

## UA EAI Team Meeting Notes

12 October 2021

### Attendees

- Mark Svancarek
- Vadim Mikhaylov
- Jim DeLaHunt
- Imran Hossen
- John Levine
- Mark Datysgeld
- Seda Akbulut

### Meeting Agenda:

1. Welcome and roll call
2. Reviewing and finalizing [the self-certification guide](#)
  - Continuing on technical requirements table
  - Talking about adopting a terminology to replace EAI as a part of completing work on the self-certification guide.
3. AOB

### Meeting notes:

The group first discussed the terminologies that can replace “EAI”.

### The nominations and thought of the members are as follows:

- “Globally inclusive email address” for EAI, and as a corresponding term to refer to the legacy emails that are not literally inclusive, “Latin limited” and “Limited Latin” terms were nominated. These are suggested for the marketing purpose rather than technical usage: globally inclusive term sounds positive and aspirational and kind of vague at the same time. So “inclusive” as a nice positive thing, “globally” makes people think about the whole world, without any limits. The complimentary term “limited Latin” makes people think about ascii and the term “limited” will bring negative connotations. The terms used here contain value judgments which bias the listener to think positively of one and negatively of the other.
- Globally inclusive email address is longer than three words-email address internationalization. And Limited Latin email addresses support more than Latin characters, that is entire ascii set.
- EAI should remain as EAI because it’s the term that people are likely to have heard, and globally inclusive might be misleading and confusing as it is going to be excluding more

people until the entire world uses it or until it is entirely accepted.

- EAI is used in different contexts. Some use it as an email address that includes IDNs, Unicode, some use it to refer to a process of becoming UA ready. There is no consistency in its usage. For that reason, we can either start finding a better term than EAI, or define what EAI actually means. Yet, I have doubts whether globally inclusive is a one to one match to replace it.
- Dropping EAI wouldn't be a good sign as it is being used widely on ICANN, UASG and other organizations' websites where the search engines generate data based on EAI keywords. We may add more into EAI's definition. However, changing it completely would not be good. When "Email address internationalization (EAI)" is searched on a search engine, it shows as a process that enables email addresses with either the domain name or mailbox name in different languages and scripts to work properly when sending and receiving emails.

Many definitions found on the internet about EAI indicate the same.

Some other links shared by the participants for its usage and recognition:

- IETF: <https://datatracker.ietf.org/doc/charter-ietf-eai/>
- IETF: (internationalized email address) <https://datatracker.ietf.org/doc/html/rfc6530>
- [https://help.salesforce.com/s/articleView?id=sf.emailadmin\\_eai\\_set\\_up.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.emailadmin_eai_set_up.htm&type=5)
- [https://en.wikipedia.org/wiki/International\\_email](https://en.wikipedia.org/wiki/International_email)

After getting all the comments, the discussion continued to capture all related thoughts in one place for further discussion in the mailing list. Hence, challenges for the terminology and the contexts the term were exemplified.

### **Challenges**

- Cannot entirely eliminate the EAI.
- Substantial number of people we do outreach to still don't understand what EAI is or does.
- EAI should promote the inclusivity.
- Due to low adoption, EAI doesn't currently promote inclusivity.
- We should have a better term for legacy non-EAI email.
- There are many other abbreviations which use the letters EAI.
- Mostly marketing and less technical aimed at potential users who have low levels of awareness or understanding.
- Grammar-wise, we should test any of our proposals in the various ways that we are using this term whether it's as a noun or as a verb or as an adjective.
- "EAI" and "Email Address Internationalization" and "Internationalized Email Addresses" have different levels of understandability. (initialism)
- The term should pass an "Easy to say and write" test.

The ways we use Email Address Internationalization, EAI, or other candidate terms in a sentence are noted as follows:

**X=Email Address Internationalization, EAI, globally inclusive email address, etc.**

1. X is a process
2. X is a process that allows email addresses with either the domain name or mailbox name in different languages and scripts to function properly when sending and receiving emails, thereby making them globally inclusive.
3. X email addresses can have either the domain name or mailbox name in different languages and scripts. It was previously called Email Address Internationalization (EAI).
4. Some servers support X.
5. This is an X email address.
6. This other email address is not X, it is a Y email address.
7. This server supports X.
8. Our organization is moving to X email.
9. We need X for the Internet to be fair.
10. Is this system capable of supporting X?

One suggestion was to do an exercise, where EAI WG members come up with alternate terms and then substitute them X or Y on these template sentences.

The meeting has ended with a decision that the template sentences and challenge bullet points will be reviewed by the EAI WG Chair for final edit, and then to be shared with the mailing list for doing the exercise suggested.

As the self-certification guide was not discussed in the meeting, it was deferred to the next meeting agenda.

**Next meeting:** 9 November Tuesday 1530 UTC

**Action Items:**

No.	The Meeting Action Items	Owner
1	Sending the template sentences to the EAI WG chairs	Seda
2	Final edit on the challenges and template sentences about EAI term	EAI WG Chairs
3	Come up with alternate terms for EAI and substitute them in the template sentences created in this meeting	EAI WG members