
MARIO ALEMAN: Welcome everyone. Good morning, good afternoon, and good evening. Welcome to the At-Large Capacity Building Webinar, Universal Acceptance, on Wednesday, the 20th of September 2017, at 21:00 UTC. This is our next Capacity Building Webinar, and our speaker will be Don Hollander. And I would like to remind all participants to please to stay muted and send us your questions, and reminder to keep your line muted and let us know if you need any help. Tijani, over to you, you can please begin the call.

TIJANI BEN JEMAA: Thank you very much, Mario. Good morning, good afternoon, good evening everyone. This is the seventh Capacity Building Webinar of 2017. It is the second of the second part of this here program. Today, we will speak about Universal Acceptance, and we invited, I think, the best one who can speak about that with Don Hollander, the Universal Acceptance Initiative manager at ICANN. Before starting, I will give the floor to the staff for some housekeeping announcements. So, Mario.

MARIO ALEMAN: Thank you, Tijani. This is Mario for recording. I would like to please remind all participants to let us know your questions on the Q & A pod, and also we'll be having our presentation available on the pod, and we will have after the call, a pop-up quiz from our staff, and then we'll

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finish with some questions and answers. Thank you. Over to you, Tijani.

TIJANI BEN JEMAA:

Thank you very much. So, as I said, Don Hollander will be our speaker. We'll speak today about universal acceptance; you know, especially with IDNs we have this very important issue to deal with and Don will make, I would say, an exhaustive presentation about that. So Don, thank you very much to accept to make this presentation, and the floor is yours.

DON HOLLANDER:

Thank you very much. Bonjour, and au revoir, and G'day to the Britains in Australia. So, my name is Don Hollander, and I'll just try to get the flies so that they hit well. So, I'm going to talk about universal acceptance, what it is; who the Universal Acceptance Steering Group is; what we're doing; and then, end with a request for your help to raise the issue. So UA, in a nutshell, ensures that all domain names and all email addresses can be used by all internet-enabled applications, devices, and systems.

So you would've thought in this day and age that that would not be a problem. That you could have any email address that you want, used and accepted by any application -- no problems. The problem is that there are problems, and even though the standards have been around since before 2010, software developers have not been implementing them; they have not been paying attention to them; they don't realize

that the domain name space has changed, or that the email space has changed. So I'll just go through what the issues --

TIJANI BEN JEMAA: Mario?

MARIO ALEMAN: Sorry, Tijani. We're very sorry we're requested to mute all the lines.

TIJANI BEN JEMAA: Okay, thank you. Thank you very much. Don, please go ahead. Sorry.

DON HOLLANDER: No worries. So this slide shows what an email address looks like, and there's several parts to it. So there's the username. In this example, we have `username@example.com`, and I can't pronounce the next one, but it's a mailbox name `@achinese.chinese` email address. So, the username or mailbox name is this part to one side of the @ sign, and in most scripts, it's to the left, but in Hebrew and Arabic, it will be to the right.

And the mailbox name, traditionally, has been all in ASCII, all in English characters, but it no longer has to be. So, people from France or Germany or Latin America or Italy or many other places that use the basic Latin script could have their own name in their mailbox name, in their own script -- no problems. So, Fadi Chehadé, who had been the CEO of ICANN, used an accent in his name, but he could not use it

before in his mailbox name. But he could, and he should have been able to, but the software, the technology was not there yet.

The second-level names, so this in the examples here to the right of the @ sign, they could be in English or in this case, Chinese, or any other -- many other languages. That's been quite common for many years. And then the top-level names -- in this case, .com or -- and I forget how to pronounce, but China in Chinese -- but that can now be used, and that's since 2010. But this is seven years on that these names have been available, and even longer, in a test environment. And they can be presented, and they should be presented to the end user, the way they are meant to be.

The top-level name used to be only two or three characters and four or five or seven, but now it can be up to 63 characters long. But the top-level domain can only be from an authoritative list that's managed by ICANN, but that list is very dynamic. So we have seen, in some code, software coding that they did check for a valid name in the top-level name, but it was old, and it was not being kept up-to-date, and today, there are more than 1,500 choices in the top-level domain. So this is the core of the issue, in terms of email addresses and related to this is the domain name.

So, we have five verbs for Universal Acceptance Readiness, and this is targeted at the software developers; that they need to make sure that, they address these five components in their software. The first is Accept, so when they have an input field, they need to make sure that it can accept both the ASCII, the English alphabet, as well as non-ASCII characters. This is generally not a problem, technically, for modern

systems, but some older systems could indeed be a problem. The second area, which is the biggest source of challenge that we’re seeing is the validation.

So, when you register for a service, for example, if you have registered with Amazon.com, or if you have registered with some other service, your local bank, your local tax department, your insurance company, the people you want to shop with, a news service, a social media site; they will often validate to make sure that the email address that you entered is valid. Computer programmers are nice people, they want to make sure that there’s no rubbish that gets into their database. The problem is that they are now, overly restrictive in their validation. So, this an area that needs some significant work by the software developers, is validating the data before it goes in, and making sure those validation rules are correct and modern.

The third area is storage, making sure that the database or data file that people are using can support the new, long top-level domains or the non-ASCII domain names, or email addresses -- mailbox numbers. That’s pretty straightforward with most modern applications and databases.

The fourth area is processes. So, when people do their processing, when they do their comparisons within their software code, when they do their sorting, they need to make sure that they’re comparing and sorting like for like.

And the fifth area is how things are displayed. And this is another area where there’s a challenge. So, in the DNS space, if you have an IDN, a

non-ASCII domain name, there's a process called Punycode that will convert it into a unique ASCII string, and that's how it actually travels over these, but when it gets displayed again, people should be reasonably able to expect it to be displayed the way they meant it to be displayed in the script that it was intended. And if you start displaying domain names as XN--some long string of ASCII characters, well that's very confusing for people, so we believe the software should take those Punycoded labels and display them in the correct string. So, that in a nutshell is universal acceptance.

The Universal Acceptance Steering Group got formed in February 2015. There were a number of people, over some years, who had been noting that this was an issue, it was going to be an issue, and it was an issue -- and nobody seemed to be doing anything about it, and the question is whose responsibility was it, and in some ways it was nobody's or it was everybody's. But in February 2015, ICANN stepped up and said they would help support addressing the issue, and I say good on them for doing that.

I know that APTLD had been working on some of these things for a while. Some of the regional IDN ccTLDs had been working on things for a while. ICANN had had some interest in it, but in February 2015, there was this group formed, and ICANN said that they would support the group; it wasn't an ICANN institution; it wasn't an ICANN group; it was an independent group -- but ICANN would provide financial support and administrative support for the group -- and professional support.

So, the Universal Acceptance Steering Group formed in February 2015; during the couple of months they created a charter, they had elections,

they have a chair, they have three vice-chairs, and the first year was very much focused on getting the volunteers to do the work, and those volunteers were supported by me. And we know that volunteers have - - some of them have day jobs, and some of them have real lives, and so things didn't move quite as quickly as they might have, and we -- January 2016, we switched things around, so that instead of having a group of volunteers supported by staff; we had staff supported by a group of volunteers, so if things didn't happen, we knew exactly who didn't make them happen, and we could address them. And things started taking off quite markedly since then.

Our target audience for our message are three groups. We call them “The Doers,” either systems, architects, application developers, programmers; the people who do the coding for the website, or other application, or apps. These are the people who get there, roll up their sleeves -- in the old days, they would have had a coffee cup in one hand and cigarette in the other, and a keyboard in-between, and they would type with two fingers. But now, I think, the cigarettes are out, the coffee's probably still there, and they probably with four fingers.

The second group is the “The Directors,” so this is the bosses of the developers. These are the people who allocate resources, who give directions to them, and these are the CIO and the senior IP managers. They're the ones that largely make sure that they know about universal acceptance, and that they provide direction to their staff to make sure that their applications are UA ready. And the third group that we're looking to address are what we call the “The Influences.” So, these are the CEOs, the CMOs, the --

MARIO ALEMAN: We’re sorry, we’re going to mute the line. Sorry, Don, you can please continue.

DON HOLLANDER: Thank you. So these are the influencers; the thought leaders; government ministers; officials; bloggers; analysts; the Gartner Group, of course. So, it’s the people that our first two audiences will listen to. So that’s who we’re trying to address our message. We are not looking to tell the general public. We are not looking to really tell -- the general public is not our target audience. Our goal is to make sure the software guys understand, before people start complaining, so they have opportunity to have the resources available to address that.

So, what have we been doing? We’ve been producing a number of documents, and I’ll go through these individually. This information is all available on our website, which is uasg.tech, so we’re using one of the new domain names, and you can find all these and more there. So, we have a one-page fax sheet; this is UASG-003, so it’s the third document that we produced. It gives a short paragraph on what UA is at a glance, what it addresses, and why it matters, and this is aimed at the influencers, the non-geeks.

We produced this as part of one of the IGS -- going into one of the IGS, so that we -- people said, oh, can we have a one-pager that people in government and the NGO space can look at? So that’s the fax sheet. Related to that is some frequently asked questions, similar to the fax sheet, but in a question-and-answer format.

The next document is UASG-008, which is local engagement, and this is where I am hoping that the people from the ALAC will pay particular attention and say, “Oh, yes, that’s a pretty clear model on how to get UA happening locally,” because we cannot do this from a global perspective. It needs to be -- there are something like 18 million software developers in the world, and the best way to get to them, we think, is through local communities. So, this is where we’re hoping that the people from ALAC will be able to help us address that.

UASG-008 provides a model for our local UA initiative. It suggest a multiparty approach, so that you might have your ccTLD participate, you might have your local registries participate, registrars, computer societies -- perhaps government professional publications, if you have an IT newspaper, where you live, it would be good to get them involved in providing editorial coverage. We’re looking for somebody, some organization to own it, locally. We can provide content and collateral, and if it’s useful, we can also provide some limited funds, so in the uasg.tech is a help wanted page, and in there is an advertisement, if you think that some funds would be useful, that can happen.

And yes, ISOC, and their chapters have always been keen on our list, but when we talked to the ISOC management, they were not interested in addressing UA. They had plenty of other things on their plates, and so the ISOC, seemed to me to be a good channel wasn’t really available to us. So, this is aimed at -- the UASG-008 link -- aimed at the At-Large structures, ISOC chapters, local computer societies.

And just as an aside, when I was young, which was a very long time ago, but when I was young, looking at working in the IT sector, there would

be gatherings, once a month or so, beer and pizza, in New Zealand, in Wellington -- there was a curry night, everybody would get together at a local curry restaurant, there would be breakfast, people would come together for networking, and there would be somebody to give a presentation. So, that's the sort of thing that we're hoping people will use those local gatherings to raise awareness of universal acceptance.

The next document is our quick guide, UASG-005; it's been around for quite a while. We think it looks really nice. It's available in 11 languages. It addresses these five verbs and it's aimed at technical managers, so, the CIO and their direct reports. It gives a very clear and concise look at what needs to be addressed, so that they can understand it enough to give direction to their staff to address the issue, and it's not hard. Getting UA available in your application is, generally, not hard, and generally, amounts to a bug fix.

UASG-004, is use cases, so rather than make everybody in the world register their own variety of domain names, we registered a number of different types of domain names, so we have an ascii.short, ascii.new, and ascii.long -- we have IDN in Chinese, we have idn.ascii, ascii.idn; we have arabic.arabic as well. And we have emails associated with those, so that people can test their applications to see whether they work with real live domain names and websites and email addresses. That document is aimed squarely at the [inaudible].

UASG-007 is a very extensive, technical document. It's about 70 pages. It is aimed squarely at developers and architects, and that's available in English and Chinese. So if you're not a geek, that's a bit overwhelming.

UASG-006 is a list of relevant RFCs for people to reference. We also have a white paper. The UASG commissioned the Analysis Mason to look at the social, cultural, and financial implications of universal acceptance; so were there any driving forces to move this forward. And they concluded, rightfully, that indeed there were. So, they estimate there's nearly \$10 billion in added economic benefit, if people became UA ready, and there would be millions of additional users coming online because they could use the internet and email in their own script.

So this is aimed at the C-suites, the boards, ministers, pundits, NGOs, studio managers to show that yes, there's an opportunity here, and that's well worth a read, it's not huge. We've based it in some part on the ISOC blue report that came out a few years out of Geneva and also the ICANN "Greasing The Wheels" report; those were our target sort of documentation.

UASG-010 is linkification -- Quick Guide to Linkification, and in case you don't know what linkification is, it's when you're using an application, for example, Adobe Connect, and somebody types something in the chat box that looks like a domain name or a mail address -- Adobe Connect or the application will probably create a link to it. And what we've found is that's not always the case, so we have a guide for linkification for people who develop software, and at the moment, we're currently running a study to see which of the major social media applications -- the communication parts of them -- do the linkification or not. So, that will be an interesting study. This document is aimed at the application owners. And I know I'm talking a lot, and if you have questions, just put them in the chat, and I'll try to read them as well.

UASG-14 is a Quick Guide of EAs. EAI is email address internationalization. It has two components; one is ability to support domain names that are not in ASCII, and also the ability for mailbox names that are not in ASCII. Now, this is aimed at geeks and system admins. We have another document planned, which is an extensive guide to EAI, aimed at developers. We’re still looking for somebody to write that. But EAI is a protocol that’s been around since 2010 to support the international communities. So that’s a very important issue.

There are a growing number of EAI providers now, Coremail was the first commercial provider of email (EAI) services, and they launched in October 2014, in Beijing, as part of an APEC conference that was there. Since then, we see operations in Thailand, in Taiwan, in Saudi Arabia, and in India. Microsoft Outlook 2016 is EAI ready. Google is sort of EAI ready, Gmail, except that they won’t yet host an IDN email address, but they can send to and receive from. Microsoft is working to get their system EAI ready as well.

So, a lot of progress in the past year, actually; we saw the launch of XgenPlus right before the Hyderabad meeting in India, and they were able to host arabic.arabic@arabic -- Arabic email address, and I was able to send and receive email from that; that was very exciting. And I think the puppy is actually my cat, a very noisy cat. So that’s worth a read.

UASG-015 is a blueprint for CIOs on how to become UA ready. We have UASG-15a that is aimed for CIOs in the internet industry, so that’s registries, registrars, hosting providers, and such. We will develop additional versions of that document, as we pursue additional

industries, like the health care or travel or insurance or banking or local government, or what have you. And I think I’m almost finished.

UASG-009 is broccoli issues, so this a term, Leslie Daigle from ISOC came up with, broccoli being something that you don’t necessarily like, but you know that’s good for you. So, this document contains tendering and contractual clauses that people can use when they’re putting out requests or signing contracts for software services, and besides having clauses for universal acceptance, it also includes clauses for Ipv6 and DNSSEC, and that’s aimed at IT management and procurement ops.

Then we have some case studies -- we’ve got about four case studies published. We have a couple more underway and planned, and these are just examples of people who are pursuing UA issues and the issues that they’ve addressed or overcome. Now, these is a peek preview, UASG-16, is a review of browsers that we commissioned from a researcher, earlier this year to look at the major browsers to see whether they were UA ready or not.

So, as I said before, when I talked about UASG-004, where we had a list of valid domain names and email addresses; well, this review looked -- used those to see whether they worked, so they looked at the major browsers and looked at it on desktops, as well as mobile platforms, and did they work, did they display -- did they a) resolve the domain name and pull up the correct website, did they display the website properly, did they display the title of the website properly, and so forth.

Only one of the major browsers passed our kind of tests, and so, if you want to take a guess in the chat, I’m happy to entertain that, but most

of the others were pretty good at it. And that should be published next week on the website. And the last is a report that will also get published, is a look at website. So, we looked at the 1,000 most popular websites, and we tried to register with a variety of different email addresses, so you know that when you sign up for some service, it asks for email address and a password, so we tried to do that -- and we found that just 7% of these 1,000 or so, accepted all our test cases, but if you want to be positive, there were only 7% that rejected all our test cases.

So most of them are somewhere in the middle. And also commissioned a study to look under the hood of the code of these websites and see what they could find and how people address the issue, and that's an interesting appendix to that report. This report is targeted at web geeks and accessibility advocates.

So, that's what I prepared. At the end of the slide deck, which I'm pretty sure you'll have available to you, are some additional slides on the five verbs, which I can cover if you want, but right now, I'd just like to say thank you for listening to me and the cat, and happy to entertain any questions. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Don. Thank you for this very well done notation. I'm sure it is not very easy for all our attendees, but it is something that I'm sure not a lot of people understand and people know about. Now, we have the presentation, we can receive some questions, if you have. So if there are questions now, we can get them. Any question?

Everything is clear for you? Yes, very well. I don't see any hands. Oh, okay, Holly. Go ahead, Holly.

HOLLY RAICHE:

Your discussion that ALAC should take this up, I guess, I'd be asking how -- I'm not sure how that would happen, and it's almost a kind of a why isn't ICANN generally taking this up? And I suppose my second question is why did ISOC not deal with this because, in fact, this is going to impact on end users of the internet, surely? I just don't understand why ISOC wasn't interested.

DON HOLLANDER:

Okay, so let me take the second bit first because that's a bit easier. So I took it as, "Well done, you guys are doing such a great job, we wouldn't want to interfere." The second option is they have a full program on their plate, and they didn't want to bring something else in. And the third is, I don't know.

But to your first question, I'm not terribly interested in ALAC taking this up as an issue, but I'm very keen for the individual components of ALAC, the ALSs, to say, "Oh yep, this is an issue for us." For example, in Australia, you've got ISOC-AU, which is an ALS, and I would love it if ISOC Australia said, "Oh yes, this is an issue, and we will raise it as an awareness issue in our various publications, or meetings," or what have you.

And I don't know if ISOC has regular gatherings, or ISOC Australia has regular gatherings, or if they have a newsletter, or a blog post, or a

breakfast, or curry dinners -- but if you do, this would be a perfectly reasonable topic, I would think, for one of your gatherings, or if you have a newsletter. We have, at the moment, two editorials that we can share with you, and we've got another two just about finished that you could release within your communication channels from time to time. So, it's not ALAC that I'm interested in; it's the individual ALSes.

HOLLY RAICHE:

Then maybe -- this is just a follow on suggestion -- you were saying there's material that could go out to Internet Australia, but it could also go to others, and even if it's simply putting on individual mailing lists and having discussions about that -- that's the sort of thing you're thinking about?

DON HOLLANDER:

That's exactly right. So, these are short blog post sort of things; they're 500 or 600 words, so they're not super short, but they're not too long to read, and we can customize them for the local communities. So in New Zealand, for example, where Māori is an official language, and Māori uses macrons, we tweaked the content to have a specific local focus. And you could do the same thing in Australia. In Australia, you could say, we have .melbourne, and .sydney, and so forth, and tweak them for your local community. And you know, elsewhere, you could do the same thing.

HOLLY RAICHE: Is there a follow-up on ICANN staff to just send a link to everyone as to how we get that material.

DON HOLLANDER: So, happy to share that material. If you want to get more involved in Universal Acceptance Steering Group, there's a mailing list that you can participate in, or if you want to say, "Yep, I'll put my hand up to engage - drive the issues for ISOC Australia, or Guatemala, or Argentina, or wherever, just let me know and happy to work directly with you. So, we have materials in Spanish for example, and we have materials in mostly Australian --

HOLLY RAICHE: Thank you. Thanks, mate.

DON HOLLANDER: And getting materials in different languages -- not an issue.

HOLLY RAICHE: Okay, I notice there's an action item down on the screen At-Large staff to distribute link to information on how to comment or participate in UA, so that's the follow on I was looking for, actually. So, thank you.

TIJANI BEN JEMAA: Okay. Thank you very much. Thank you, Holly. Thank you for your questions. Thank you, Don, for your answer, but Don, you are emphasizing on the fact that you would like to see -- so for example, the

[inaudible] and raise the issue, but as I know, in Australia, everything is in ASCII. There is no other scripts. I am wrong?

DON HOLLANDER: In Australia, there are no other script? I don't think there's 00 I don't know --

TIJANI BEN JEMAA: No other -- universal acceptance -- yeah.

DON HOLLANDER: So, I think --

TIJANI BEN JEMAA: Go ahead.

DON HOLLANDER: In Australia -- Australia being a near neighbor -- so I live in New Zealand, just in case anybody wondered about that, so I know Australia reasonably well because it is only four hours away from here, so it's sort of a weekend trip for us. But Australia's a very multicultural society, and there are people there who -- from a big Greek community, big Italian community, a lot of Europeans, Asians; there's people from all the over the world there, and it's an issue for them as well. Universal acceptance is not just not IDN, of course, it's also the new long TLD, so people who want to use .melbourne, for example, which is longer than two or three characters, they are also seeing challenges.

TIJANI BEN JEMAA: Okay. Thank you very much. Yes, I know, but I think the most problem came from IDNs, but yes, part of the initiative is with the very long TLD - - is also a problem. I have Abdeldjalil, who has his hand up. Abdeldjalil, go ahead.

ABDELDJALIL BACHAR BONG: Thank you so much, Tijani, and also our presenter, Don. So my question is to know that universal acceptance to what is technology, is strategy, is protocol, is IDN, so I need to know more; and who can implement this universal acceptance? Is the role of the developer, or the end user -- I don't know exactly, so I need to have more information on that. Thank you so much.

TIJANI BEN JEMAA: Thank you. Don?

DON HOLLANDER: So, the people that we are trying to reach with our message are the developers -- these are the computer programmers.

TIJANI BEN JEMAA: Exactly. It is a technical issue. It is more coding than other things, but the community has to be aware, and I think it is very important to make the community aware and to raise that awareness because they help in identifying some problems, you know, perhaps we are very few to use a

script, and if we don't identify the problems, nobody will know about them. So, I think Universal Acceptance Steering Group would be very happy to have this input from the community.

Any other hand? I don't see any. Okay, perhaps you can go to the quiz, to the pop -- Mario, are you ready for that?

MARIO ALEMAN:

Yes, Tijani. This is Mario for the recording. So we're going to run a pop quiz for three questions, right now, and I would like to read the first question for you, and you can please continue to cast your votes: what are the criteria for becoming a member of the Universal Acceptance? And the three choices are: geek, interested, certified software developer. We're casting some votes now and I'll let you know when we're ready. [AUDIO BREAK]

TIJANI BEN JEMAA:

I'm done; you can confirm the right answer?

MARIO ALEMAN:

Okay, yes. Can you please confirm the right answer, Don?

DON HOLLANDER:

The right answer is B, anyone who is interested can participate, and you can go to uasg.tech/subscribe and become a member of the mailing list.

MARIO ALEMAN: Thank you very much, Don. We will move to our second question, and this is: who are the target audience for Universal Acceptance? A) network operators; B) national regulators; C) software developers. You can please cast your votes now.

TIJANI BEN JEMAA: Okay.

MARIO ALEMAN: So we're ready, so over to you, Don.

DON HOLLANDER: So it's software developers.

MARIO ALEMAN: Software developers, nine votes, and one vote for letter A, and letter B. Thank you very much. We're going to move forward to the next one. Last but not least: could my smart refrigerator, which orders fresh food when I run out, be affected by universal acceptance? A) yes; B) don't be silly, it's just a refrigerator; and you can please continue and cast your votes now. [AUDIO BREAK]

I think we're almost ready. Over to you, Don. Can you please confirm the right answer?

DON HOLLANDER: So the right answer is A, and it's because my smart refrigerator may not be able to connect to the right grocery stores, so if I wanted to connect to the French food store, it may not be able to, or if I wanted to connect to the Thai food store, it might not be able to. And as a result, I would only get New Zealand food.

TIJANI BEN JEMAA: Okay. Thank you very much, Mario and Don. Now, back to questions. Sebastien? Sebastien, go ahead.

MARIO ALEMAN: He might be on mute. Let me confirm. [AUDIO BREAK]

SEBASTIEN BACHOLLET: Hi, this is Sebastien speaking, can you hear me?

DON HOLLANDER: Yes, we can hear you well.

TIJANI BEN JEMAA: Yes.

SEBASTIEN BACHOLLET: Okay, so I just wanted to stress something that was said during the discussion, and that is the fact that the universal acceptance it's possibly an issue that deals with IDNs and with the use of internationalized scripts, but rather that it was already an issue for the first parties using

global extensions with more than three characters. So, with these new extensions, we already started seeing this issue, and that was since for instance when we switched from .com to .tech, which switched from three to four characters, or even more, we started seeing that there were issues with the universal acceptance. That’s why it’s more comprehensive than just IDNs.

And then secondly, I would also like to seize this chance to say that a smart refrigerator will not necessarily mean a connected refrigerator cause I’m not sure it would be very smart if all our refrigerators were connected. That’s all I have to say. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Sebastien. Thank you for your smart question. Don?

DON HOLLANDER:

So, thank you very much, indeed. So, the universal acceptance issue has been around since 2001. So, there was a round of new gTLDs 2001, and .info was one of them, and Ram Mohan, who is the chair of the Universal Acceptance Steering Group, was involved in .info from the very beginning, and he tells a lovely story how he had wanted to subscribe to “The New York Times,” but they would accept his .info email address, so he wrote a letter -- created a letterhead, wrote a letter, and FedExed it to the CIO at “The New York Times,” and that made a difference and got his attention.

So, that’s one strategy that we’re also looking at for this current version of Universal Acceptance, but yes, UA has been around -- the issues have been around for some time, and we’re just trying to -- they’ve just been amplified since the 2010 and 2013 introductions of IDN, and the new gTLDs. So, thank you all very much for listening and bearing up with my questions and comments.

TIJANI BEN JEMAA: Thank you, Don. So, any other questions for Don? You want to leave, Don?

DON HOLLANDER: If that’s okay.

TIJANI BEN JEMAA: Okay. I think there is no other questions, yes please, but I will see if other questions were raised. Is there any other question?

Okay. It seems that there is not. So thank you very much, Don. I really appreciate your availability. Thank you. Now, Mario?

MARIO ALEMAN: Yes, Tijani?

TIJANI BEN JEMAA: Are you ready for the evaluation questions?

MARIO ALEMAN: The evaluation questions that I had were the pop quiz. Let me --

TIJANI BEN JEMAA: Number six on the agenda, evaluation. Have you seen that?

MARIO ALEMAN: Yes. The only questions that I got were the pop quiz questions.

TIJANI BEN JEMAA: So, you don't have them. Okay. Thank you.

MARIO ALEMAN: I don't have them. Yes.

TIJANI BEN JEMAA: Okay, thank you very much. So, now that Don has left, and there is no evaluation question, I am so sorry that this webinar didn't go to its end. No problem. Thank you very much. I am sure that this topic is not very easy to everyone, but it is only to make you aware that there is this issue of universal acceptance. Universal acceptance is to make everything that you want to do will reach the other person as you wanted to reach him; or if you want to search for a website, you can get to it without problem, etc.

Because everything is not yet set, so that everything and any IDN script is very good in names for everything, and also when you have an

extension, or when you have a top level domain which is longer than three characters. This is only to make you aware of that.

Please subscribe to this group. It is very important to understand, to follow, even if you don't have anything to do, but only to understand, and when you face a problem, you'll know what it is, and you can also report it to the group. Thank you very much. This webinar is now adjourned.

MARIO ALEMAN: Thank you, Tijani, thank you, everyone.

TIJANI BEN JEMAA: I would like first to thank our interpreters and our staff, and all of you who attended this webinar. Bye-bye.

MARIO ALEMAN: Thank you, Tijani. This meeting has been adjourned. Thank you for joining, and please remember to disconnect all remaining lines.

[END OF TRANSCRIPTION]