

I C A N N
COMMUNITY FORUM

76

CANCÚN

11-16 March 2023



Universal Acceptance: New Internationalized Email Self-Certification Guide Overview

ICANN76 | 15 March 2023

Universal Acceptance EAI Working Group



Universal Acceptance

Session Overview

Email Address Internationalization (EAI) Overview

Introduction to EAI Self-Certification

- Why we are doing this
- How to do it
- Samples of the guide
- What the UASG will do

Feedback from the Early Adopters

- Nitin Walia (XGen)
- Anawin Pongsaboripat (Roundcube)
- Harsha Wijayawardhana (Roundcube)

Discussion

Questions and Answers (Q&A)

Review: Internationalized Email Addresses

Left to Right (LTR) Scripts

Username Domain TLD

↓ ↓ ↓

user@example.app

Right to Left (RTL) Scripts

TLD Domain Username

↓ ↓ ↓

app.مثال @المستخدم

Examples of email addresses that can be supported by UA-ready email systems:

mark@outlook.com | नितिन@एक्सजेनप्लस.भारत | 支持@电邮.在线
الدعم@داده.امارات | สนับสนุน@ดาด้าเมล.ไทย | වොඞව@දේශාමේල්.ආර්ජ

EAI Self-Certification: Why Are We Doing This

- * Internationalized email isn't backward-compatible to legacy email, so there is a supply/demand market problem:
 - * Customers who want it don't know which products and services support it.
 - * Products and services that support it aren't visible to potential customers.
 - * Self-certification gives customers a consistent way to compare products, services, and system providers to each other.
 - * Self-certification gives motivated developers and service providers the ability to compete with other offerings.
- ///**//
- * The result is the creation of a market for UA-ready email services and tools.
 - * IT and procurement managers can use these scores to quantify the EAI level they are willing to buy.

Get the EAI Self Certification Guide



How To Do It (1)

1. Get the Guide from <https://uasg.tech/eai-certification>
1. Choose the features, components, or services you want to certify:
 - a. Just the Webmail UI?
 - b. IMAP or no IMAP?
 - c. A full end-to-end online service with a mobile client?
 - d. It's up to you!
1. Build your tests
 - a. Each system or component may be sufficiently different from others to require specialized testing.
 - b. But you probably already created these tests when you were developing the SW in the first place to ensure RFC-compliance.
 - c. Expect some manual testing.

///**//

How To Do It (2)

4. Populate your test scores into the scoring tool.
 - a. It's an Excel spreadsheet which will compute the scores for each of your components.
 - b. The next version will also compute scores for complete systems built from tested components.
4. Submit your scores to UASG.tech for publication.
4. Get your logo and add it to your site and marketing materials!



Defining EAI-Readiness Levels

The self certification guide provides Silver, Gold, and Platinum scores for individual attributes. These scores replace the old Level 1 and Level 2 concepts.

Level	Functionality
Platinum	1. Meets all Gold requirements + 2. Supports all UASG Best Practices guidelines 3. Hosting functionality for internationalized mailboxes is enabled by default [to the user and administrator] 4. May also includes “aspirational” extra features which improve user experience, also listed below 5. Documentation clearly explains how to set up, use and administer Platinum-level features 6. All integrated tools or utilities should be UA-ready and EAI-enabled as well
Gold	1. Meets all Silver requirements + 2. Hosting functionality for internationalized mailboxes is available but not enabled by default 3. Marketing materials and public messaging promote globally inclusive email systems and features 4. Documentation clearly explains how to set up and use Gold-level features 5. Functionality which processes email addresses rather than messages, for example address books, can create and store Unicode email addresses
Silver	1. Enables its users to process email messages from EAI mailboxes but does not host such mailboxes 2. Functionality which processes email addresses rather than messages, for example address books, need not create or store Unicode email addresses

Example from the Guide (1)

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Example from the Guide (2)

1. EAI-Mail Submission Agent (MSA)

NOTE: MSAs and MTAs are almost always combined. These tests are shown separately for convenience but may be duplicative.

Item	Function	Status/Level of Support	Description
MSA.1	SMTPUTF8 capability is advertised	MUST have for SILVER or higher	When a client connects to the server (with the EHLO command), the listing of capabilities returned by the server must include SMTPUTF8 to indicate EAI support.
MSA.2	8BITMIME capability is advertised	MUST have for SILVER or higher	When a client connects to the server (with the EHLO command), the listing of capabilities returned by the server must include 8BITMIME to indicate the ability to handle 8-bit data.
MSA.3	EHLO command argument is transmitted as ASCII	MUST have for SILVER or higher	When the software connects to another SMTP server as a client, it must provide the domain argument to the EHLO command in A-label form. For this test, the software must be configured to identify itself with all non-ASCII <Domain>.
MSA.4	SMTPUTF8 parameter is provided with MAIL command for EAI messages	MUST have for SILVER or higher	When transmitting an EAI message with the MAIL command to an SMTPUTF8-capable server, the SMTPUTF8 parameter must be included. For this test case, the EAI message should be one with Unicode text in the local part of <u>a</u> originator or destination address header value, since that part is not subject to re-encoding (for example, by conversion to A-label form). In other words, when testing this, use only email addresses with ASCII-only local parts. <i>NOTE: This feature is related to mail body and is therefore crucial to an EAI user experience but is orthogonal to EAI RFI.</i>
MSA.5	EAI reverse path values are transmitted to SMTPUTF8 server	MUST have for SILVER or <u>higher</u>	Connections to an SMTP server offering the SMTPUTF8 extension may submit envelopes with addresses in either A-label or U-label form. This applies to the reverse-path of the MAIL command. Because the software may use either representation, this test simply verifies that it will correctly transmit messages to an SMTPUTF8-capable <u>server, but</u> does not test the specific
			representation used for the command arguments - either representation is acceptable.
MSA.6	EAI forward path values are	MUST have for	Connections to an SMTP server offering the SMTPUTF8 extension may submit

Examples from the Scoring Tool

Item	Function	Level of Support	Description	Evaluation (Pass/Fail) (To be entered by tester)	Assigned Score							
MUA.1	EAI addresses can be saved to address book	MUST have for GOLD or higher	If the software supports or includes an “address book” (a mechanism through which contact details can be saved and later recalled), the feature should allow EAI addresses to be saved. The details of how the address is stored are unimportant for this test case, only that it can be done.	P			Overall score GOLD					
MUA.2	EAI addresses in address book display address local part as Unicode	MUST have for GOLD or higher	If the software allows viewing items in the address book, it should display the local parts of EAI addresses in Unicode form.	P								
MUA.3	EAI addresses in address book display address domain part as Unicode	MUST have for GOLD or higher	If the software allows viewing items in the address book, it should display the domain parts of EAI addresses in U-label form.	P			PLATINUM TESTS LEVEL ACHIEVED					
MUA.5	EAI addresses recalled from address book display address local part as Unicode	MUST have for GOLD or higher	If the software allows destination address fields to be populated from the address book (typically through an autocompletion or search feature in the composition interface), the local part of EAI addresses inserted into destination address fields should be displayed as Unicode. This applies to the “To”, “Cc”, and “Bcc” fields.	P		2	GOLD					
MUA.6	EAI addresses recalled from address book display address domain part as Unicode	MUST have for GOLD or higher	If the software allows destination address fields to be populated from the address book (typically through an autocompletion or search feature in the composition interface), the domain part of EAI addresses inserted into destination address fields should be displayed in U-label form. This applies to the “To”, “Cc”, and “Bcc” fields.	P			GOLD TESTS LEVEL ACHIEVED					
MUA.7	Address book search supports Unicode	MUST have for GOLD or higher	If the software supports textual search for values in the address book, then it should be possible to search for an address using its U-label form. For this test case, <Email> excludes punycode-equivalent rows.	P		2	GOLD					
MUA.8	Address book search supports Unicode and Punycode	MUST have for PLATINUM	Same as 1.7, but it’s easy to see when punycode addresses are equivalent to Unicode addresses	F			SILVER TESTS LEVEL ACHIEVED					
MUA.9	Originator fields accept EAI addresses	MUST have for GOLD or higher	In cases where the software allows the user to override the source address for a given message, it should allow them to enter EAI addresses in U-label form. This applies to the “From” and “Reply-to” message fields.	P		1	SILVER					
Total Scores				MUA+Webmail	IMAP	POP	MSA	MTA	MDA	MSP	Tools and Utilities	+

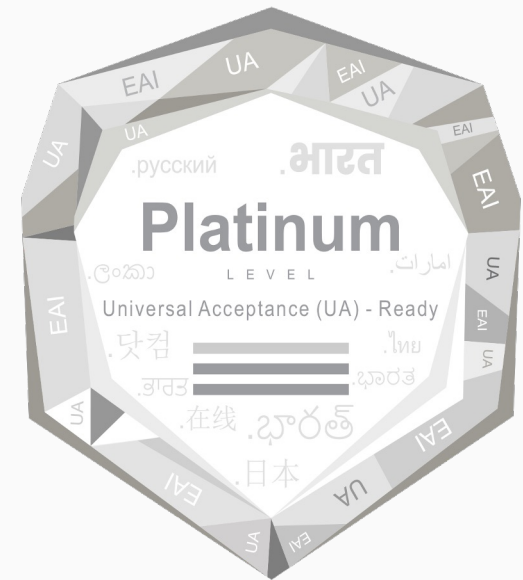
What the UASG Will Do

- Distribute the guide and scoring tool on uasg.tech
- Provide technical support for the guide and testing process
- Answer questions about the testing process
- Post results on uasg.tech
- Provide level logo
- Case Study

What the UASG Will Not Do

- Will not write and/or run your test
- Will not audit your results
- Will not provide financial support for the testing

EAI Level Recognitions - Sample Logo Art



Feedback from Early Adopters

Feedback from Nitin Walia (XGenPlus)



Universal Acceptance

Nitin Walia (XGenPlus)



Bringing Billion People Online

www.xgenplus.com



हिंदी ▼

साइन इन करें

नितिनवालिया@एक्सजेनप्लस.भारत

ईमेल भूल गए?

☐ याद रखना

आगे जाये

🔑 सुरक्षित लॉगिन के माध्यम से ऐप/एसएमएस

[Privacy Policy](#) | [Terms and Conditions](#)



What's the Need



Domain names and email are essential pillars to access and communicate over the Internet



People wishing to communicate in their own preferred language, but do not have a domain and email in their own language



People who don't know English are often deprived from the benefits of the Internet

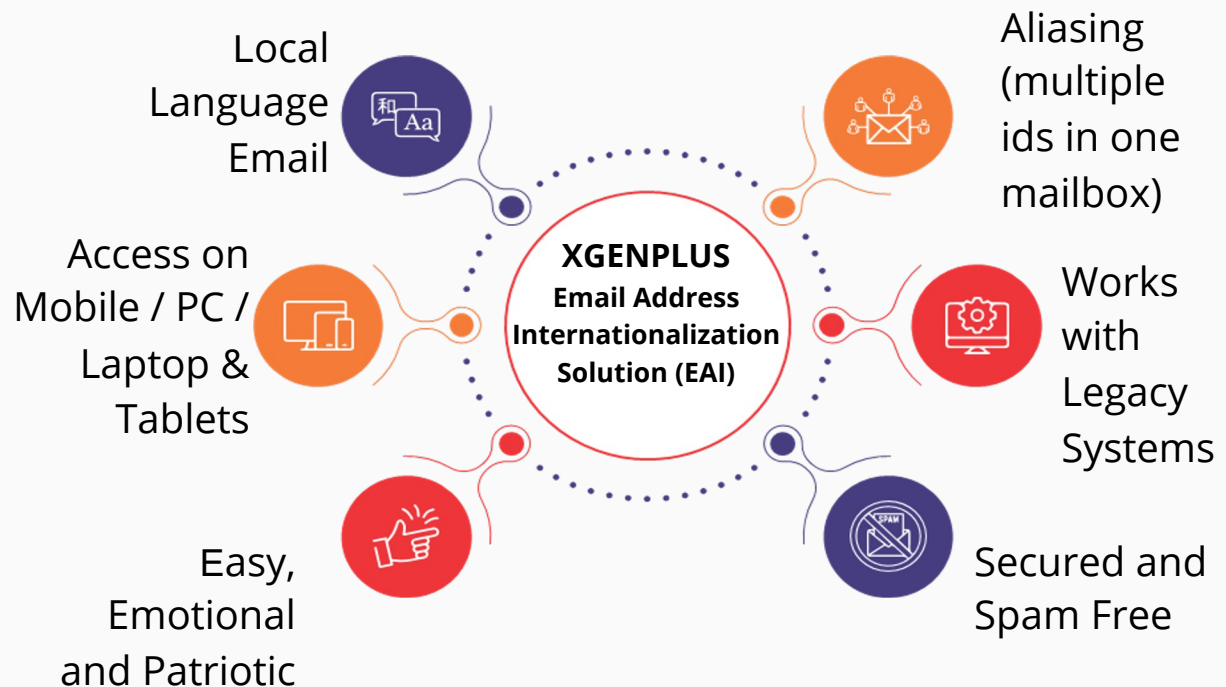


This large population is also out of reach for all Internet companies like Google, Amazon, Facebook, Twitter, etc., along with government and banking services as they do not have IDNs and email addresses in local languages

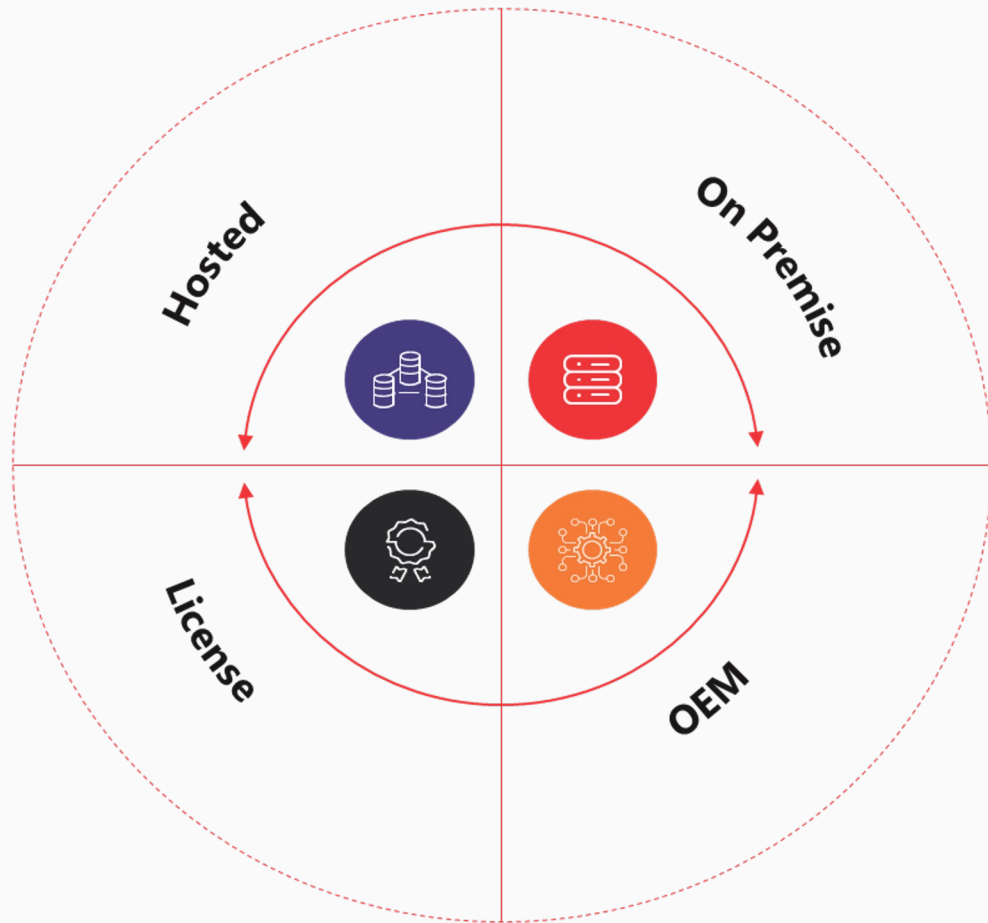
Email Addresses in Preferred Languages

Also Known as Email Address Internationalization (EAI)

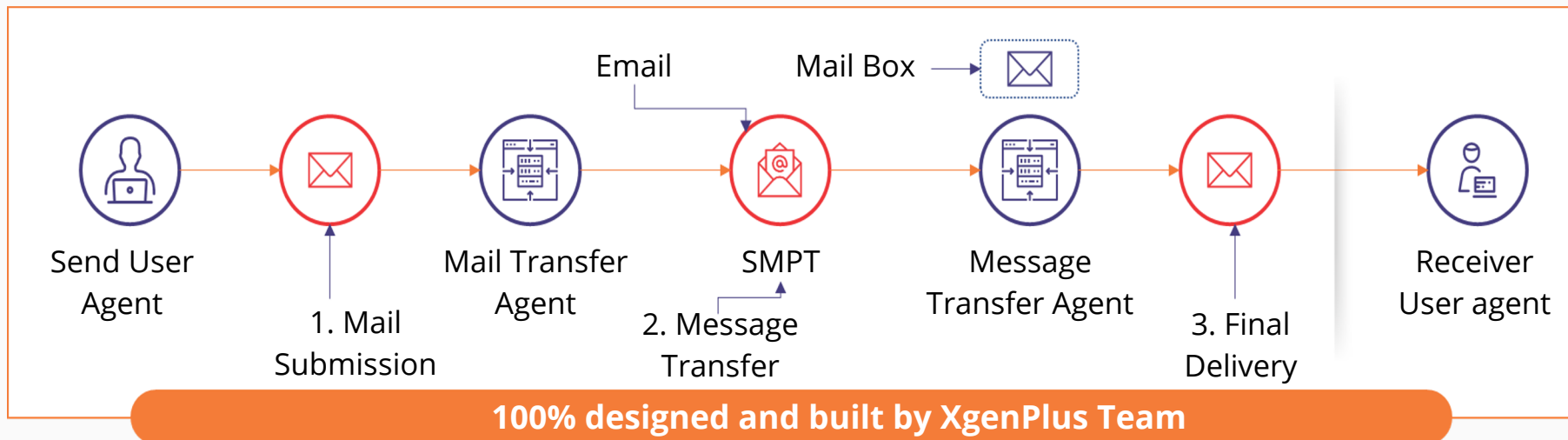
We have identified areas of need and designed and developed the World's First Email Solution known as XgenPlus to provide mailbox in users preferred language completely EAI-ready.



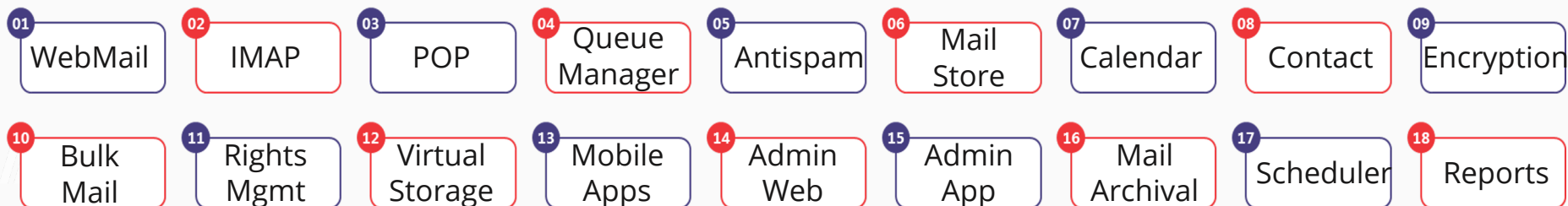
Way of Availability



XgenPlus Components and IP



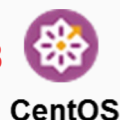
Few Server Components listed below:



**EAI-Ready
Native Mobile Apps**



OS & DB



**EAI-Ready
Antispam**



Ratings of Applications Based on Ratings of Components

Email System Components	No. of Tests Done	No. of Tests Passed
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients	38	37
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support IMAP	21	21
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support POP	12	12
EAI-Mail Submission Agent (MSA)	21	21
Mail Transfer Agent (MTA)	17	17
Mail Delivery Agent (MDA)	8	8
Mail Delivery Agent (MDA) which supports IMAP	22	22
Mail Delivery Agent (MDA) which supports POP	9	9
Mail Service Provider (MSP)	12	12

Aspirational Features



Feature	XgenPlus
IDN Hosting	Yes
EAI Support	Yes
On Premise	Yes
White Labeling	Yes
OEM Bundling	Yes
Downgrading	Yes
Own IDN Supported Antispam	Yes
EAI Supported Mailing List	Yes

IDN – Internationalized Domain Name (term used for non- ASCII / linguistic domain name)

EAI – Email Address Internalization (term used for non-ASCII / linguistic email address)



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EAI Guide Feedback (Nitin Walia)

- **Feedback**

- This is an excellent starting point for any mail service provider who wants to implement EAI support in their system and determine their level of EAI support.
- The guide is well drafted and easy for mail service providers, software vendors, and developers to self-certify the readiness of their email systems, tools, and utilities for Email Address Internationalization (EAI).
- This guide applies to all kinds of software which stores or processes email messages or email addresses.
- The concept of levels provide/assist IT and procurement managers with the information they need about the EAI-readiness of an email service/application.

//**//

EAI Success Stories



The Government of Rajasthan, through RajMail project, has provided all its 20 Million citizens with a free EAI email address in language of their choice (Hindi & English)

[https:// मेल.राजस्थान.भारत](https://मेल.राजस्थान.भारत)



National Internet Exchange of India (NIXI), A country code top-level domain (ccTLD) Registry of India providing Free Email ID with every IDN booked in all 22 official language of India



[https:// मेल.पता.भारत](https://मेल.पता.भारत)

Launched By Honorable Prime Minister Shri. Narendra Modi in India



The Government of Karnataka Accomplished Email on IDN Domain in Local Kannada Language

<https://ಮೇಲ್.ಕರ್ನಾಟಕ.ಭಾರತ>

ALL SUPPORTED BY XGENPLUS | WWW.XGENPLUS.COM

What We Have For You Today

TEST EAI FREE

Host with us on your Own
Domain

Deploy XGENPLUS in your
Own Environment



Visit www.xgenplus.com | <https://एक्सजेनप्लस.भारत>



Reach Me



www.xgenplus.com |

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DATA XGEN TECHNOLOGIES PVT LTD.

Station Road, Durgapura, Jaipur-302018,
Rajasthan, (INDIA)



REACH ME IN YOUR PREFERRED LANGUAGE

Nitin Walia

+91-982802500

nitin@xgenplus.com



नितिन@एक्सजेनप्लस.भारत	नीतिनवालिआ@डाटा.भारत	НИТИНВАЛЯ@ДАТАМЕЛ.भारत
निडिनवालिआ@डाटा.भारत	नितिन@डेटा.भारत	नितिनवालिआ@डाटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत
नितिन@डेटा.भारत	नितिन@डेटा.भारत	नितिन@डेटा.भारत

XGEN PLUS
Most Advanced Enterprise E-mail



Feedback from Anawin Pongsaboripat (Roundcube)

Anawin Pongsaboripat (Roundcube)

คนไทย

เข้าสู่ระบบ

บัญชีผู้ใช้

รหัสผ่าน

เข้าสู่ระบบ

[ลืมรหัสผ่าน](#)

คนไทย Test Result (Roundcube)

Email System Components	No. of Tests Done	No. of Tests Passed
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients	38	29
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support IMAP	21	19
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support POP (Not Supported)	0	0
EAI-Mail Submission Agent (MSA)	21	21
Mail Transfer Agent (MTA)	17	17
Mail Delivery Agent (MDA)	8	8
Mail Delivery Agent (MDA) which supports IMAP	22	20
Mail Delivery Agent (MDA) which supports POP	9	8
Mail Service Provider (MSP)	12	0

EAI Guide Feedback (Anawin Pongsaboripat)

- Feedback
 - This is a good starter for all mail service providers who want to implement EAI support and want to know what their level of EAI support is.
 - This guide has no details on how to score your system if you fail some tests (i.e., what tier you will be if you do not pass).
 - It should have some examples of how to test each point in general.
 - It would be good to translate into local languages.
- Next Steps
 - We plan to develop our email system คนไทย to meet Gold and Platinum levels respectively.
 - Promote this guide to our local email service providers and developers.

///**//

Feedback from Harsha Wijayawardhana (Roundcube, Dovecot, Postfix and MUTT)

Harsha Wijayawardhana

(Roundcube,Dovecot,Postfix and MUTT)

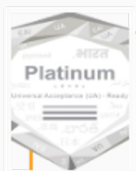
- *Sri Lankan Universal Acceptance Project runs two EAI-ready email platforms.
- *Both servers runs on CENTOS Stream 9 OS.
- *Universal Acceptance Email Platform runs with Postfix as MTA, Dovecot Server for IMAP 4, POP and Secure POP, with TCP ports 25,110, 143, 993, 995, 587 open and Roundcube as an IMAP web client.



Harsha Wijayawardhana

(Roundcube,Dovecot,Postfix and MUTT)

- * We used the Self Certification Guideline to benchmark our platforms.
- * Postfix MTA passed with flying colors, however, Dovecot failed in some of the tests.
- * Based on the Guideline, we devised tests and results were recorded. For instance, we gauged that Dovecot in general requires upgrade for IMAP version and we will be looking for an IMAP server with better EAI support (Sri Lanka will develop an IMAP server with UTF8 support).
- * Roundcube is an IMAP client. Although it supported UTF 8 email addresses fully, we had issues with logging in using UTF8 usernames and passwords.



MTA Postfix



Rouncube
IMAP Client



Dovecot

User Experience

Roundcube Self Certification Guide_Version (3) - Excel (Product Activation Failed)

	A	B	C	D	E	F	G	H	I	J	K	L
1		Pass				Fail						
2	TYPE	Platinum or higher	Platinum	Gold or higher	Silver or higher	Platinum or higher	Platinum	Gold or higher	Silver or higher	platinum	Gold or higher	Silver or
3	MUA		1	12	7		1	2	2			2
4	IMAP			2	12			1	4			2
5	MSA	2		1	18					2		1
6	MTA	2		1	14							
7	MDA		1	3	4							
8	MDA-1			2	6		1	12	1			
9	MDA-P			1	8							
10	MSP		3	9								
11	TOOL		1	1	6							
12	Total	4	6	32	75	0	2	15	7	2		5
13												

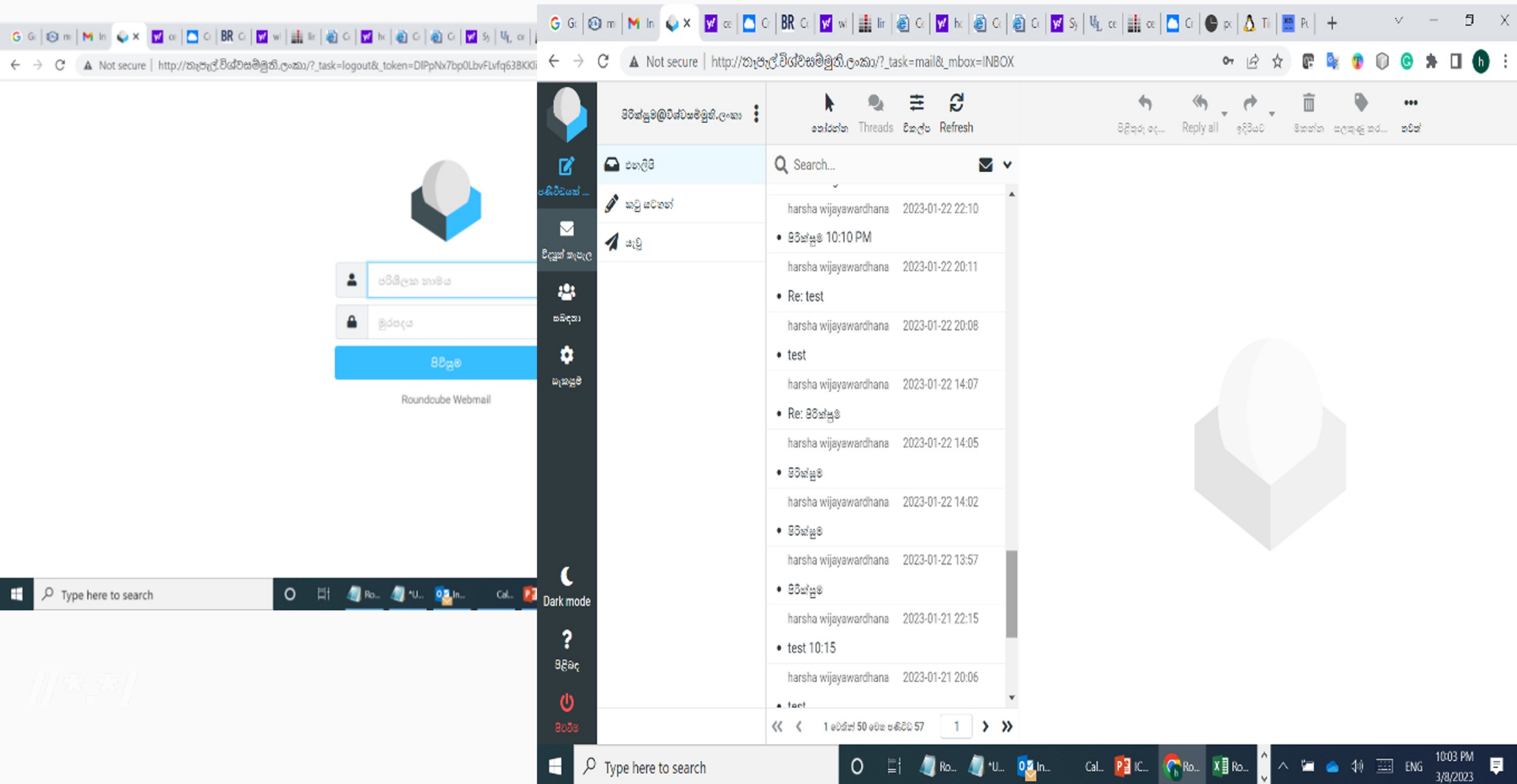
Sheet1 overview

READY

Type here to search

9:55 PM 3/8/2023

User Experience Continued



Localized Sinhala Roundcube IMAP Platform:
පිරික්සුම@විශ්වසම්මුති.ලංකා

MUTT - Linux Email Client with Postfix MTA

- * Mutt passed with flying colors when checked against Self Certification Guide without using IMAP 4 or POP. IT has a full UTF8 support.
- * Mutt MTA/MUA/MDA Platinum
- * With IMAP and POP, similar results to Roundcube.
- * Managed to send UTF8 mail back and forth using the Mutt client.
- * email.lk, ඉමේල්.ලංකා in Sinhala and **இதபால்.இலங்கை** in Tamil.
- * The above eMail Platform will be the public platform which supports English, Sinhala and Tamil email addresses and will be launched on the Global UA day.

///**//

///**//

MUTT Continued

103.1.179.234

Terminal Sessions View X server Tools Games Settings Macros Help

Session Servers Tools Games Sessions View Split MultiExec Tunneling Packages Settings Help

14. /home/mobaxterm 23. 103.1.179.234 26. 103.1.179.108 27. 103.1.179.234 28. 103.1.179.234 35. 103.1.179.108 36. 103.1.179.234

i:Exit -:PrevPg <Space>:NextPg v:View Attachm. d:Del r:Reply j:Next

Date: Wed, 08 Mar 2023 20:13:22 +0530

From: ජර්ෂ විජයවර්ධන <විජයවර්ධන@විශ්වසම්මුති.ලංකා>

To: ජර්ෂ@ඉතාපැල්.ලංකා

Subject: test

test 8:16 PM

-N - 3/3: ජර්ෂ විජය

UNREGISTERED VERSION - Please support MobaXterm

Type here to search

103.1.179.234

Terminal Sessions View X server Tools Games Settings Macros Help

Session Servers Tools Games Sessions View Split MultiExec Tunneling Packages Settings Help

14. /home/mobaxterm 23. 103.1.179.234 26. 103.1.179.108 27. 103.1.179.234 28. 103.1.179.234 35. 103.1.179.108 36. 103.1.179.234

q:Quit d:Del u:Undel s:Save m:Mail r:Reply g:Group ?:Help

1 + Mar 06 harsha wijayawa (0.7K) Re: testing

2 + Mar 08 harsha wijayawa (0.8K) Re: testing

3 r Mar 08 ජර්ෂ විජයවර්ධන (0.1K) test

4 + Mar 08 harsha wijayawa (0.8K) Re: test

---Mutt: ~/Maildir [Msgs:4 12K]---(date/date)------(all)---

UNREGISTERED VERSION - Please support MobaXterm by subscribing to the professional edition here: <https://mobaxterm.mobatek.net>

Type here to search

* Email Addresses: ජර්ෂ@ඉතාපැල්.ලංකා

විජයවර්ධන@විශ්වසම්මුති.ලංකා

Discussion

Questions?

1. How to facilitate UA adoption with the [UASG 009 Quick Guide to Tender and Contractual Documents](#) that includes details on good practice clauses for Universal Acceptance as well as IPv6 and DNSSEC.
2. Share some success stories of successful EAI adoption in India.
3. What motivated Xgenplus to become EAI-ready?



EAI Case Studies by UASG



Government of Rajasthan (RajMail)

(UASG013E)

Coremail 论客



Email Address Internationalization (EAI) Case
Study: Coremail and THNIC

(UASG013F)



Data Xgen Technologies Pvt Ltd

(UASG 013D)

Visit <https://uasg.tech/case-studies/>

What you should do from now on

Call for action:

1. Check for EAI support when purchasing a new email system or subscribing to a service.
2. Check email system's Level, Silver, Gold, or Platinum.
3. Check for the Level Logo on the provider's website or product literature.



Get Involved

Get Involved!

Participate to UA Day events <https://universalacceptance.day/>

For more information, visit <https://uasg.tech> or email info@uasg.tech.

Join the UA Discuss email alias: <https://uasg.tech/subscribe>

Register to participate in UA working groups <https://uasg.tech/join/>.

Follow, share, like, and engage with the UASG on social media.

Use the UASG hashtag in relevant posts: [#Internet4All](#)



Twitter: [@UASGTech](https://twitter.com/UASGTech)



LinkedIn: <https://www.linkedin.com/company/uasgtech/>



Facebook: <https://www.facebook.com/uasgtech/>

Report a problem if you find an application or webpage that is not UA-ready: <https://uasg.tech/global-support-center/>

спасибо 谢谢
GRACIAS 谢谢

THANK YOU

ありがとうございました MERCI

DANKE धन्यवाद

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Can You Receive Email in Your Script?

Is your email server UA-ready?

- Send an email to the [email address in your script](#) and see if you get an auto-response back. Available scripts:
 - Arabic, Armenian, Bengali, Chinese (Simplified, Traditional), Cyrillic, Devanagari, Ethiopic, Georgian, Greek, Gujarati, Gurmukhi, Hangul, Hebrew, Hiragana, Kannada, Katakana, Lao, Latin, Malayalam, Myanmar, Oriya, Sinhala, Tamil, Telugu, Thaana, Thai, and Tibetan.
- If your email server does not support email in your script, ask your tech team to update your email system. See [UASG030A](#), and [UASG012](#) for background.
 - *Supporting email software, e.g., Courier, Postfix, Sendmail, XgenPlus etc.
 - *Supporting email services, e.g., Office 365, Gmail, Xgenplus, Coremail, THNIC, etc.
 - *Supporting spam filters, e.g., Spamassassin, Spamjadoo, etc.

If you buy a new email system today?

[Poll #1]

1. What EAI Certification level do you buy for the new email system?
 - a. Platinum
 - b. Gold
 - c. Silver
 - d. no EAI support required
2. How much more would you pay for that EAI Certification level?
 - a. 2x the price (+100%)
 - b. +50%
 - c. +10%
 - d. +0% (will not pay extra for EAI)
3. Why?
 - a. [discuss / type in chat / email it to us]

Which terminology is best?

[Poll #2]

We are not sure how to refer to email addresses like <user@example.com>, <सार्वभौमिक-स्वीकृति-परीक्षण.संगठन>.

“ASCII address”: not accurate.

“EAI”: General public does not know “EAI”.

4. Addresses like <user@example.com> are:

- a. ASCII addresses
- b. Legacy addresses
- c. Limited Latin addresses
- d. other? _____

5. Addresses like <อีเมลทดสอบ@ยูเอททดสอบ.ไทย> and <email-test@universal-acceptance-test.international> are:

- a. EAI addresses
- b. Unicode addresses
- c. Globally inclusive addresses
- d. other? _____