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>> TERRI AGNEW: I am currently showing a minute after scheduled start time.   Would you like to begin at this time or should we give folks a few more moments to join?

>> KELVIN WONG: Hi Terri.   Thanks.   This is Kelvin.   Should we just give a few more minutes?

>> TERRI AGNEW: Certainly.   We will do that.   And thank you everyone that has joined so far.   We will give a few more moments before we begin.

And Kelvin, this is Terri again.   I am currently showing three minutes after scheduled start time.   Would you like to begin at this time?

>> KELVIN WONG: Okay.   Sure.   Thanks, Terri.   And okay, I see that the meeting session is being recorded.

Good day, everyone.   This is Kelvin Wong from the ICANN APAC hub.   This is the APRALO-APAC capacity building webinar.   For those who are -- we have decided to focus on a few areas to work together on and the webinar series is one of these.

So thus far for a year now I think we have held several such webinars including with topics including IDNs, new gTLDs, Internet governance.   And for this one it is going to be the sixth webinar we are going to have the topic on Universal Acceptance.   The title of this is getting ready for the new Internet name space, Universal Acceptance and its challenges.   For this we are very lucky to have Don Hollander and Marvin Woo.   I will hold introductions for now.   I will go on to the housekeeping rules, so to speak.   And for this webinar we will have a Q and A part.   So during the webinar if you have any questions we would encourage you to type them in to the port and they will be answered by the presenters.   If there is no time to answer the questions we will be sure to put them -- to send them to the speakers and they will be answered in writing.   The questions and answers will be found in the webinar's Wiki page.

All right.   Okay.   So the link is already on the chat room.   So the Q and As will be -- can be found there after the webinar.

And we will have -- this is an interactive session.   We will have a pop quiz. One quiz of each segment of the presentation.   Please be ready to answer the questions that we posted in the poll part in Adobe Connect.   At the end of the presentations we will have Q and A like I mentioned.   And after that I will be asking you for five minutes of your time to fill out a survey for the webinar.

And I am happy to say that we will also be having live captioning for this particular webinar.   This is the first time that we are having this for this webinar series.   I would like to remind you here for the participants as well as the presenters to speak clearly for the scribes.

And without further ado let me invite our first speaker, Don Hollander, ICANN staff responsible for Universal Acceptance.   Don has many, many years of experience in this respect of IT including commercial and not-for-profit and focused at least part of his 30 years involved in not-for-profit organizations, advocate for IT adoption.   He is currently helping the adoption of Universal Acceptance so that everyone can benefit from the Internet.

Over to you, Don.

>> DON HOLLANDER: So thanks very much, Kelvin.   And just to clarify one point I'm not on the ICANN staff, but ICANN has been kind enough to provide me with an ICANN e-mail address.   I have been asked to talk about Universal Acceptance and how the APRALO can help.   So this is my program for the next few minutes; what is Universal Acceptance, introducing the UASG. What we have produced so far and how we would really like your help and then happy to answer any questions.

So, excuse me, I still have a bit of a cough as an souvenir from Marrakech. Over the past few months we have come up with what we think is a very clear and explicit and concise definition of what Universal Acceptance is.

And here I have shown it to you on the screen, the key aspects are it is looking at applications and making sure that they accept, validate, store, process and display all domain names equally.   So if somebody accepts a .com name, they should accept a technology name or a .shevon name or whatever name and this includes what we are focused principally, it actually does include all domain names, second, third, fourth and so on level.   So we have got this definition.   UA is basically a software issue.   So this definition is for your software developers to look at as an, excuse me, as they determine their systems.   So the key points, UA -- the Universal Acceptance is a software issue.   It is not a network issue.   The DNS works fine.   Things resolve fine. There was an APNIC study conducted last year to see if there were any issues underlying at the DNS level.   And they tested several hundred domain names, new and old, IDN and non-IDN, short and long and they found no challenges at all.

So it is not a DNS issue.   It is an IDN issue in particular.   But it is also an issue for new gTLDs, particularly new gTLDs that are not two or three or four or

six or seven characters.   And the reason why for six and seven characters are not as much of a problem is that those issues were resolved as part of that 2001 intake of new TLDs and that's when .info, .museum and so forth came in.

Interesting that if you have a five character new TLD you will encounter more problems than not.   Addressing Universal Acceptance is not hard but it is effortful.   And if you are a CIO looking at your systems, right now you will see little demand.   And so you say well, why should I make the effort just to address this.   And I think the approach that we will be taking is it is probably -- you don't need to open your application up for modification just for Universal Acceptance.   I don't think we will get many people buying in to that. But when you open it for other maintenance, please address the UA issue at the same time.   It is not hard but it is effortful.   The target audience for the Universal Acceptance center steering group is CIOs, system architects.   It is not consumers.   So there are roughly 18 million software developers in the world.   And our goal is to talk to each and every one of them and the people who allocate resources for their work to raise the issue.

And the issue is not new.   It has been around since 2001.   So those of you who might be old enough to remember that far back and looking at the list there is probably not that many of you, but in 2001 when .info and museum and travel came in they had a real hard time getting their Top-Level Domains accepted.

>> I can hear it right now.   Hello?

>> DON HOLLANDER: So at the beginning of last year there was a group that came together and formed what is called the Universal Acceptance Steering Group or UASG.   It is a community group that is supported by ICANN but it is not an ICANN group.   It has broad support.   There on the screen are a list of organizations, just some of the people who are actively participating in the work of the UASG.   And you can see there is some relatively large software businesses, Google, Microsoft, Apple, places that you may have heard of.   It is a staff organization that's supported by volunteers.   And that's a change that we made in January.

Last we were focusing on volunteers doing the work supported by staff, and it wasn't being as successful as we wanted.   So in January we decided to turn things around so that there is effectively a staff person, which is me, aimed at getting stuff done and having a community of volunteers to be able to call on for expert advice and governance.

We have a clear approach as to how we are going to move forward.   The first is to build some documentation and I will show you some of the stuff that we have done already.   Excuse me.   We are going measure and access -- measure and assess how well we are doing.   So we have started at least some rudimentary measures as to what the state is.   And we will continue this for the next few years to see if there is a change which we hope there will be.

We have decided that we are going to help the developers with better

tools.   So one of our projects is to look at the top 5 or 10 or 20 software development environments and if they are not UA ready, to make them so.

And then the big effort really from next year on is to communicate, communicate and communicate.

So where are we at with the documentation?   Well, we have got a list of documentation that's generally available.   So first thing we did was put up a knowledge base.   People said if -- we had requests from some registries from ICANN, registrars and if somebody calls up and says my domain name is not working properly, who can I call and how do I get it addressed.   So we have got a list of how to contact the people that can make things happen.

We also have a small letter, just a couple of paragraphs that you can send to the Web master of the site that you are having problems with.

We have a fact sheet, this is the most every man document that we have produced.   And that is currently going out for translation to a variety of languages.   We have some use cases that's just about finished and will be published shortly.   That's a bunch of domain names.   There are 10 domain names and 20 or so e-mail addresses and some IRIs which are the same as URLs only with non-ASCII characters.   We have published a quick guide. This is aimed at CIOs and system architects.   They have a list of the relevant RFCs.   We have UASG 007, that's our big hairy, ugly technical document. And that we finished the seventh edition of that in Marrakech and those changes are waiting to be applied.

Excuse me.   And our last document that we have is UA and local engagement and this is where we hope people within the APRALO will read. This is how to get a local UA group happening in your hometown or country or community.

So the things that we are doing, I have reviewed popular websites.   And when I wrote this slide there was only one website we had come across so far that accepted all our test cases.   We are starting the review and remediation work on the development tool set.   We will be starting that in April.   We are building the UA use case and test environments.   That should be finished in April.   We are building an EAI community and Marvin is going to talk more about EAI, but we are building a community of practitioners in EAI.   And we are planning reviews, browsers and operating systems -- excuse me, that was terrible.   Sorry.   And we are planning a white paper and this is aimed outside our target audience but aimed at the people who make the funding decisions for the target audiences.   So this is looking at Government Ministers, CEOs, CMOs, board, members of boards and that sort of thing.

So how can APRALO help?   So there is three areas we would like some help.   The first is to participate in our discussion list.   Excuse me.   The second is to build local advocacy groups.   You are looking at the UASG 008. And to raise awareness when you find UA issues, encounters and that can be using the UASG 002 or some other bits.   So Kelvin, that's me in 15 minutes.   I hope I have given people a flavor as to what UA is, what the UASG is.   What it

is that we are doing.   And how we would really like your help moving forward.

>> TERRI AGNEW: And this is Terri.   Before we move on to our next speaker we are going to conduct two pop quiz questions.   You will see the pop quiz question in your bottom right-hand pod.   The first question, the target audience for UASG is registrants or software developers?   The poll is open now.   And Don, if you would please share the correct answer.   Don, if you are speaking we are unable to hear you.

>> DON HOLLANDER: Right.   Sorry.   Yes.   Everyone was listening carefully or at least eight of you were listening carefully.   And yes, the target audience is the software developers.

>> TERRI AGNEW: Thank you.   One moment for our next poll question.   What is the difference between Universal Acceptance and universal awareness?   Option 1, universal awareness is the raising -- is the raising awareness of all the new Top-Level Domains available.   Universal Acceptance is ensuring that when deployed the functions were the registrant or option 2, universal awareness is making the Internet available to people and even the remote parts of the globe.   The poll is open now.   And Don, if you could please share the correct answer.

>> DON HOLLANDER: So the correct answer is the first one, universal awareness is raising awareness of new Top-Level Domains and the issue about getting the Internet available everywhere is better -- is often referred to as universal access.   So there is a lot of UAs floating around in the Internet governance space.   And our focus is Universal Acceptance.   Thank you very much, Terri.   That was interesting to watch the poll and how people shifted to the right answer once they heard it.

>> TERRI AGNEW: You are welcome.   So Kelvin, we will turn it back over to you to introduce our next speaker.

>> KELVIN WONG: Thank you, Terri.   And thanks so much, Don, for the very clear presentation and for the good questions.   Now I will send it over to the next speaker, Marvin Woo, who I am sure is not ICANN staff.   I am sorry if I got it wrong again.   He is the VP of Coremail, guest professor for Fuzhou College of Foreign Studies and Trade.   Marvin Woo has dedicated his time to the e-mail industry for 13 years and is an expert in this area.   Marvin Woo has been actively promoting the multi-language e-mail technology within APAC and has outstanding contributions in APAC.   Over to you, Marvin.

>> MARVIN WOO: Hi.   Can you hear me?   Okay.   I'm sure I'm not -- but also any call like -- from Marrakech I think.   And now let's begin.
   Coremail, who is Coremail?   Coremail was founded in 1999.   So 13 we concentrate on e-mail technology and we have got 35,000 clients and 700 million users and I think each larger number.   Because in China we have 30 more people and we have got (cutting out) 1,000 Government entities or Universities.
   Okay.   What is EAI?   So you can see EAI is e-mail advocate internationalization.   It contains characters just like my TV.

So I think it is very cool for someone to own modern languages, personal I.D., International and ethnic characters.   And more and more my friends they like to hire many EAI account and so many people asking me to have account.

So it is our solution, Coremail EAI solution, we have e-mail to users. One -- many trace is support Punycode and we also give them ideas at trace, ASCII code.   You can see them here.   We give them an account.   If the e-mail system can't support EAI, so it switch to Punycode and this is the example.   And maybe now you can -- so now it can work when the safety mail, Coremail, will classify e-mail mistake with different standards.   If the -- we send an e-mail, we can -- judgment.   So support EAI.   So we sent e-mail by RFC 3531, the answer is no.   We save e-mail by RFC 3831.   The code is the same by RFC 6532 and send an e-mail by 6531.   And if say for N support I. We affirm RFC 2035 and send mail by RFC and 2021.

And so we have Chinese mail.   And in 2012 we, Coremail can support EAI further with a lot of change.   First no client to support EAI.   Just being a waiver.   And some people, some citizens they like EAI better but no place to register an EAI account because we Coremail is a system provider.   So general (cutting out).   We do not e-mail operator.   So here is the job.   No people can -- people cannot access EAI account.   So we do something.   First we provide some client and now Coremail has two client solutions.   We support PC client and mobile client.   And then common flash and common IVP and common link.   So we support Windows, iOS.   And also we build with some for EAI.   Now the total registry the users are more than 100 users.   And in some commercial (inaudible) we have some -- the result is that new registry name.   So we provide system.   And also we must confirm, we have many users on Coremail's platform.   So we provide our solution to our customer. So all users have double account for EAI application.   And the Coremail solution not only for Chinese, also can do another language and sometimes we have Indian, Hindi, to build Thai languages and Hindi language.   These languages are -- Hindi language.

Now we have also so many changes and let me wait for me.   Now the changes is EAI can improve.   So few people to use, EAI when I think yes, they use (inaudible) EAI.   I think an e-mail, for e-mail, not for only e-mail, also we can be Internet I.D. for (inaudible) such as mobile, IPP, such as (inaudible). ICANN can also use e-mail as IPP.   So just (inaudible) and can use (inaudible). And so now I touch on because software can't accept EAI account.   So it is under this loop, under this loop for provide log most, most patient update. Because few people to use EAI.   And people can't use EAI account under this loop.   So I think it is best change now because system to system for e-mail is work now at -- if the e-mail account will be I.D., very first hub.

Okay.   So the end is I think maybe EAI can be used.   I think I lost -- I lost a little word in my last meeting.   And EAI may be -- can be used local language but for -- it is very hard for people to use them, to remember them because I think for -- we can't know my Chinese, can't remember it.   It can't know

what's the meaning.   And I also can't understand Hindi, Saudi or Thai language.   EAI account is fairly hard for me to remember and what's the meaning.   I think that EAI account will be closed earlier for local language and between EAI, between the local language and international maybe useful Punycode and another language will be sent by unicode.   So I think Punycode may be further important now.   I think is necessary.   And because it has meaning of enterprise e-mail I think is a fairly new way to go.

Okay.   It is the end.   Thank you.   Terri?

>> KELVIN WONG: Terri do -- this is Kelvin.   Do we have the pop quiz?

>> TERRI AGNEW: Thank you, Kelvin, and we now have two pop quizzes regarding Marvin's presentation.   Once again the quiz appears in your bottom right-hand pod.   Question 1, if EAI users do not send double addresses and sends e-mails with EAI can we receive and reply?   Yes?   Or no?   The poll is open now.

And Marvin, if you could please share the correct answer.

>> MARVIN WOO: The answer is yes.   If EAI user does not have double address, so it can switch to use Punycode.   So it can work.   So it can be safer --

>> TERRI AGNEW: Thank you.

>> MARVIN WOO: Send and receive.

>> TERRI AGNEW: We will now move on to our second pop quiz.   I am interested in Chinese EAI and where can I get an account?   Is there any registered platform for end users?   Yes or no.   Once again is there any registered platform for end users.   Yes or no.

Marvin, if you can please share.

>> MARVIN WOO: The answer is yes.

>> TERRI AGNEW: Thank you.

>> MARVIN WOO: The answer is yes.

>> TERRI AGNEW: Thank you, Marvin.   That does complete our pop quiz portion.   I will now turn it over to Silvia Vivanco to help us with the question and answer portion of our conference.

>> KELVIN WONG: This is Kelvin here.   I would just like to thank Marvin again for the wonderful presentation.   I think we -- the audio was cutting in and out a bit, but I'm so glad we have the live captioning that could help us keep the discussion on track.   So thank you once again.   And with that I would like to pass the mic to Silvia who will get us on to the next portion on Q and A as well as the survey.   Thank you, Terri.   And thank you, Silvia.

>> SILVIA VIVANCO: Thank you very much, Kelvin.   And hello, everyone.   This is Silvia Vivanco.   Please be so kind to raise your hand or write on the chat if you have questions.   So please we are looking at the chat. I see Satish typing.   Hello, yes, this is Silvia.   Okay.   I see one person, Holly Raiche.   Go ahead.

>> HOLLY RAICHE: I would also like to thank the presenters, Kelvin and Don.   I would like to have a look at the website of both so I can look at the

presentations and think them through.   And just a question for Don, I realize this is about software.   But have you talked to the Internet Society to use their contacts globally to get the message out?

>> DON HOLLANDER: So it is Don Hollander here.   Thanks, Holly, for the question.   The short answer is yes.   The longer answer is they are not sure that UA is core to their current work programs.   And we would like to be able to leverage the chapters of ISOC around the world to form local UA initiatives.   But it is really a question engaging with the Internet Society.   I have however been talking to Dan York from the Internet Society who has been pursuing DNA sec and to a lesser extent IPv6 for some years and trying to make sure we have learned what they have learned and see if there is opportunities for cooperation.

>> HOLLY RAICHE: May I have a second question?

>> SILVIA VIVANCO: Yes.   Holly, go ahead.

>> HOLLY RAICHE: The next question and maybe this is for something APRALO takes up.   When we come to Universal Acceptance and the problems seen, as I understand it mainly IDN, notably IDNs have we -- has anybody input in to the ICANN processes before there is another new gTLD round?   Are we -- should we be saying wait a minute, you need to solve the Universal Acceptance problem first?   This was a question.

>> DON HOLLANDER: Who was your question directed to, Holly?

>> HOLLY RAICHE: It was directed to UA.   Thank you, Edmon.

>> DON HOLLANDER: It is Don Hollander here.   To answer Michael's question it applies to ccTLDs and from time to time there is -- new ccTLDs are created as new territories are created.

>> SILVIA VIVANCO: Thank you, Don.   This is Silvia Vivanco.   Let me repeat the question from Michael.   I want to clarify whether or not Universal Acceptance pertains to ccTLDs or not as well and Don Hollander has replied.   Thank you for that answer.   Are there any other questions?   I have a comment from Edmon Chung.   He says that UA is being discussed in the PDP for the next round under the IDN currently.

>> HOLLY RAICHE: Thank you, Edmon.

>> SILVIA VIVANCO: Do you have any other questions?   It looks like I don't have any other question.   If you allow me I would like to ask a question for Don.   This -- what are the main obstacles to Universal Acceptance in your opinion?

>> DON HOLLANDER: So the big obstacle will be for software developers to find the time and resources to make the change.   It is not particularly difficult but it is -- it just has to be put in to an organization's normal maintenance program.   And that's what will happen.   So the big challenge will be to making sure that CIOs and systems architects and developers know that it is an issue.   And that they recognize that and as they open their systems up for routine maintenance that they include that there.

>> SILVIA VIVANCO: Thank you very much for that answer.   And I

have a question from Satish.   One moment please.   He says for many of us in ALAC, particularly APRALO Universal Acceptance is an issue that's close to our heart.   I have a question.   While the Universal Acceptance initiative is largely developer focused, Universal Acceptance also has a policy, community and advocacy component, especially with National Governments.   Who inside ICANN or outside will be handling this task?   Don?   This is a question for Don and Marvin.   Don, I don't think we can hear you.

>> TERRI AGNEW: Don, this is Terri.   At this time we are unable to hear you.

>> DON HOLLANDER: Okay.   Sorry.

>> SILVIA VIVANCO: Okay.   Now we hear you.

>> DON HOLLANDER: Okay.   Thank you.   I will try to do it again.   So there is a white paper that's being developed that's aimed at the Government Ministers, senior officials, CEOs, board people.   But the -- what we are trying to focus on is getting the software to work so that people can just use their domain names as they should be.

>> SILVIA VIVANCO: Okay.   Thank you very much for that answer. And I have a comment from Edmon.   He says don't you use UASG as a "central authority".   UASG is a central platform.   These issues need people like you to participate and pull the Governments in.   In terms of proactive work we have been reaching out to GAC and GAC representatives particularly.

   Thank you for that comment, Edmon.

>> DON HOLLANDER: And it is Don here.   If I could just -- I don't even know if this is working.   Ahh, yes.   So just to build up on what Edmon was saying and what I was saying before we are very keen to find the local initiatives happening and that's where we think the ALS is within the RALO and APRALO particularly can start taking this message to their local software communities.

>> SILVIA VIVANCO: Thank you, Don, for this very important information.   Any other questions or comments?

>> Michael says he wants to ask about the slides.

>> SILVIA VIVANCO: I see Michael Fleming wanted to ask about the slides.   Yes, he was asking if these will be posted.   Of course, all of the recordings and transcripts and powerpoints will be posted on the Wiki page, the meeting page right after this webinar.   And I have another comment from Edmon Chung.   Actually on top of that he says ICANN, the corporation has also developed some standard clauses in new tenders for software services that requires suppliers to state their UA readiness.   That would be useful for Government consideration, too, I think.   Thank you for that comment, Edmon.

>> Yeah.

>> SILVIA VIVANCO: And Don is answering Edmon.   That is an issue that I am keen to work with ISOC on, too.   And that is the UASG 009 document underway.   Thank you for that clarification, Don.   So I do not see

any additional questions.   If we don't have more questions, then we will go ahead with the survey.   We ask you to be so kind to reply to the questions posted.   So please Terri, go ahead and post the survey for everyone to review and respond.   Thank you.

>> TERRI AGNEW: Thank you very much.   We will now begin our survey questions.   Survey question 1, how do you rank the webinar in terms of quality -- in terms of quality of information?   Please cast your results now.

Survey question 2, how was the presenter's delivery?   Please cast your vote now.

Survey question 3, do you plan on using the information directly with your ALSs?   Please cast your vote now.

Survey question 4, if yes, please explain.

Survey question 5, any further comments or recommendations about the content of this webinar?

Survey question 6, the captioning feature of the Adobe Connect room is part of a pilot.   Please choose the suitable term.

Survey question 7, please self-identify all categories that describes who you are.

Survey question 8, what benefits did you get from accessing the captioning stream?

Survey question 9, where else do you think captioning should be required?   Please add all your Committees, Ad Hoc and Working Groups.

And our final question, what topics would you like ICANN to cover for future webinars?

Once again this is our final survey question.   Thank you very much for staying on and completing all the survey questions for us.   Kelvin, I will turn it back over to you for final comments.

>> KELVIN WONG: Sure.   Thank you, Terri.   I hope it has been useful for everyone.   I particularly enjoyed the discussions.   Thank you to all the presenters as well as the participants who are in the audience who provided a comment or two.   Thank you so much.   Silvia.

>> SILVIA VIVANCO: Yes.   Thank you very much.   I want to thank each of you for joining this webinar, to the scribe and to the presenters for giving us more details about this very important topic.   And see you next month.   Thank you very much.   Bye-bye.

>> Bye.

>> KELVIN WONG: Bye, everyone.

>> TERRI AGNEW: Thank you.   Bye.   Once again the webinar has concluded.   Thank you very much for joining.   Please remember to disconnect all remaining lines and have a wonderful rest of your day.

(Session concluded at 1 a.m. CST)

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