

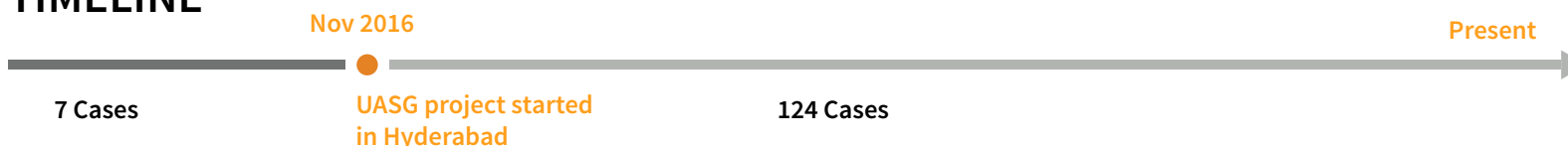


# UNIVERSAL ACCEPTANCE CASE REPORT

The UASG, through ICANN'S Global Support Centre, operates an issue logging service where complaints are received, recorded and outreach for resolution occurs. There were 42 issues raised against 40 organisations whose operations were not UA ready. Of these, just five provided resolution - and in each case just for the specific complaint.

## 131 Case related to Universal Acceptance

### TIMELINE



### 52 Incoming Cases

- 40 Issue Logging from USAG.TECH
- 2 Issue Logging in 2015 via EMAIL
- 10 General UA info requested

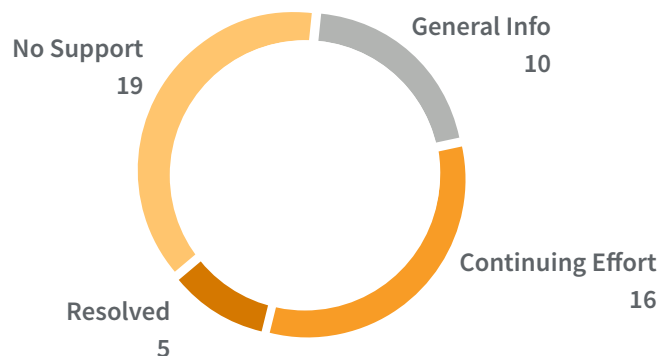
42 issues reported by 19 contacts

### 79 Outbound Cases

Outreach to 40 Companies

- 5 Resolved for mostly specific email addresses, not for all TLDs
- 16 Return & Forwarded to the related department for review
- 3 Awaiting Response - In progress
- 16 No Support from developers

### CASE RESOLUTIONS



- Website 1:** Created manual accounts for .vlандеeren and .email email addresses.
- Website 2:** Whitelisted .work email address in the reported firewall. (resolved for 1 email or TLD)
- Website 3:** Only fixed for .design email. Development department is updating the platform over time.
- Website 4:** Website fixed the app & webform except IDN emails that are after @ sign.
- Website 5:** Resolved only newgTLDs. IDNs're not prior as they operate in the US only.

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