
ICANN77 | Prep Week – Universal Acceptance Community Update
Tuesday, May 30 2023 – 12:30 to 13:30 DCA

SEDA AKBULUT:

Hello and welcome to the Universal Acceptance Community Update session. Thank you to each one of you for joining us from different parts of the world. My name is Seda and I am the presentator for this session. Please note that this session is being recorded and is governed by the ICANN expected standards of behavior.

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ANIL KUMAR JAIN:

Thank you, Seda. And I also welcome all participants for the first policy update prep week of ICANN 77. So here the entire presentation is giving the update on the UASG, that is Universal Acceptance Steering Group, what we have already done, what preparation we have made.

So overview of the session is number one, we'll be giving the definition and categories which got impacted by the universal acceptance. This year, a new UASG leadership team has taken over, the chair and three vice chairs. Introduction will be there to all leadership, a new leadership panel to all of you.

A new concept of Universal Acceptance Day was introduced last year, which was celebrated for the first time this year on 28th of March. We will be giving update on it.

UASG is divided into five working groups, measurement working group, technology working group, EAI working group, communication working group, and then we have local initiative and UA ambassadors, which are working to ensure that objectives of UAG are met.

Finally, we will be talking about the community feedback on, we will be asking you in case you have any feedback on FY24-SOW planning, which

all the working groups have virtually finalized, but it has to go through the community feedback discussion at the admin working group level, and then finally at the ICANN level. And we will be closing this session with question and answer session.

So let us go first about what is universal acceptance. In simple word, if we say all valid domain names, that is ASCII domain names, are domain names in local language, which we called internationalized domain names and corresponding email addresses should work in all software applications, including e-commerce, including social media. Let us understand what are the different type of domains.

If you see the screen, ASCII domains are well known because English is the most dominant language in domain today. If you see, we have domains which have like .sky, this is a three digit domain, three letter domain, which is very [inaudible].

But after that, longer domains were introduced, for example, .engineering. These are all in ASCII. But when we talk about internationalized domain name that is in local language, then you can see that a domain name which is written in a different language other than English. Now, these domains should be acceptable in all software.

Now let us look at email addresses. So there are two parts of email addresses that is on the left hand side and on the right hand side. Left hand side is always the name which represents the owner of the domain and right hand side represents a domain adoption in the email.

So you can see that the first one is ASCII at the rate of ASCII, which include both new and long top level domain. If we talk about the next

four, it is a mix of ASCII and IDN. The second one is like marc@société.org where marc is written in ASCII and the right hand side is written in IDN.

Now, most of them we are writing the email from left side to right side. But what we are looking at is like Arabic script, which goes from right side to left side. Basically, the universal acceptance means acceptance of all these type of domains, all these type of emails which are represented here.

Now, what is meaning of acceptance? It means that when somebody is feeding these domain names and email in the system, system should accept as it is without giving error. Once this domain name and email addresses are inside computer, then computer and the system should or the software should validate it. It should process as it is desired and store it. And once it is transmitted to the desired location, then the display to the recipient should be in the format which is desired by the sender. It means that if a domain email address is written in Devnagari, then it should be displayed in Devnagari at the receiver end also. So this is basically a very simple definition that all domains and all email addresses should work and should be accepted in all software applications. Very simple. Next slide, please.

So as I informed you that we have a new leadership, so let me start with myself. I am thankful to the community for imposing a faith on me as the chair of UASG for next two years. As a professional, I am working as chief executive officer for a company called NIXI, National Internet Exchange of India, which operates 77 internet exchanges in India. We are also the ccTLD and IDN ccTLD operator in India for .in and .bharat.

We have more than 3.4 million domains which are delegated till date. And we are also National Internet Registry for delegating IPv4 and IPv6 and we are part of APTLD.

As far as my role in ICANN is concerned, in addition to UASG, which I have taken over as a chair recently, I worked as chair of communication working group under UASG. I am also vice chair of IDN ccTLD working group 4, which is working on IDNs for ccTLD. I am also vice chair of IGLC of ccNSO and I am also liaison between IDN gTLD and also IDN ccTLD working group 4.

In addition to the ICANN, I am very active at IGF level. I am chair of India IGF and I also work very actively in APTLD frame. So this is a short introduction about myself and I would like to assure all the community members that I am totally committed to the objective of UASG and I am also committed to the objectives of ICANN. And I assure you that the expectations which you have from me will be totally fulfilled and I will try my best to do that.

Now I invite Nabil Benamar from Morocco, who is the new vice chair of UASG, to introduce himself. Over to you, Nabil.

NABIL BENAMAR:

Thank you, Anil. Thank you everyone for joining today's meeting. So yeah, as Anil said, I'm Nabil Benamar from Morocco. I'm a university professor and I have been recently elected as vice chair of UASG. This is a great honor for me. I'm also leading the measurement working group where we are measuring and assessing existing applications and their

UA readiness, something that I will present in the next slides. Thank you. I leave the floor to my colleagues to present themselves.

ANIL KUMAR JAIN:

Thank you, Nabil. May I request now Haixin Duan from China, a new vice chair of UASG to introduce himself.

HAIXIN DUAN:

Okay, thank you. Thank you, Anil. Hello, everyone. Good afternoon. I'm Haixin Duan from Beijing, China. I'm a professor at Tsinghua University specializing in network security with particular focus on the domain name system and email system. I'm sincerely grateful to the UASG community to ensure and trust me with this leadership role. And I will cherish this opportunity to use my expertise to promote the acceptance of all valid domain names and email addresses are created equal.

I appreciate help from Anil, Nabil, Nitin, Sarmad and Seda. I feel very happy to work together with all of you and looking forward to learning from you and to serve our community better. Thank you very much. Anil.

ANIL KUMAR JAIN:

Thank you, Haixin. Thank you very much. Over to you, Nitin. Nitin Walia is another third UASG vice chair from India. Nitin.

NITIN WALIA:

Thank you, Anil. Thank you, everyone. So this is Nitin Walia for the record. And I believe many of you must be aware about me and knowing

me because I'm being part of UASG from almost last six years now. And I've been pretty active in ICANN also. So first of all, thank you to all the community members for showing their deep confidence in me and supporting me to take up this voluntary position for the vice chair of UASG. And it's indeed a great honor for me to serve for the community as a vice chair.

As far as the personal information is concerned, I'm an IT professional with almost two decades of experience in data centers and ISP and email technologies. So I'm director for data agent technologies and we are the company who has been providing the IDN emails for a pretty long time, serving more than 50 million users globally.

And apart from prior to UASG as a vice chair, I was actively involved in various working groups, including the EAI working group, where I'm still the vice chair for the EAI working group. And also I'm taking care for the new ambassadors working group along with that. I'm also part for ISPCP and IGF. Also I'm also part for the national committee formed by the government of India for software procurements in India, which has adopted the first procurement policy by government of India. So I'm based out of India and I'm happy to be part of the UASG community. Thank you so much.

ANIL KUMAR JAIN:

Thank you Nitin. Thank you very much everybody for the introduction. Let us go to the next phase. And the next presentation is on the global UA Day. I initially said that this was a wonderful initiative that the leadership of UASG has taken basically for aimed at really the local,

national, regional and global organizations and community to create a [inaudible] around adopting the universal acceptance. Next slide please.

Now here to make this, we encourage the UA ambassador, local initiative, global partner to host events. And the events were divided into three parts, global events, regional events and local and national events also. And the basic objective was creating a UA awareness also to create the technical training about the universal acceptance and also encouraging the nations to adopt the UA strategy for the future to spread the UA message to everybody. Next slide.

We invited applications from the national, regional and the global fora and we were overwhelmed by the application and we have more than 50 events and we [inaudible] 50 plus events and covering into 40 countries. So the committee which actually worked on selecting the events ensured that there is a full representation in all regions, that is Africa region, APAC region, European region, LAC region and North America region.

You must have seen that as expected the proposals from APAC and Africa were maximum and we had good proposals from other three regions also and we ensured that there is a proper representation of all geographical locations as well as maximum languages in celebrating the UA Day events. Next.

So UA Day, actually everybody who have given the proposals, they spread starting from 22nd of Feb 23 and it ended just a few days back. A few of them celebrated the UA Day even till six days back. So basically

50% of those people have done the UA awareness and similar number of people have completed the UA training also and the maximum concentration of UA events was on 28th of March. Next slide please.

SEDA AKBULUT:

We cannot hear you. Network issue on Anil's side. Okay. So we can continue maybe until Anil becomes online again. Yeah, we can see the UA Day attendees here. We had around 36 events that sent their reports to us to date and amongst those we found out that there has been 8,529 total attendees to the UA Day events and those are coming from different regions from Africa, APAC, Europe, Latin America and Caribbean and North America and mostly from Africa and APAC region we can say.

UA Day events were held in 21 languages including Arabic, Armenian, Bengali, Chichewa, Chinese, Dutch, English, French, German, Hindi, Myanmar, Nepal.

ANIL KUMAR JAIN:

I'm sorry. there was a disturbance because of some technical reasons. I hope I'm audible now.

SEDA AKBULUT:

Yes you are. We can go to the next slide.

ANIL KUMAR JAIN:

So I was talking about that till date 36 events were reported and the attendee was maximum in APAC region followed by Africa, LAC region and UA and North America. Next slide please.

Now if you see there are certain scenes from the global UA Day celebration. On the left hand side it was the global UA Day celebration which was held at New Delhi which was attended by UA ICANN chair Tripti Sinha. It was also attended by CEO and President of ICANN Sally. And you must have seen that we have APAC region MD of ICANN Jia Rong who had joined by the ICANN director Mr. Edmon Chung and the previous UASG chair Dr. Ajay Data. On the right hand side you must have seen the event at the Nepal. Actually the UA Day was celebrated as a festival throughout the world. Next slide please.

So now we are coming to the next phase of this presentation and this is the financial year 24 planning process. Next slide please. Planning process goes like this, that first of all, the UASG working groups, as I said, the measurement working group, EAI working group, tech working group, they review the work which they have conducted last year and they plan for next year. Then they do the short listing of the items which are to be discussed and then once it is done, they put for the community review on UA discuss mailing list. And once the UA leadership finalize this financial year 24 action plan, after incorporating all the comment from the community. Next slide please.

Now may I request one by one the leaders of the various working groups to come and make presentation about their working group? So may I request the chair of measurement working group to please come and give inputs about his working group.? Thank you.

NABIL BENAMAR:

Thank you Anil. So this is Nabil Benamar for the record once again. So I'm the measurement working group chair and I will present here our updates. So as you can see here from this slide we have some completed tasks and others in progress or under planning or not started yet. So we have already prepared and published the financial year 22 UA readiness annual reports and the gap analysis of e-commerce platforms, web hosting tools and identity platforms and more content management system which is the phase two now.

So we haven't started yet to collect data and identify how to address HTML 5 email field for accepting globally inclusive email address as identifier. We are working now on characterizing how much Android platform limits acceptance of IDN in web browsing. So this is about the implementation of IDN in Android platforms.

And under planning, we are updating IT related curricula to include IDN and UA. As you know, this is a hot topic nowadays and in the ICANN 76 it was a good debate about how we can implement this in curricula for a university students and staff. Next slide please.

For the financial year 24, we haven't started yet to prepare and publish the readiness reports. We are working on updating IT-related curricula to include IDN and universal acceptance in courses for the university. The gap analysis of e-commerce platforms and more content management system, there is a continuity on this.

In progress, we are drafting for the moment a white paper advocating IDN 2008 for software developers. This is different from IDN 2003. We

are working on characterizing how much Android platform limits the acceptance of IDN and we are aiming to start working on collecting data and identify how to address the HTML5 email field for accepting globally inclusive email addresses as identifiers. Market research to identify growing email and social media products which compete on UA support. This is something that we want to work on so that we create some dynamic movement towards adopting UA from the big players.

Rating email software using EAI self-certification guide and also updating the 2017 billion opportunity study to showcase the UA implementation's benefits for businesses. This is something that is a bit related to M6 because we want to show the big advantage and the benefits as a business plan for UA readiness and adopting UA as a concept for these service providers and other big players in the internet ecosystem. Thank you.

SEDA AKBULUT:

Thank you, Nabil, for the updates on measurement working group. And could we continue with tech working group, Satish Babu?

SATISH BABU:

Thank you, Seda. This is Satish and I'm going to be talking in the next two slides on the tech working group. The mandate of the tech working group is actually to fix the gaps by studying and analyzing, by contacting the relevant stakeholders, the people who produce the code and then getting them to do the actual fix.

So FY23, this was the picture. We have completed most of our work. Some of them is ongoing, some of them is shared with other working groups. So identify technology stacks for UA testing phase 2. This is an ongoing kind of a project. We will see it in the next year also.

T2.1 was demonstrate how to program for covering the UA gaps in multiple languages and put out minimum working examples. That has been done and these examples are now available on GitHub.

2.2, set up instructions to make UA ready websites, configure CMS, etc. We realize that some of it is not easy for developers. So this is actually to kind of help them.

T3 is conduct technology remediation for websites. We look at websites and look at how, to what extent have they implemented the code for covering the UA gaps. And we also report on the websites to the website owner saying that there is this bug and if you fix it, it will be a positive experience for the entire user community of that particular website.

T4 is developing additional training material. T5 is a fairly significant project which tries to consult the stakeholders within our community, especially people who have had a lot of experience, through a survey to figure out where they think are the pain points or the impediments to making progress in UA.

T6 is the work on the action items recommended by the USD 040 report. So this report has to do with several of the standards bodies. And we realize that in order to make changes, we also might have to revise certain standards. So this report makes some recommendations, but we couldn't start work on the recommendations last year.

Academia, this is to engage with ACM and IEEE to update IT related curricula to include IDNs in UA. This is a shared work between measurement working group and the tech working group. And finally, to contribute to the annual UA Day. Next slide, please.

This is the FY24 action plan of all these, of the six items. T4 is a continuation of the work done from last year. Others are new. So identified technology stacks we are testing. Here what happens is it's a continuation, but we'll be testing a different bunch of platforms and languages and so on.

T2 is contribute improvements to Dovecot code to correct EAI problems. Now Dovecot is actually a Unix POP3 IMAP server. So it has got certain gaps and we are taking it up to kind of fix it.

T3, test for bugs in email software when email addresses contain non-ASCII text. T4, I just mentioned. T5 is step by step instructions to configure CMS, again to help developers. And T6 is again something that we could not start last year. It's carried over to this year. This is the UASG040 recommendations, and we would start implementing them this year. I mean FY24. Back to you, Seda. Thank you very much.

SEDA AKBULUT:

Thank you, Satish, for the updates and the great efforts on the tech working group tasks. So next is the EAI working group. So we may have Nitin to present the plans for this year. Over to you, Nitin.

NITIN WALIA:

Thank you Seda. So I am the vice chair for the EAI working group. And since Mark is not able to attend because of a conflict, I'm giving a brief about the work which EAI working group is doing. So basically EAI working group is an email address internationalization working group and we are governed with the EAI working group charter which has been prepared by the UASG.

Under this working group, we have been continuously working on various technical and other issues in terms of email address centralization and the objective is pretty simple, that we want that all email address should work in all kinds of software applications without any issues and problems.

So the primary objective is to ensure that we can make more and more service providers and application and softwares which are working into the space of email to support IDNs and universal acceptance.

As far as the financial year 23 is concerned, the status for the financial year 23 is that we have certain works which we have undertook and which have been completed, certain which are in progress and certain are under planning and certain which are not started.

As far as E1 is concerned, it's an update for self-certification guide for EAI. So our working group has been working extensively hard with the help of all the working group members. So specifically, we could have assigned this work to some kind of service provider by creating the SOW but as a working group, we have decided to take on this activity in our own hand and the entire working group members have been doing a weekly call and been highly actively engaged in preparing a self-

certification guide through which all the service providers who really want to elevate their software applications readiness in terms of email address centralization, specifically to the email service providers and their software obligations, we have created a self-certification guide.

This guide consists of three kinds of levels, silver level, gold level and platinum level. So silver is all applications which can send and receive emails from their software applications comes into the silver level. As far as the gold is concerned, the applications with support hosting of IDN domain names and email addresses can come into the gold category. And platinum is the category where [inaudible] features and along with that, the provision for hosting of email addresses is available by default.

So the beta version of this particular guide has been launched recently in ICANN 76 in Cancun wherein three service providers who have volunteered to test their software applications on this particular guide have presented their status and reports and based on the feedback which we are now receiving, we are now coming to an end to this particular activity in FY24 plan wherein we would be cleaning up the entire work and releasing the final version of this guide.

As far as the E1.1 is concerned, it was basically related to, was having a correlation with E1 wherein the guide which has been built, we are also making a self-certification guide. We are also building a self-certification tool which can automatically generate the scores and determine the level of support for each application who are testing with this particular guide.

E1.2, this is also linked with E1 wherein we created an SOW, to create a reference, health center for these reference providers who are doing the self-certification.

As far as E2 is concerned, this work has not yet started. We try to make it easier to experiment with self-hosted working email systems which is now being carried forward in FY24 plan. E3.1 is concerned, we identified certain customers who are already using the global inclusive emails and we are trying to document their experience in form of case studies.

Similarly, in E3.2, we have also identified a few email service providers who are providing the global inclusive email and we are now capturing their experience and the same would be released in terms of the case studies.

E4.1 and E4.2 is concerned, this was related to the improvement of support of global inclusive email addresses by engaging market leaders, not limited to the email service providers. Basically, the objective was to engage the market leaders like LinkedIn, Twitter, Facebook, eBay, Amazon, who can be contacted and to whom we can approach to make their applications UA ready so that when anybody who is subscribing on these particular websites or these platforms, if they are providing their IDN email addresses, they should be accepted.

E4.2 is concerned, this was similarly with the market leaders through the ICANN, we were trying to follow them up. E5 is concerned, it is already completed and we have published the base in technical community over the Stack Overflow. Next slide, please.

As far as the FY24 action plan is concerned, E1 is for the self-certification version 1, so this will be soon released now. We are in the process of cleaning up the final guide and after taking the community inputs, we are now releasing the final certification guide.

E1.1, initially we are preparing a spreadsheet for self-certification tool and in phase 2, we would be providing the online complete tool to generate scores to determine levels. E2.1, we are creating an experience center for everyone on the website so that anybody who is looking for self-hosting the EAI systems, we would be providing them the help and the codes of the open source applications which are available through the website.

E2.2 is concerned, it is a placeholder for the training of videos actually, so the EAI certification guide videos and step-by-step instruction videos will be published soon in this financial year.

E.3 is concerned, we are identifying the most reference customers and in E.3.2, we are also identifying the more service providers to do more case studies on the global inclusive email addresses which have been adopted till now.

E.4, we are releasing the SOW for creating the health center for the self-certification guide. E5, E6 and E6.2, these are the three new activities which we have incorporated into this financial year plan wherein we would be scheduling the meetings and approaching to the market leaders and taking the blogs and about the UASG. That's it. Thank you so much.

SEDA AKBULUT:

Thank you, Nitin, for the updates. EAI Working Group has done a very good job in providing the community EAI self-certification guides. We are excited for more updates in FY24. So the next one on the Comms Working Group, we are back to you Anil to hear about Comms Working Group plans.

ANIL KUMAR JAIN:

Thank you Seda. As you have heard from the three working groups, measurement working group, tech working group and EAI working group, the task of communication working group is basically to collect this information of what is happening in UA and take this information to other working group, to the community members and to other partners which are outside ICANN also.

So in financial year 23, we have seen that we have completed some of the job on our own and some of the job in collaboration with the ICANN Org. So first C1, we are preparing explanation videos which explain about concept of UA and how UA is important for the general adopters of the internet.

Then we are organizing a strategic communication partner. This is led by ICANN Org. We are reviewing the UA EAI content as Nitin has said and disseminate through various channels.

Then ICANN Org also maintains the social media that is Facebook, Twitter, LinkedIn, giving the presence of UASG.

We are also maintaining regularly one website which is UASG.tech and it covers entire information about UASG. We are on regular basis are

coordinating the review and upgrades on the UASG.tech website with other working group. The most important thing which we started last year was C7 that is IGF strategy. [Detailed] and present the UASG UA community to national, regional IG forums and events. I am happy to inform that last global IGF was represented by comms working group and it was a great success.

Every year UASG prepare an annual report which gives the status of UASG implementation and adoption of UA in the global community. So this is led by ICANN Org. Then we also collect case studies as Nitin was talking from EAI and universal acceptance implementation and those case studies are also presented to the global community to ensure and to motivate for adoption of UA. For annual global UA Day celebration, we prepare PPTs, we prepare videos, we prepare the material which is required to be present to the audience including the training material. We will continue the same and we develop the videos and written content that include messages from UASG leaders, industry influencers and ICANN community and we distribute them to the various people.

So out of most of the items we completed, you must have seen only few items are under implementation and we have taken some new initiative, brand new initiative for the next financial year 2024. Next slide, please.

And you see that we are continuing the content for communication channel as we did last year also. Now here C2 to C9, you must have seen that lot of new activities have come and continuation of the old activities are also there. For example, engage with the strategic communication writing partner, this we will be doing with ICANN Org.

Then review of the EAI content and its dissemination channels, coordinate the reviews and update on our website usg.tech.

Reach out to the UASG community to present in the national, regional, international forums and events. Here I want to inform you that last year we participated in Africa event also. So now UASG is reaching out to various forums, various groups to ensure that the message of UASG reach to everybody. As we promoted and support the annual global UA Day, we will continue to do the same thing. We will also continue to identify the case studies for UA and UA implementation.

Now this is an important thing which we are proposing this year. Placeholder to support step by step instructional videos. Now these videos will be longer videos where this can be taken to various forums. It can be taken to various universities. It can be taken to various internet governance courses where these videos will help the people to understand how to adopt UA in website development, how to adopt UA in email adoption and how to resolve the problems in case the problems are there. Now this is being planned with all the working groups together.

UASG has started a UASG newsletter and this year also on a periodic basis we plan to plan and publish the UASG letter which will be available not only to the community members but it will be available to the globe at large. So these are the inputs which we have prepared and I along with my vice chair Raymond would like to thank my team members in working very hard last year to ensure that the comm working group excelled in whatever work is given to them.

Now with this the review and the plan for the FY24 plan is what we have presented here. Now all of you, we are now coming for your feedback on the various financial year 24 plan which all the four working group has put up.

Now, before we go, I said that there are local initiatives which are in various countries where the people are taking care, organizations are taking care to spread the message of UASG in those countries and also we have UA ambassadors which on an individual basis are going and taking the message, explaining to the people, conducting various meetings, seminars, webinars and spreading the message and asking people to adopt the UA.

Now we have local initiative in China that is Internet Society of China. Then in Commonwealth of Independent States in Eastern Europe which is covering almost seven countries. We have a local initiative in India which is led by FICCI Indian Language Internet Alliance.

Local initiative is also there in Sri Lanka which is led by Theekshana which has recently joined in financial year 23 and we have also a local initiative in Thailand that is THNIC. So these are the local initiatives which we have and I urge more and more countries to join as a local initiative to UASG. We have good number of UA ambassadors which are spread throughout the world and they are doing great job and we plan to add few more UA ambassadors.

You must have seen that Seda has put on the screen the UA ambassadors are governed by the charter of UA ambassador program. They are highly trained, well respected, articulate industry leaders and

they are for example from Benin, Bolivia, China, Egypt, India, Nigeria, South Africa, Turkey. Can you take the screen to the next level?

And we have several members who have now want to join. Now in addition to the leaders at the UA ambassador and for the local initiative, we also invite the ICANN community volunteers to join UASG and to work for it. But these are the only few messages. But definitely, we would like to invite the members to give their feedback on what the various working [groups have] making the presentation.

The platform is open for the community members to give their comments, their suggestions, their feedback on us. So we have one comment from Kapil Goyal from India. Kapil has informed that they conducted a UA Day where they have trained more than 50 people on the UA activities. Thank you, Kapil, for this.

Then we have a comment from Dr. Kossi. "Our local language in Benin need to be available on internet but we don't know how to start to make it possible." Thank you very much, Dr. Kossi. Please get connected with us and we will provide you all what under UASG we have already developed. And Satish has already answered you. You can see the chat. Thank you.

PITINAN KOOARMORNPATANA: Hi Anil. We have a question in the Q&A pod. So let me read out. From Raitme Citterio. Currently, is there any introductory UA course within ICANN Learn in languages other than English?

ANIL KUMAR JAIN: I think this is a great question. Seda, may I request you to answer this question.

SEDA AKBULUT: Thank you for the question. At the moment the online courses that we have at ICANN Learn is only in English, but we have some regional training programs. From time to time, we organize some training events in different regions. So based on the region, that might be held in different languages. So we had I think in Spanish in the past. But depending on the needs and requests, we can organize a training for the region you are interested in and for the language that you wish to have. But the courses, we don't have in other languages other than English.

ANIL KUMAR JAIN: Thank you Seda. Because we have some time, I would like to read out some questions.

PITINAN KOOARMORNPATANA: We have Jonathan Zuck's raised hand.

JONATHAN ZUCK: Yes. I just thought of a question because of the issue about the ICANN Learn. In any of the research, has there been a breakdown in terms of universal acceptance based on language? In other words, are there particular language communities around the world that need to get this message more than others? Because it's funny that the course is only

available in English. I wonder if we should be thinking about who in particular needs to hear this message the most.

ANIL KUMAR JAIN:

Okay, so let me answer this question. Thank you very much for this question. It is a wonderful question which you have raised and this is what UASG has also designed. So there are several activities which we have undertaken. Number one, we are reaching out to technical communities, non-technical communities through various media like social media. We are at Twitter, we are on Facebook, we are on LinkedIn.

In addition to that, we are reaching out to the community under United Nations, under the flag of IGF and we are actively interacting with the IGF leadership team and we are also participating in various IGF events.

Third, UASG has decided to reach out through ICANN to various big techs like Google, Facebook, Amazon, Twitter and taking the message of UASG for them to adopt it and also to ensure that the community and the people internet user they take advantage of the work which UASG has done.

Lastly, we are promoting that UASG leadership and UASG community partners should publish various articles in various media to inform public at large and also give the message about the work done under UASG.

The basic message which UASG want to give to the public is that yes, this is a possibility to have a domain in local languages, there is a

possibility of having an email in local languages and also that domain and email in local languages it works. There is a possibility so this is the message which we are working on this. Thank you.

SEDA AKBULUT:

So Jonathan put in the chat that actually his question is a bit different. So he's probably asking just to have ICANN Learn training in languages other than English. So we will take this feedback and work on this whether it can be planned in the future plans. Thank you, Jonathan, for your feedback. I see a hand from Nitin.

NITIN WALIA:

Thank you. I think just my hand was raised in reference to the Jonathan feedback only. So I think Jonathan, you have given a valuable feedback to us about the ICANN Learn UASG program actually, which is currently available only in English. But yes, we believe if the possibilities, and allows us to have this program into various languages, then UASG would definitely love to have this course into various languages. Thank you.

SEDA AKBULUT:

Thank you. We have another question in the chat.

PITINAN KOOARMORNPATANA: Yes, let me read it out loud. We have two questions, first from Raitme. In the LAC region, the technical communities have the entry barrier of using the English language. However, technical communities such as

LACNOG are starting to provide information in the Spanish language. We need more support to address these issues in these regional technical forums. I think that's the comment. So let me move on to the next question from Jonathan. Are there particular language communities that most need to receive the message?

ANIL KUMAR JAIN: Jonathan, as we have discussed, we will take up this particular question because this needs a long discussion. So I'll take up your communication details and we'll catch up. Thank you.

SEDA AKBULUT: Thank you for the questions and comments. We are coming to the end, and let's see if we have any final comments or remarks from any of our panelists or participants.

ANIL KUMAR JAIN: So we are at the top of the hour now.

NABIL BENAMAR: If you permit, Anil, so I have some comments coming from people from Benin and from I think Canada. So the common point is that they are using the French language so they have accents in their scripts so it's the Latin script but in French we need to use accents. So this is part of the UA issues and what we want to solve. So just please reach out to us so that we can work together on this and see how can we move forward. Definitely, you are welcome to join us. Thank you.

ANIL KUMAR JAIN:

Before we close, Seda, two messages which I want to give as UASG chair. Number one is that I urge community to join more and more in number and more and more in number of countries to celebrate the global UA Day which is slated on 28th of March every year. This is one.

Second, we invite more and more members to be members of this UASG and you are requested to kindly visit usg.tech to get various technical work, various information, various videos which [UASG has done] and please join us, please join the bandwagon of spreading the message of universal acceptance because this is going to bring next 1 billion internet in the fold of world internet. Thank you very much. Over to you, Seda.

SEDA AKBULUT:

Thank you, everyone, for the fruitful discussion and for your participation. We wish you a great day. And if you have further questions that we could not address today, please join the UA discuss list from the link I'm providing in the chat. I wish you all a great day ahead. Goodbye. This meeting has now adjourned.

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