YESIM NAZLAR:	Good morning, good afternoon, good evening to everyone. As part of the At-Large ICANN 68 prep sessions, welcome to the webinar on universal acceptance, how it affects end users, language communities, and ICANN at large, taking place on Tuesday, 16th of June 2020 at 14:00 UTC.
	We will not be doing a roll call as it's a webinar, but attendance will be noted on the Wiki agenda page after the call. Please note that all lines are kept muted as it's a webinar, and if you would like to ask a question, please raise your hand and your line will be unmuted once the floor is given to you. Alternatively, you may use the Q&A pod to ask your questions. Only the questions shared on the Q&A pod will be answered, not those on the regular chat pod.
	One final reminder is for the real-time transcription service provided on today's webinar. Please click on the link that I'm going to share on the chat pod shortly to check the service. And thank you all for joining today's webinar. Now I would like to leave the floor to Hadia Elminiawi. Over to you, Hadia.
HADIA ELMINIAWI:	Thank you so much, Yesim. Hello everyone. This is Hadia Elminiawi, At-Large capacity building webinar team lead and ALAC AFRALO NomCom representative. Welcome to the second At-Large ICANN 68 prep webinar.

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.

Today's topic will be addressing universal acceptance. Our speakers will talk to us about how universal acceptance affects internet end users, the language communities and ICANN at large.

Our speakers and presenters today are Satish Babu, APRALO chair. Satish will talk to us today, will give us a background about the topic and an introduction to the ICANN 68 ALAC universal acceptance session.

Our second speaker is Roberto Gaetano, chair of EURALO individuals association, and Roberto will be talking to us about universal acceptance issues in relation to end users.

Our third presenter and speaker is Lianna Galstyan, APRALO vice chair, and Lianna will be addressing the priorities and actions in relation to universal acceptance.

Our moderator for today is Joanna Kulesza, Capacity Building Working Group co-chair and ALAC vice chair, and at the end of the presentation, there is a Q&A session and a survey will be offered at the end of the webinar to collect your feedback. The results of the survey as well as the presentations and all relevant information will be available at the Capacity Building Working Group Wiki page. Thank you again all for joining us today, and I hand it over to Satish.

SATISH BABU: Thanks very much, Hadia. So I will be using slides from the UASG official prep session last week, but before I get into the slides, I'd like to make a very brief opening statement or statements. Universal acceptance and

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IDNs, two of the building blocks of the multilingual Internet. As end users, some of us are technical, and in the audience I see several of the ambassadors, so welcome to everybody, ambassadors as well as general participants.

So as At-Large, many of us are interested not in the technicalities of internationalized domain names—IDNs—or universal acceptance—UA—but we would like to see how this changes our life. The easiest way to visualize that is to think of the multilingual Internet, which for many of us who come from the non-English-speaking languages—I come from a very diverse country linguistically. So we have some 15 scripts.

And for many of my people in my country, it would be a very natural thing if the Internet spoke and wrote their language, which is unfortunately not always the case. In different parts of the world, there are so many communities. Some of them are linguistic minority communities, which the people of these communities would be very happy to have the multilingual Internet.

Multilingual Internet has basically three components. One is the internationalized domain names so they can write domain names in their language, in their script, actually. The other is universal acceptance. This is more like a gap filler. It tries to ensure that everything works fine. And we will see one of the components of the UA shortly. The third is multilingual content, which is technically outside ICANN's remit. But for the end user, these are not three different things. They're actually one competent whole.

Therefore, it may make more sense to the end user community to start thinking about or visualizing the whole role of IDNs and universal acceptance as building blocks of the multilingual Internet itself.

So that is the general orientation that we'll be taking in today's and the ICANN 68 session that's coming up. I'll come back briefly to introduce that session later.

So let's look at the presentation now. Next slide, please. So, what does the universal acceptance initiative address? Basically, the vision is that all domain names and e-mail addresses, whatever script they're in, work equally well in all applications. Now, we know that the English script works very well, there are no problems at all. But the moment you switch to another script, whether it's a domain name or the entire e-mail ID, things start going wrong.

The mission is to mobilize different stakeholders. There are multiple people at play here. There is the industry, which when I say industry, I actually refer to the developer community which has got the big players like Google and open source communities also. And very small projects which are actually building blocks for some of these open source tools, they are maintained by a small group of people.

Now, in order to make a change in the way things work, you have to address all these different constituencies, bring them together with a very strong policy element, which is [the governments' role.] Now, ICANN is playing an enabler's role with both IDNs, which is a direct

program of ICANN, with UA, which is a community program supported by ICANN.

The content, of course, is not ICANN's responsibility. So the mission is basically to get all the different stakeholders to come together to solve the UA problem.

The basic problem is that e-mails don't work. That's one of the problems. Or domain names don't work as expected in multiple scripts. And what is the impact, what is the final outcome of this whole thing? It promotes consumer choice, improves competition and provides broader access to end users. Next slide, please.

Okay, what are some use cases or categories of problem areas? So some of the newer top-level domains, internationalized domain names, then you have e-mail IDs have two parts, you have the mailbox part which is on the left of the @ for left-to-right languages, and the domain name which is on the right-hand side. But in the last example, you see a right-to-left script. So here, the domain name comes on the left and the mailbox is on the right.

In all these cases, these are only some examples. There are many more scripts that are currently available. E-mails do not work perfectly well, so there are problems of domain names, there are also problems of e-mails.

Now, we talk about in the UA initiative the five verbs. What are the five things that we are aspiring to reach? When the UA gets finally to the point where everybody can use. So accept, validate, process, store and

display. I'm not going to give details on this, but basically, it means these are the normal use cases that e-mail ID is used for.

For instance, e-mail ID is not just a communication address, it's also an identity. And if I go to a government site which asks for my e-mail ID for registration and I give my e-mail ID in a script that is non-English, and the system doesn't work, then I cannot proceed further. I have a problem right there. So this is why universal acceptance is actually—I'm not referring much to internationalized domain names, but they're actually the foundation, and most of the work has been done earlier. I won't say the whole work. There are still some more things to be sorted out. But most of the work in IDNs have been done. There have been many working groups in IDNs. But universal acceptance is the current hot topic. Next slide, please.

Yesim, can you please tell me when I have one minute left?

YESIM NAZLAR: Yes. Sure.

SATISH BABU: Thanks very much. So here is the current level of the top 1000 global websites, how many of them can handle e-mail addresses correctly? And you can see that the pure ASCII things work reasonably fine, but as you go to full IDN parts, they don't work very well, and we're talking about the top 1000, not the smaller websites. So these top 1000 are the

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top 1000 for a good reason, and it turns out that people with non-English e-mail IDs cannot use them and there's a problem there. Next.

Now, the harder problem is the e-mail IDs, and here is the status of e-mail IDs. You're talking about the best case is about 10%. So this information is based on a survey of the capability of e-mail servers. Basically, they use SMTP to send out the mail. There is an added thing called ESMTP, enhanced SMTP, and this is one of the new commands introduced, something called SMTP UTF-8. And that has to be configured and enabled, assuming that the software supports it.

Most of the common ones support it, actually, but not everybody enables it. So, why are they not enabling it? There are some perceptions of security issues. Homographs is one. What looks like a valid domain name is actually something else because [inaudible] script and you can produce a totally different thing from another script that looks like one in whatever script you're using.

So there is a little bit of an apprehension of security issues. So people or companies may not enable this by default. But it's good to see that many of the very large ones do enable it, and therefore, those systems can handle e-mail. Next.

Okay, now in the UASG, which really took shape—the initiative has been active for several years now, almost five years or slightly over five years. So recently, there have been several working groups set up. And on the columns here, we have the different stakeholders, technology enablers, technology developers, EAI providers, influencers, policymakers.

The working groups that the universal acceptance initiative has are technology, EAI, measurements, communications, local initiatives, and there is a group of ambassadors also. Like I said, several of them are on the call.

Now, this particular document that we have today is the planning document for the next year, fiscal year 21 for the activities of UA initiative, and in this slide, I'll show you later on what is the level of detail in this. We will not get into details but we will just show you.

So the technology working group basically looks at the technical side of people, so there is a process called a gap analysis whereby you test out which of the software is unable to support [inaudible]. One example is content management systems. There is a large number of them, starting from very popular ones like WordPress and going down to smaller ones also.

Two groups here, that is the measurement and technology group, they both do gap analysis. They look at these different software, and these software have different components. There's a frontend, there's a [inaudible] and there's a backend database. Now, the entire system has to support these e-mail IDs and domain names.

So once the gap analysis output comes in, it says what's not supported. Then we have to work with that company behind WordPress. In this case, WordPress is an open source framework so there's a bunch of people in that community. They're a community just like us. The technology working group mission is to mitigate or to remedy these

gaps. So we have to then either talk to the big company—if it is a big company—or interact with these open source communities which are running these. So that is a process of fixing the gap, so that is primarily the technology working group's job.

In the same way, EAI group looks specifically at e-mail and they try to do the same thing. The measurement working group actually are more inward-looking. They're measuring many things. The communications working group is the most kind of outward-facing group. They help a group like technology group to interact or reach out to the various communities. The local initiatives working group, this deals with UASG's—there are some activities which are happening in different parts of the world, for example, China or India. So this is a group that looks at those. And the ambassadors are people who are actually in the field, in the trenches. They're doing the real hard work of communicating, disseminating information on UA to the world. Next slide, please.

So I'm not going to get in details. These are some of the examples of the local initiatives. Some of them are already on, others are getting there. Next slide, please.

There is a lot of material that these working groups and communities have produced, so if there are people among you who are technically inclined, you can take a look at some of these documents. Next slide, please.

So again, I'm not going to get into details, but basically, the entirety of the initiative is in place now. Ambassadors, working groups, and the community. The entire initiative is divided into these working group and the system is moving forward. So we have a set of to-do items, and each working group is working on them. Next slide, please.

Now, the main problem with UA is that there's [an economic] problem of demand and supply. If there's a lot of demand from the users of these mailing systems and all that, the companies who are running this would be more motivated to kind of fix these problems. But if there's no demand, the companies are not motivated, because it's an expense for them without any corresponding revenue being generated.

[What if] the user community say we want this strongly? As far as the user community is concerned, many of them are unaware of what could be done with multiple scripts and all that, which is why we are trying to—so if [inaudible] at large and language communities can express themselves, or rather kind of talk to or tell these companies that we would like to have these because it is a step towards the multilingual Internet, which is what we want, then there may be a better chance of response. So currently, this initiative is run by volunteers and the community. But all the other stakeholders, particularly the industry and developers and the open source communities and governments, these are people who have to be directly engaged and involved. And that is a fairly long process because software sometimes can be really brittle and people don't want to make changes. Unless there is a sufficient push from some direction, that change may not come so easily. So we have started working from the top and from the bottom. That is the way the

initiative is now moving forward. But we still have lots to do. Next slide, please.

So we've just had a [financial] planning session, and we have communicated with the community the detailed plan with all the working groups. I'll show you a sample of one working group. Next slide, please.

So this is the FY20 progress and FY21 plan for the tech working group, which I chair. So the tech working group has some 10 to 20 active members who are mostly—but not all of them—are technically kind of oriented. And some of the things, for example, define UA readiness. It's a joint activity of not just this one group but also other groups, because this is what drives, this is a blueprint that drives the initiative.

I'm not going to get into the details, but there are two slides for this particular working group. So like I said, the focus of this working group is remediation and mitigation. Can you fill the gap? Can you completely overcome the problem? If not, can you mitigate it, can you manage it in some way? That is the work that this one is doing.

For instance, currently, this working group is looking at a bunch of open source programming frameworks and languages. So they're doing this, like for example, Java or JavaScript. They take a language, they do a gap analysis, and say what is working, what is not working, and it comes back to the tech working group to remedy that. So we could give a job, if it is something that can be outsourced to fix. ICANN is actually managing the outsourcing process, but we can recommend that this be

outsourced so that gets fixed. So that is one small step in a complex fixing process which requires many such steps. So that is how this group works. Next slide, please.

I will not take you through this because this is more in detail, so this is for the email address internationalization group, so just to give you a flavor of what the group is doing.

So now to step back, what we're trying to do here is at the level of the UA initiative itself, this is the kind of work that we're doing. But when it comes to At-Large and the end users, we have to now—this is my personal opinion, I feel that we have to go back to communities and work hand in hand with the ambassadors and the local initiatives and the governments. [Actually, the governments have been making changes.]

Two, initiate the process of creating the demand, ensuring that [we raise this as a] requirement so that these companies are willing to make these changes. So it is a fairly complex and kind of formidable when you look at it, but I believe, like all of us here in the UASG community, we believe that it can be done. So that is the way we are now moving forward.

So I will stop here, and back to you. Is there any questions, or we will take it up when Hadia opens up for questions? Thank you very much.

HADIA ELMINIAWI: Thank you so much, Satish, for this background for the tables of remediation, mitigation for the technical working group and EAI working group. That was really informative. We have a question from Amrita, and she says, what are the best practices which have been successful to get more people involved in universal acceptance? How can that be replicated in other countries or regions?

SATISH BABU: Basically, the journey has just begun and it's a long journeys, and the fundamental mechanism to work with the end user community has been ambassadors. Ambassadors are doing a fantastic job and we have Abdelmonem here who has been recognized recently for his work and contributions. So congratulations, Abdelmonem.

So the point is that it is not just their responsibility., the very reason why we proposed a session in the ICANN meeting to do with end users and UA is that side by side with the ambassadors, the end user community should also get mobilized in this long process. So any contribution from language communities and the end user communities would be very useful to drive this forward.

The next one is the government. Now, in most cases, I'm sure the GAC has a working group on UA, so GAC is taking it pretty seriously. So that's why I said, we're working from top and bottom. So this is where we are currently.

Now, [in terms of best practices, these are the] best practices, but there are some instances that I will not venture into that level because that is

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the ambassadors' own territory. So that is a question we can actually raise again at the main session next Thursday because the ambassadors also we are inviting some of them to come and make a presentation to us. So we can ask them what are the kind of best practices they feel are useful. Thank you.

HADIA ELMINIAWI: Thank you, Satish. I see no more questions, so we can move ahead to Roberto Gaetano. Roberto, I give you the floor.

ROBERTO GAETANO: Yes. Thank you. So my part of the presentation for today is actually in two parts. But in both parts, I will try to take just the point of view of the users on all these complex questions. The first part will be about universal acceptance and is what can be subtitled, what can universal acceptance do for you? What can you do for universal acceptance?

And the second part is that anything else that we have to care about besides universal acceptance. So, what is our end goal as internet users?

So going to the first part, I don't want to go in detail. I think Satish has been very complete in his explanation on what are the problems of universal acceptance and what can universal acceptance do for us in the sense that will give us the possibility to access to domain names and e-mail addresses that are in non-ascii script.

But I think that we have to wonder what we can do in order to have universal acceptance. Satish has mentioned some success stories and

some examples for instance for the government and other best practices and so on. But I'm sort of wondering whether we as internet users have a power that we are not using in order to favor universal acceptance. I think that each of us can do little things, like register for an internationalized domain name and look around and see where it can be used without problems, where there are problems, what is the provider or the website that doesn't accept this, write to your ISP in order to get support, to push support for IDNs.

I did it for my favorite registrar, and I had an answer from it. I think that this sort of diffuse pressure that we can put on the system is very important. We have to understand that a lot of operators—including registrars—do not have an incentive to support universal acceptance because this is for sure a cost, because if there are problems, they need to fix it.

But they feel that there's no revenue or there's no positive return on the effort that they do. But most probably—yeah, thank you, Jonathan, no market—but if the users can put pressures on them, they can make everybody feel that there is a pressure from the users and so a potential loss of market share if they don't do what the users are asking for.

So this is something that any of us could do, and this can be this little break that we can provide in order to build this universally accepted system.

We don't have to think that universal acceptance is just a matter for technology, for operators, for people running the infrastructure and

that we are only spectators. We can be activists in this. So that's for the first part.

For the second part, I think that we need to take a holistic view, we need to ask the overarching question, what do we want from the system? What is the ultimate goal? And I think the ultimate goal—actually, there was a session at EuroDIG this last week that we had a good exchange of opinions in chat, and one of the points that ended up in making following this discussion is that what we really know is the development of local contents on the Internet, of content that is really the way the users want it in their language, in the way their local writing systems allow. And this is what we want.

What we do want is that everybody independently from their language or writing system or geographical location accessibility of Internet and so on, they have equal opportunity to access the Internet and that can develop and deploy and take advantage from local contents in the Internet.

So I think that if we take this view, there's much more than just the plain technical issue about universal acceptance. Universal acceptance can take a completely different—well, not actually different, but wider stance. Some of you remember—the elderly among ourselves, that includes me—that you had different keyboards for different scripts and so on, even people that were in countries that were using the Latin script in Europe. We had Germany that was using a different keyboard than France and so on.

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So this is just the tip of the iceberg. We have a lot of problems like this. We have areas in which connectivity is more difficult, has huge costs, and this is something that we have to overcome.

We might say that this is not in ICANN's remit, but it's still something that we have to take into account as ALAC in order to provide the global picture.

Different languages, multilanguage, is something that is real important, and ICANN has already operated on this by providing translations, by providing a lot of different tools. So there is a sensibility about this, and I think that we need to push and to get more of this in so that it is applied widely.

I think that another point—I'm not going to make a bullet point list of all the obstacles for an Internet user. I think that each of us knows what we have as an obstacle. But I would like to mention one more, that is the search engines. I had an article a few hours ago about Google hiding the URL when presenting a webpage.

Search engines are not in ICANN's remit. Well, I'm not sure. If people are starting looking at websites via the web search engines, and once you go through the search engine, you don't even know where you landed, I think this is something that has an impact on ICANN.

We need to talk about it, we need to figure out how, we need also to figure out how we can put pressure on the different actors. But this is definitely something that is related to the user experience in order to access a website and behind the website, there's a domain name. And

that domain name is really part of the ICANN remit. The way we access a domain name should be something that ICANN is concerned about.

The last thing that I wanted to say, because I think that my time is over, is that we have not to be shy about promoting the local languages and the development of local content. I have heard about a year ago in Latin America there was a workshop on the indigenous languages on the Internet. I think that this is something important. We can discuss whether this is part of the ICANN's remit or not, but there are for sure things that we need to consider that have a link with universal acceptance, that have a link with domain names, that have a link on the way people will access the Internet. So it's something that we need to talk about and we need to discuss.

A last word is there's a lot of confusion between languages and scripts. And I think that we need to make sure that we understand this distinction. There are languages that have multiple scripts, thinking about Serbian for instance. There are scripts that support different languages; the Arabic script is used by many different languages, but with some tiny differences. And I think that this is something that we need to be aware of, because I'm not really sure that at least in the discussions that I'm attending related to universal acceptance, this distinction between language and script, or rather, writing system, because maybe script is a little bit a subset of the writing systems, whether this distinction is clear. And if we want to progress, I think some of the basics need to be clear for everybody. Thank you. That's the end of my contribution.

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HADIA ELMINIAWI: Thank you so much, Roberto. That was very useful and informative. I totally agree with you that we do need content in local languages, and we also need to remember that who determines that value or the worth of the domain names are the users. So unless you have a good user experience, you cannot really have an uptake to the new gTLDs and IDNs. And we have some questions here. So I have a question that says, "What are the technical barriers we have already solved for universal acceptance and what are the technical barriers not so far?" As far as I know, the technical solutions have been there for quite a while now, almost a decade. However, I leave the floor to Roberto, Satish or Lianna. Would you like to take this question?

ROBERTO GAETANO: I think that is more Satish.

SATISH BABU: Okay. Basically, we have made progress with several of the underlying infrastructure components. For example, for mail servers, out of the half a dozen top most popular mail servers, most of them now support SMTP UTF-8. Unfortunately, people don't always turn this feature on because of the concerns that I mentioned earlier about security. So there needs to be some confidence building measures and some pressure applied.

So the technical solution may already exist but is not being used. So in other cases, technical solutions are being evolved, which is the bulk of the tech working group essence. Thank you.

HADIA ELMINIAWI: I have another question. I'm not sure exactly—so it says, "How I can change my e-mail address to a particular language? Any tools are there?"

SATISH BABU: Okay, so this is a case of a particular e-mail server or service company permitting you to do that. For example, Ajay has a company—Ajay who's the head of the UA initiative—in India which has a mailing list system, webmail which will give you—if you have a domain, you can register a multilingual, multiscript e-mail ID. So it's a service that somebody has to provide to you. Thank you.

HADIA ELMINIAWI: Okay. So we have also a comment. It basically says that we are only addressing universal acceptance from—I'm paraphrasing—an IDN perspective only, but that's an issue that's also affecting new gTLDs. So in the end, wouldn't it be useful to take a more comprehensive overview of issues concerning all TLDs in all categories, ASCIIs and IDNs alike? I believe we're trying to address the topic of universal acceptance from both aspects. I believe Satish did also speak to the new gTLDs.

Satish, Lianna or Roberto, I would start with Satish, if you would like to comment.

SATISH BABU: I have no comment at this time, but if Roberto or Lianna has, please go ahead.

ROBERTO GAETANO: No, I don't have a comment on this.

HADIA ELMINIAWI: Thank you. So we have also a question, it says, "One cannot read or write the script of other languages. How does the universal acceptance work in this scenario, please?"

SATISH BABU: That's a good question. So obviously, the reason why you have a universal acceptance or internationalized domain name-based e-mail ID is that, A, you're very proud to have your own language as a script, B, you are largely interacting with people of your own language or linguistic group.

Now, if neither of these is true and you're actually using the e-mail to send an e-mail to someone else who does not know the language, then you have to use other ways of telling the person who you are. That person can use it by simply hitting "reply." So using is not a problem, but you have to tell them who you are because that person cannot read

the name. But by and large, But by and large, this is for interaction in the same communities.

HADIA ELMINIAWI: Okay.

ROBERTO GAETANO: May I?

HADIA ELMINIAWI: Yeah, please do.

ROBERTO GAETANO: I think that this opens up a bigger question that I had in my talking points but I didn't want to address because it was a little bit complex. It's about interconnection or ... Okay, we have two separate problems here. one is the problem of a language or script community that want to interact among themselves. And this is one problem, and this is probably easier. And this is what universal acceptance is targeting now. And that's a different issue that if two people belong to two different language communities or that use different scripts and want to communicate to each other, and that is something that involves the concept of translation or transliteration or any way a sort of elaboration between something that transforms something that is in language A and script A into language B and script B, and that is a far more complex problem. It would take me half an hour in order to get into some of the

details of this, and I think that maybe, if this is something of interest, we can start discussing this via e-mail in a small group. But it's typically a qualitatively different problem because it's not the acceptance of a script but is the translation or transliteration into something different. And that is far more complex. Thank you.

HADIA ELMINIAWI: Thank you so much, Roberto. Sivasubramanian wants me actually to read the whole comment, so I will do that. So the comment says, "Universal acceptance issues were first noticed, though not by the title 'universal acceptance issues' when the top-level domains such as .info were delegated but were found not to be universally accepted. Today the issues include IDN acceptance issues, but issues of acceptance concerning other categories of generic top-level domains, new gTLDs, and even ASCII ccTLDs, remain. This group refers to IDN issues more in conversations, somewhat focusing entirely on IDN acceptance. Wouldn't it be useful to take a more comprehensive overview of issues concerning all TLDs in all categories, ASCII and IDNs alike?"

ROBERTO GAETANO: I can have a comment on this, but I'll leave it to Satish. But my impression is that universal acceptance, although one of the talking points is mostly about IDNs, is mostly about IDNs just because this is the most obvious example and this is also statistically the most relevant situation, and is where we can have a sort of wider intervention. For instance, the case in India where e-mail addresses have been given

freely in the local script by the government of Rajasthan is the typical example where there's something that can be done.

I'm not under the impression that the situation about ASCII not universally accepted TLDs is forgotten. .info that is mentioned in the— but also others, I think that this is where actually the problem first made surface. I need confirmation by Satish, but I think that universal acceptance working group is not neglecting ASCII TLDs that are not universally accepted. Thank you.

SATISH BABU: Hadia, if I may just very briefly comment on this. I'm aware that Lianna is waiting and she's not made a presentation yet. But just to respond to this question in a very short answer, the UA initiative itself is completely committed to treating all these different cases equally. There's no preference for either one or the other. It is true that the IDN program was ICANN's own program whereas UA is a community initiative, but if you look at any document, including the slides that I shared, it's completely about all the different use cases and it enumerates the different use cases, starting with the ASCII. Thank you.

HADIA ELMINIAWI: Thank you so much. Yes. That's what I have noticed as well. So I would give the floor to Lianna now because she's still to speak and we are approaching our end of the webinar. Please, Lianna, go ahead. Lianna is APRALO's vice chair.

LIANNA GALSTYAN: Thank you very much, Hadia. I really enjoyed all these discussions within the group and to see the interest amongst participants. So when we speak the topic of universal acceptance is multifaceted, but speaking about the priorities, we should always remember that in At-Large, we consider it from the end user perspective.

So during the pandemic, the lockdown, people in many countries were literally dependent on Internet on the key services provided. The significant role of the internet is proved to be indisputable. But here comes the question, in which language the services exist and connect? Do countries [expect] to have local content in local scripts and languages?

In Armenia where I'm from, we do have a school on Internet governance, and in general, we do a lot of capacity building programs in Internet ecosystem. And when we ask people what is Internet, how it works, who [inaudible] it, etc., mostly they don't really know. So the regular end users don't and shouldn't know how the Internet infrastructure, whole ecosystem functions. All they know and all they care about is that it works. This is the most important thing for them.

So just like that, the regular end users shouldn't know what is universal acceptance, they should just know that Internet is available for them in their own language, that whatever they want to find, to reach out to any resource, to write an e-mail or any message to their network, they would be able to do that in their own language and in their own script.

The vast resources in Internet shouldn't be only in English. I think this is the top priority for the universal acceptance.

But the reality is not that simple, as you understand and our colleagues mentioned already, a lot of the current state of reality is that not every script and language exists in Internet. Second, the resources, meaning local content, is not available or not available enough in all languages and scripts. And third, the issue of sending, receiving e-mails in local scripts not working universally.

And as I mentioned, the topic is multifaceted and complex and that we need a complex and multi-stakeholder participation or engagement.

Last week, as we already mentioned, we had a session at EuroDIG where the GAC chair—that is the Governmental Advisory Committee— Ms. Manal Ismail was a speaker, and she represented the activities of the GAC IDN working group. It is a paramount importance for the government to understand the importance of UA topic and to have a roadmap of actions to implement locally, the support of governments for using local languages in Internet to make the public services UA compliant should be the t op priority for government stakeholders.

For civil society, the top priority is to raise awareness of possibility of IDNs, the advantages of using their own language scripts and raise the demand of local content. So [inaudible] how those people who do not understand the technicality [inaudible] things that civil society can go and think.

It would be very important to have local initiatives to find enthusiasts, people who would understand potential cultural importance. For instance in Armenia as a ccTLD registry, my organization, we collaborate with the state language community. The official language in our country is Armenian and we have our own script and [inaudible] language. So in collaboration, we provide IDN addresses to educational institutions free of charge. In fact, it was not easy to work with the schools because many of them said they don't need domain names, they cannot maintain that site, etc. and the social media presence is enough for them.

Locally, we also have capacity building meetings with our local registrars, operators on the topic of UA, and we also [show the] presentation of the UASG [inaudible] local initiatives, [inaudible] as well. and we hope that the specific [highlight of sharing the good practices of other countries] we have programs [inaudible] governments and bring this [important to them.]

So I was talking about the engagement of two stakeholders, government and civil society. Satish mentioned the top and the bottom. When we get at least these two stakeholders' involvement, the technical community would come up with the solutions. And of course, the private sector would see the benefit of having more customers globally. The issue [inaudible] and the priority is not who would make the first step but rather that everyone would do their part. So on the one hand, it's a rather simple [inaudible] of action, but on the other hand, it takes a lot of time and resources to achieve the goals.

Coming back to At-Large priorities, it would be on every one of us first to understand what is the issue of universal acceptance, second, to speak up everywhere that raising awareness about its importance and necessity as it directly catches the interest of end users, and third, to engage all stakeholders to take the responsibilities accordingly. Thank you, and I see that we have a very short time to take a couple questions. Thank you very much.

HADIA ELMINIAWI: Thank you, Lianna. So I have a question and a comment. I have a question that says, "Is there any ICANN online courses on universal acceptance?" Satish, would you like to take that?

SATISH BABU: I think ICANN Learn has a module on universal acceptance.

HADIA ELMINIAWI: Okay. There is another question that says, "Can the universal acceptance be for example promoted also, like badge provided to those who care or pioneer to ensure it, something like a benchmark?"

SATISH BABU: Right. We are looking at—I forget exact terminology that we used, but we're looking at some kind a mechanism, a step by step rating or quality standard like [inaudible] which is a framework that lets people, companies assess themselves. So this is a framework that can be used

by companies to assess their own progress in universal acceptance. Currently for instance ICANN is doing it with their own website. There are three steps.

The first step is to ensure that all the ASCIIs are done, that means the new gTLDs which are longer that [inaudible] was mentioning. Those kinds of things are taken up firs. Then the IDN domain names, and finally, the e-mail IDs. So there's a three-step simple framework that ICANN is using for its own—in fact, ICANN has written a blog and there is a presentation on the progress they have made. They have only reached about 50% of the way, so first step is complete, second step is half complete, and the rest of it has to be done in future. So that is what we have currently.

HADIA ELMINIAWI: Thank you so much, Satish. I would like to give the floor to Abdelmonem because he has his hand up.

ABDELMONEM GALILA: I'd like to follow up for two questions. The first one by K Mohan. We as UASG EAI working group are discussing now the issues that if I am Arabic man and want to send an e-mail to another language receiver, we are looking to changing of the display name that will be attached to my e-mail, EAI address. So if I'm Arabic, I will use an English display name for my EAI address and will send an e-mail to an English man. If I am sending an e-mail to German guy, I will use German display name for my EAI address. But of course, there will be some security

considerations regarding the display name, how it could be attached to the e-mail address. How could the recipient be sure that the display name is the correct one for this EAI address? This is the first one.

Second question by Priyatosh Jana, [we could help you as] UASG for EAI training. The UASG is currently held EAI training. You could join this, and we could help you to deploy your own EAI mail server and you could use your own language for that. Thank you.

HADIA ELMINIAWI: Thank you, Abdelmonem. Are there any other comments from our speakers?

SATISH BABU: A quick comment on the point about how to display a name in a different language. The quick and dirty way is to stick it into Google Translate and Google Translate will show you in a different script. But that is not good enough, as Abdelmonem pointed out, for security reasons. The other thing is that, at least for the domain name issue, it's less serous because there's always something called Punycode which is an ASCII representation of every IDN name. Unfortunately, what we can is there's this automated converter that we can convert from Punycode. It's founded on Unicode, so you can convert any IDN domain name to Punycode. It starts with X and some dashes and all that. Then you can convert it back. So there is a representation that you can see in your browser, URL display because you may not [know] the

script. But the Punycode should also work in the same way in a browser, the URL bar. So that is one thing.

HADIA ELMINIAWI: Thank you. Roberto, do you have a comment there, or Lianna?

ROBERTO GAETANO: No, thank you.

HADIA ELMINIAWI: I see no hands up, and I see also no questions in the room. Judith says, "So while the e-mail address is in English, the name that appears in another script that works for Mozilla." So, any final words from our presenters?

SATISH BABU: I have one more quick [talk,] this is to inform everybody about the session that we're going to have in ICANN 68. There's a presentation on Thursday the 25th of June. Please attend the session. We have a very rich set of speakers. You can see it on screen now. This is the session, and we have some experts and veterans like Edmon and Dennis who will be speaking with a lot of us, our community members. We also have some Sarmad from ICANN's IDN program.

Interestingly, I'm not sure if everybody knows about this, one of our ex-ALAC At-Large member has become the staff contact for UA. This is

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Mohamed El Bashir, he's taken over as the staff. So again, it's an old friend.

So this is a session on UA for At-Large, so kindly make it a point to attend if your time zone permits. Thank you.

HADIA ELMINIAWI: Thank you, Satish. Roberto, please go ahead.

ROBERTO GAETANO: Just a couple of things. Basically, one fundamental thing. In the last times, I'm under the impression that we as users are sort of sitting at the fence watching things and waiting for technical problems to be solved and infrastructure to be improved and so on. And I think that it's high time that we take more the matter in our hands, that we really start to act, whether it is pestering your Internet service provider or websites that don't accept a particular domain name, or trying to be active.

Also, Satish is leading the ALAC IDN working group. This was a working group that in the beginning was designed to discuss the introduction of new TLDs, and in particular, the IDN TLDs. But now I think Satish is managing this in a different way, trying to be an active element in order to bring universal acceptance to everybody. And I think that maybe it will be a good idea for people to join this working group and start discussing. One of the key issues is what we can do in order to achieve universal acceptance and to achieve equal opportunities to access the

Internet for everybody, because this is not going to come by itself. It needs action from our part.

If we really want it, then we really have to do something and not waiting for something to happen without action. Thank you.

HADIA ELMINIAWI: Thank you so much, Roberto. Lianna, please go ahead.

LIANNA GALSTYAN: Yeah, I just wanted to emphasize that we need in At-Large to be proactive and go and initiate something, to move forward the issue, not just sit down as Roberto mentioned in a sense and wait, but be proactive. The UA ambassadors are really a good and useful resource to reach out and initiate the local capacity building program, so find those people, the actors that would be interested or [inaudible] the universal acceptance topic within your country. And then if we do that locally, then that will come globally and universally accepted. Thank you.

SATISH BABU: I just wanted to mention a resource [space] that Evin and the staff team have developed on universal acceptance. It is there in the agenda, it's an excellent work and I'd like to thank and congratulate Evin for the work. Please take a look at the page, it brings together many resources that we have into a single place for your convenience. Thank you.

HADIA ELMINIAWI:	Thank you, Satish. So IDNs and gTLDs, new gTLDs, definitely define new opportunities and a path for the Internet to grow. This is a very important topic and will be followed up, as Satish mentioned, in the ICANN 68 webinars and sessions. And I thank you all for being with us today, and now we will have a survey to collect your feedback about this webinar. So staff will display the survey and I kindly ask you to answer it. The results of the survey will be available on the Wiki page of the Capacity Building Working Group. Yesim, if we could possibly have the survey. Thank you.
YESIM NAZLAR:	Thanks so much, Hadia. Let me read the questions. Our first question is, how did you learn about this webinar? Twitter, Facebook, At-Large mailing list, At-Large calendar, Skype, [inaudible] or other?
	The second question is, what region are you living in now? Africa, is it Asia, Australia and the Pacific islands, is it Europe, is it Latin America and the Caribbean islands, or is it North America?
	Third question, what do you feel about the timing of the webinar, which his 14:00 UTC? Is it too early, just right, or too late for you?
	Fourth question, did the webinar duration allow sufficient time for the questions? Is it yes, or is it no?
	Fifth question. The presentation was interesting. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

Sixth question. I learned something from this webinar. Do you strongly agree, neither agree nor disagree, disagree, or strongly disagree?

Last question. I would like to participate in other At-Large webinars. Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree?

Thank you all very much. This was the end of the survey questions for the evaluation. Back over to you, Hadia.

HADIA ELMINIAWI: Thank you, Yesim. I would like to thank Satish Babu, APRALO chair, Roberto Gaetano, chair of EURALO individuals association, and Lianna Galstyan, APRALO vice chair, for this very interesting and informative session. Thank you all for being with us today, and we look forward to seeing you on our UA sessions on the 25th of June during the ICANN 68. Thank you, and bye for now.

YESIM NAZLAR: Thank you all. This webinar is now adjourned. Have a great rest of the day. Bye.

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