SAN JUAN – ccNSO Members Day 1, Part 4
Tuesday, March 13, 2018 – 16:15 to 16:45 AST
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BART BOSWINKEL: ccNSO Members Day Part 4. Tuesday, March 13, 2018. Room 209-BC. Expected time from 4:15 through 4:45 P.M.

KATRINA SATAKI: Thank you very much and welcome back to the ccNSO Members Meeting Day. We are going to start now with our Universal Acceptance Report to ccNSO by Don Hollander, and please.

DON HOLLANDER: Thank you very much. My name is Don Hollander. This is a group I'm very familiar with. I want to talk about Universal Acceptance and I'm providing an update as to what we've been doing, that's all readily available but how we can work together. So, individual CCs in individual communities with the Universal Acceptance Steering Group. So, next slide, thanks.

Universal Acceptance is pretty simple in concept and if you say it fast, it's pretty easy. So, all domain names work in all applications, all domain names and all e-mail addresses work in

all applications. How many people allow IDN registration within their cc? How many have heaps and heaps of IDN registrations in their ccTLD? Yes.

But it's still an issue, still an opportunity for folks. And it's not just those who use a non-English script, it's still an issue for people who use an extended English character set. I live in New Zealand and in New Zealand, it's an issue. We have an official language of Maori that uses macrons. New Zealand is very focused on supporting its indigenous language in people.

And I have a bookshop. And here is a bit of trivia that you can use in the pub. The Maori word for book is Pukapuka and to make it plural, you put an Nga with a bar over the A. That's how you pluralize. So, books is Nga Pukapuka and in New Zealand, it's NZ. So, it's NZ? How do you say that here? So, it's Nga Pukapuka.nz which it is means book in Maori.

I can't use that name hardly anywhere. In fact, for a while, I couldn't even use it to register as a member of Internet NZ, they fixed that. But I can't use it to engage with my city council, I can't use that to engage with Speaker of the House in his new online petition system. I can't use it with the Tax Department which was okay with me but they said they would send something into the post.

So, today's objectives, I want ccs to understand the scope and the opportunities for Universal Acceptance. I want to share some of the resources that we have available to help spread the message. And I hope that some of you will offer to help the UASG reach out to your local software community. So, we don't need the ccs to do anything to their systems but we would love to figure out who the open source software communities are in your respected communities. If you know people in government IT departments, we're keen to know them as well. And we listen to what we hear from the ccNSO. Next, thanks. Next.

So, UA manifests itself when you try to make a booking for a hotel. I want to go to Chile and now Chile has IDNs, right? So, I want go there for a holiday and I go to the fancy hotel in Santiago because that's where I want to book for my first night before I go South, and I want to use my new domain name as my e-mail address. And it doesn't let me. It says, "Use a valid e-mail address." So, that's not fair to me and I don't think it's fair to the hotel. And we would like the hotel systems to be able to do that. So, it's not just an issue with your own local domains but it is within your community to be able to use it.

Many applications don't accept domain names that use new TLDs, so .photography, .technology, even .tech, .email. So, the

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ASCII names are rejected, IDNs are rejected, IDNs at the top or second level are also rejected.

And some of you remember 2010 and there was this IDN ccTLD Fast Track and there were about 25 new IDN ccTLDs issue 2010. In that same year, internationalized e-mail addresses became available so that you could have non-English characters in your mailbox name. So, people in Europe who might have the umlauts or accents or whatever in your name, you can have that now in your mailbox name. The problem is that same issue with these funny domain names is the applications reject it. So, those are some of the issues that we're looking to go through. Next, thanks.

So, here's EAI. We see there is two phases to the solution in EAI. The first is the ability to send to and receive from these e-mail addresses. EAI address has a non-English character in the domain name or the mailbox name. So, for me, my e-mail address to it, NgaPukapuka.nz because it has a non-English character in the domain name. That's an EAI address.

EAI, it's normal e-mail and we expect it will be the new normal e-mail. But the ability to send to and receive from e-mail address is the first phase, all e-mail addresses. So, Google has been live in production since about 2016. Office 365, these are Microsoft's online e-mail solutions. They were announced last month in

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India on Mother Tongue Day. So, that's another holiday that you can help celebrate. But they announced that they could send to and receive from Hindi e-mail addresses and Tamal e-mail addresses and a whole host of other languages.

Postfix and Exim which are MTAs are supposed to be working as is Halon. And Outlook 2016 for the PC has been EAI ready but not Outlook 2016 or not Outlook on the Mac, at least not yet, and a few others claim that they're compliant.

And Phase 2 which is a harder effort for the e-mail software developers. That's the ability to host a non-ASCII e-mail mailbox. And there's a few people who say that they can do that. So, Coremail, XM+, [inaudible] which is an experiment at a .sa, Open Find is in Taiwan, True Wave is in Thailand and they've been running some of those projects.

So, next slide. Nope, there should be another slide before that. Maybe not.

How hard is it to fix? The answer is it depends. Generally, however, fixing it certainly the ability to accept to these new long ASCII names like .technology and so forth, that's pretty easy, usually measured in days, sometimes measured in hours but pretty easy for people to fix. Most modern system is not a problem there. For complex systems, it will require a bit of

thinking but not much harder to address those. The key issue is to be able to support Unicode and most modern systems do that.

So, what would we like from the ccNSO? For those of you who have IDN ccTLDs, we'd like you to have an EAI strategy. So, this is something that you can encourage your registrars to offer to their registrants. So, registrars and resellers should be able to offer this to their registrants.

TWNIC did this a few years ago working with Open Find, come up a solution. THNIC did this also with a company called True Wave in Bangkok. And CNNIC used a company called Coremail based in Guangzhou. So, it will be easier to attract registrants if they can use the full services and there are a number of choices available for ccTLDs to encourage their registrars who do ISP and hosting and that sort of stuff.

So, that's the first thing that we'd like. The second thing is we'd like you, if you can, to introduce us to senior IT executives in government departments. So, our target audience size is about 38 million people. That's how many computer programmers there are in the world. We're not going to be able to address them all at once or in a big sweep. So, we're narrowing our targets to government IT departments.

And the reason is because governments usually have a purpose beyond profit. And if they can support their communities and people in their indigenous languages, that's more important for them than profit. So, if you could introduce them to us, either introduce them to the concept of Universal Acceptance or introduce them to us and then we can take it from there.

And then if you have a local open source software communities, let us know about those or introduce them to us and we'll reach out to them. Next. Thanks.

So, what does the UASG have in its bag of tricks? So, if you go to Uasg.tech, this is really just to get my access numbers up, number of hits up, we have a lot of good documentation technical documentation, non-technical documentation. [inaudible] and I were sitting and having lunch in some ICANN meeting, maybe Helsinki and she said, "Why not have some training materials for university professors?" So, we thought that was a good idea so we have some of that. We have two one-hour courses for one on UA, one on EAI that the university professors could use.

We have quick guides in many languages. Swahili was the last language that we've produced and we're currently working on Thai. We have blueprints for CIOs, we have videos and podcast. And if any of you have made it to Uasg.tech, there is a button at

the top called Issue Logging where if you encounter a problem, then you can log in there.

We also have UA Ambassadors, a growing number of these people so if you need somebody to speak or advocate, we can do that. And we've done a couple studies on the readiness of UA in browsers and websites.

So, we did a survey of the top thousand websites of the world and saw how many, evaluated how many good use of variety of e-mail addresses, some at .long ASCII, .idn and then Arabic.arabic@arabic. And there were just 7% of a thousand that could accept our entire test suite which is not so good. So, we're working to reach out to these website owners and raise awareness. And next slide, thanks.

So, that's it for me trying to be quick and short and say that we're doing stuff. And we think that we have opportunities to work with you to engage with your local communities to make sure that your local software development teams are keeping up to date. And I'm happy to answer any questions.

KATRINA SATAKI: Thank you very much, Don. Are there any questions from the audience? Yes.

IRINA DANELIA: Hi, Don. I'm Irina Danelia from Russia and we are also operating the biggest IDNTLD, ccTLD. I thank you Don for your presentation and I'm watching the efforts UASG is doing for some times. I just went through the list of the documents on your website and it's great to have train [to a certain] document there. But I have noticed that only one of them is translated in different languages including Russian. So, my question is do you have a plan to translate other docs and what are the timeframe?

DON HOLLANDER: Thank you. The question is we have one document that's translated into multiple languages including one in Russian but nothing else seems to be translated and what are we going to do about that.

So, we do have one other document translated. We have one of our documents is called UASG007 which is Introduction to Universal Acceptance. It is aimed at the geek who's going to actually fix the system and that's been translated, written in English, translated to Chinese.

But if there's a document there that you think would work well for your community in your local language and you'd like to see it translated, let us know. We're very keen to do it. We're not

necessarily keen to translate everything just for the sake of translating it but if there's going to be a benefit to somebody to do so, happy to do that.

Now, could you do something for me? If you could engage with Yandex and mail.ru and get them to be working their systems to become EA ready, that would be very, very beneficial. So, maybe we can work together.

KATRINA SATAKI: Thank you very much. Any other question? If not at the moment, you can see that it's displayed in the screen the various ways to get in touch with Don. And we thank you very much for his report. Please hand for him.

And now, we have a short break before our last part of the day. That will be the PTI session at 5:00 so please be here on time. Thank you.

[END OF TRANSCRIPTION]