months to get a roadmap from them and hopefully at the next meeting or sometime later next year, I can share that with you. But at the moment, I've got dates and roadmaps from them. We will definitely share them with this group.

SARMAD HUSSAIN:

We have two questions but I guess we are running out of time, so we will have to see if we have time at the end. We will have to switch to EAI now. Thank you.

MARK SVANCAREK:

Thank you. Hi, this is Mark and I am currently the chair of the EAI (Email Address Internationalization) Working Group. So, we have some updates for you today. Here is our agenda. We'll talk about a charter, the summary of work, things that are underway and what we're thinking about in the future and how that will collaborate with the rest of the community.

So, we came up with a charter. We spent a good amount of time on it. It's pretty straightforward, really. The first thing that we were thinking of is we wanted to be the forum for discussing these topics. In the past,

we had a mailing list but it wasn't really a forum. Every once in a while, we would just sort of drop something into it and we'd like that to be a more active place for a more active community to really be engaged.

Identifying the gaps and the stakeholders and how to address them. That was always our goal in the previous model of UASG but now we're really focusing on this within [inaudible] distinction between email and other things. I'll talk about that a little bit more further on.

Determining the tech document and the training requirements along with the audience scope and content. Again, this is something that we did in a different fashion in the past and now we're going to be more targeted and specific about it going forward.

Of course, we will collaborate with the other groups and undertake ... To plan and [inaudible] to support EAI. And finally promote the development and deployment of EAI readiness at different phase levels since [inaudible]. Phase one is what we used to call being able to send and receive. Phase two is what we used to call creating mailboxes. So, we'd like to promote the development and deployment of that. So, that's the charter.

So, here's our summary of progress. These are items that we discussed in the charter. The first one is let's review the levels and phases of the support already developed and refined them as needed. As I said, we have some terms that are already in use. However, they are more word of mouth and tribal knowledge than they are actually defined in any document. So, we call that 50% done. We all understand what they are.

We haven't really defined them in a consistent way in any discoverable document.

Developing an inventory of proprietary and open source tools and applications along with the contacts. We have a good start on that. Some of it had existed before. We don't have really good contacts, though. So, where things are done, we don't know who to talk to if they regress their support. For things that are not done, we don't necessarily have good contacts to push them along and collaborate with them. So, we're calling that 75%. That's two and three there.

Developing the technical requirements for implementing EAI. This is actually documented in UASG 21. There are now two versions of that, 21a and 21b. If we have time, we'll talk about that a little bit more going forward.

The first one is defining what we were going to do and the second one is really starting to create an implementation plan and even doing a little bit of testing to prove that the plan will work at some sort of scale.

Next, reviewing and updating and developing documentation. That's always an ongoing process. We didn't feel like giving that a percentage score at this point.

Looking at the best practices. This is something we've done in the past but it was always intermixed with all the other advice. So, long and short and new and old, IDN, A label, U label. It was all stuck together and we wanted to really break this out and focus on EAI, things are specific to email addresses. So, that's why we gave [ourselves] a low

score. We haven't had that kind of focus in the past. We're really not thinking about how an email system administrator should be thinking about assigning mailbox names, for instance, how they should deal with homographs.

[Today] a mailbox operator would choose generally by policy to be case insensitive, for instance. The spec doesn't require you to be case insensitive. I once had an email system that was case sensitive. I couldn't figure out why I couldn't log into it because I didn't realize that my name had to be capitalized.

So, there's all kinds of policies that we could put in place, that an email administrator could put in place, to make EAI more useful and to make aliasing more easy and prevent homograph attacks, etc. We've never broken that out specific to EAI. I think that would be a straightforward process but we barely started that. Next slide

The things on this page are mostly dependent on the previous slides but you can see that eight and nine, we're thinking about it. So, prioritizing the outreach to the tool and service providers. This is dependent on having that inventory, having our contact list and things, so we gave ourselves a zero.

On developing the training materials, we had previously developed training materials for email administrators. We gave ourselves a 90% on that. But for some of the other things, a lot remains.

Then, finally, training dissemination, communication details, 10 and 11. We feel like that's stuff to be done in the coming quarters and we

wouldn't even consider working on them yet until we [cleared] some of the earlier items. So, it remains important and we have to do it this year. You could either say it's just further down the line or we're further behind on it than the other things but it really depends on the other items.

Then, finally, number 12. We complain a lot about things that are not done or things that take too long and we should really take more time to celebrate our successes. So, we'd like to find ways to recognize and celebrate the email and software and service providers who have done the work, who have become compliant, whether by making the ecosystem better or by helping us to do training and documentation.

So, 21 there, UASG 21, this is something that John Levine did several months ago and I think it was the topic of a tech talk at ICANN 65 I think. So, this is an informal survey of email servers across the domains. The short description is that he went through the zone files and looked for MX records. The actual methodology is described in more detail within the document. Next.

So, here's a breakdown, according to things that he saw in MX records. Some of these are not entirely self-explanatory. There's a thing for Microsoft and a thing for Outlook.com. How those actually map to our various services is interesting.

These are the main buckets that John found. Next slide. Then here is the percentage of readiness that he found within those TLDs. As you can see it's clustered. Most of them are not looking very good. Those two

Microsoft ones I mentioned, the Microsoft one that's [inaudible] is on premises. So, since [Xchange] 2019 has not been adopted yet. That number is relatively low, whereas the Outlook.com. You can compare that to other things there to kind of get a sense of what's going on. A lot of work to be done.

Here is some completed work summary related to 21a and b. I mentioned this earlier. Discovery and analysis, coming up with a plan for how we're going to do the work. That was 21a and that was completed. Then we confirmed that this evaluation criteria was actually valid. That was 21b, so we actually did some tests. We're not mentioning which systems we tested it on because that was not the point of the exercise. The point of the exercise was to determine whether or not the criteria from 21a was good enough and that's completed now and we've concluded that it was in fact good enough and so now we're able to head into the third implementation, which is where we hand this off to the measurement team and they can execute this at large scale. And then of course there will be an ongoing thing.

Here's a breakdown. So, sort of a taxonomy of what we're talking about in 21a and b. These are different ways that you can set up an email system. So, there's a user agent. You can see the human sitting by the user agent. They can be either talking to an MSA or an MSP. The MSP or the MSA will transmit over to an MTA and then you can see the return path there, too. Looking at these different paths, you can sort of start to think about what it is you need to evaluate and what are the combinations of things that you need to evaluate in order to determine

EAI readiness. We're out of time, so just skip that. That's just more detail of what I just talked about.

So, other things. Working on our baseline materials, I think I've said this a few times. We have a lot of EAI materials that exist but they weren't as focused as we would like to be in our new structure. So, going through what we have and consolidating them in a more focused fashion is a work item that we need to do. I've already mentioned evaluation project three on the previous slide. Coming up with the best practices and training materials. Best practices, we're not really email focused. We need to make them email focused, focusing on mailbox names as opposed to the domain part of the email. The IDN portion is well-covered in other groups. So, focusing on the mailboxes for the most part is what we'd like to do going forward. And then figuring out how to turn this into training materials. Next.

Summarize our future plan with these three bullets. We want to continue building our capacity, developed training materials and promoting it, using webinars, ICANNLearn, face-to-face meetings, determine what's effective. We've tried a lot of things in the past and [inaudible]. So, there's still going to be a learning process here. But we've learned a lot in the last few years. So, take what we've learned, build the capacity.

Communicate the success. So, working with our communications working group, figure out how we can start to communicate this better. We've tried a lot of things in the past – social media, blogs, case studies.

Let's build on what we've learned and work more closely with the communications working group to push this out in a [inaudible].

Then, finally, as I said before, let's acknowledge our successes and our partners and our allies.

We are more involved in the community now than we were before. I think you've probably heard that in other places. [inaudible] group, so we need to mention that. The EAI group would also like to partner specifically with the other working groups in the ICANN community. So, if you'd like to sign up, this is ... Actually, I'll hand this back off to Ajay. In conclusion, here are some resources and we'll take some Q&A.

UNIDENTIFIED MALE:

Thank you for the update. The study on the email – I guess the EAI readiness simple study of gTLDs. That particular part, I wonder if there is thought to work with the ccNSO, perhaps, to get each of the ccTLDs themselves to run their zone and come back with a number. How many are supporting? That could then add to the global statistics as well. That seems to be a good opportunity for us to engage with the ccNSO and the ccTLDs.

UNIDENTIFIED MALE:

[inaudible], can you note that, please?

MARK SVANCAREK:

Yeah. Could you note that, please? I seem to have lost my [inaudible].

UNIDENTIFIED MALE: And remind the EAI group?

UNIDENTIFIED MALE: Thank you for what you said. Actually, we are requested for [inaudible] to have access to the zone file to get the data. But from [inaudible], I am volunteering if you want [inaudible] for our IDN zone or our [inaudible] EAI. I could manage to do this [inaudible].

SARMAD HUSSAIN: Edmon?

EDMON CHUNG: So, I guess my suggestion is we have a little script that John created, right? Rather than get the zone from the TLDs, we give them the script and they run it and they report back the stats because we don't need the zone file and probably some of the ccs don't want to disclose zone files. All we want is some statistics on the UA readiness of that zone.

SARMAD HUSSAIN: [Matt]?

[MATT STAFFBURG]: [inaudible]. DotSA is a mid-sized zone. It's available online [inaudible] work on. Pardon me? Yes, for the – where you get the zone? Yeah, I could do that.

DR. AJAY DATA: He is asking that if you could post the link to the chat, that will be available to everyone.

[MATT STAFFBURG]: You mean the chat of this meeting?

DR. AJAY DATA: Yeah, or may later. Whatever. Thank you. Remote participant? Edmon?

EDMON CHUNG: Just very short. I want to make sure this point is not lost. This gives us also an opportunity to engage the ccNSO. I think that's the crux of the idea. Yes, some of the ccTLD zones are public. We can get it and we can play with [inaudible]. But this allows us to reach out to ccNSO. Hey, we've got this thing. Maybe you guys can report back. It might be ... Just that idea I think might be useful.

DR. AJAY DATA: I appreciate this idea, actually. We can very easily deal with that. Thank you, Edmon.

UNIDENTIFIED FEMALE: We have two questions. First is from Mohamed [Farisol] asking for information on the vice chair of the EAI Working Group. The second question is from [Malik]. Is it possible to have access to EAI evaluation materials? For example, the script that you use.

MARK SVANCAREK: I'll take the first question about the vice chair. If you are active in the EAI group, you will know that I have been searching for a vice chair for a while. Basically, we applied some peer pressure in [inaudible] to become the vice chair and he did accept. However, he's informed me that there are some conflicts and he is unable to take that vice chair position and I think we should honor his concern and stop nagging him about it, which means that the vice chair position is still open and I reach out again to the community. Do please suggest some vice chairs so that I can get some help. Thank you.

DR. AJAY DATA: [inaudible] to have access of EAI [evaluation] materials. So, [inaudible] script is not available online but I guess is it a part of [inaudible]? I'm not sure whether we are entitled to have that script or not. If we are, then we shall definitely put it on GitHub and make it available.

MARK SVANCAREK: Yeah. I would think that ... John created that in his spare time for his own interests, so it may or may not be in a fashion that he would be

willing to share as is, but I'm sure that we could come up with some sort of an agreement with John that would make this more readily available for people to play with themselves.

DR. AJAY DATA: Please?

UNIDENTIFIED MALE: Scanning a zone file and sending SMTP request to each MX – query MX and then sending SMTP-based and lines, code, and script.

MARK SVANCAREK: I know he did it in his spare time. I'm not saying it was rocket science. I'm just saying I don't know if he's ready to just hand it over to the world with his name on it. That's all.

UNIDENTIFIED MALE: I was going to say, first, don't go through lawyers and everything for this because it will be faster and easier to just write one if it's not available.

DR. AJAY DATA: Have you do that script for us?

UNIDENTIFIED MALE: Yeah, I could do it.

DR. AJAY DATA: Great!

UNIDENTIFIED MALE: Ask John first, and if not, I'll provide it.

DR. AJAY DATA: Thank you. We will have both scripts available on GitHub, actually. That will be option for people. We will have John to give it, and it gives otherwise, we will depend on you to have that script. Thank you very much. Any other questions?

So, there are links which have been posted for other statistical on [inaudible], I guess, and there are some zone files which are for DotSE [inaudible] posted by [inaudible] for you on chat. So, you are on chat, so you have to see that. How do you get access to this chat?

If there are no questions, I would like to show you a screen. Could you please bring that screen?

So, we have a scavenger hunt going on in ICANN. So, this sticker pasted around ICANN. If you have seen that sticker or if you can see the sticker, you just click the sticker and tweet with hashtag #InternetForAll. And you are eligible for a surprise gift at ICANN booth. This sticker for a hint is available very near to you, so you can search that very soon. Otherwise, you can search in the hall itself, wherever you want. This sticker you have to click and paste yourself.

UNIDENTIFIED FEMALE: There is one in this room, just so you know.

DR. AJAY DATA: I just give the clue that this was nearby to you. So, it's in the room, basically, to start with. Thank you, everybody. Thank you. Dennis, you want to say something? Anybody wants to say something?

So, thank you for joining this UASG update for Technical Working Group and EAI. Thank you, Gary, for updating us on ICANN [IT]. We really appreciate the effort which you have taken to update. We certainly think that we need to take one step in ICANN ideas. If some vendors are taking time, we need to select our [current] vendors. We cannot be dependent on the vendors [inaudible] and past few years on that part. Just as a message, if you would like to take it back. That puts the pressure on the vendor that we are going to replace you. Give them the deadline. We are going to replace you if you are not ready. Basically, we have to have that [inaudible] so that we know that we are all UA ready. Ultimately, this solves the UA mission also in the respect that the vendors are becoming UA ready.

Thank you very much. Thank you for joining. Thank you for joining this call. Thank you.

[END OF TRANSCRIPTION]