Media Alert

COMMON INTERNET INFRASTRUCTURE NOT YET READY FOR NEXT BILLION INTERNET USERS

New Reports Show Only 7 Percent of Top Websites Can Handle Non-English Email Addresses; While Top Browsers Fared Better, More Work Needs to be Done

SEATTLE – **14 September 2017** – The Universal Acceptance Steering Group (UASG) today released two reports aimed at measuring the progress of popular browsers and websites, and their ability to handle new, long, and non-English domain names and email addresses. When these new domains and email addresses are not accepted by websites, it frustrates users and reduces the opportunities for organizations to win new customers. It also blocks the cultural, social and economic benefits made possible by the internet.

> **WHAT:** These reports – the first of their kind – demonstrate that although organizations worldwide have made significant progress toward becoming UA-ready, even major organizations still have work to do.
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> Of 749 websites tested, only 7 percent accepted non-English email addresses, a state known as Universal Acceptance (UA). Of the eight browsers tested, only one – Internet Explorer – was fully UA-compliant. The results indicate progress, but there is still work to be done.
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> UASG's goal with the reports is to educate the software development community on the state of UA, and spotlight specific areas where companies can make improvements to become UA-ready.
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> **WHEN**: The reports were conducted during the first half of 2017.
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> **WHO:** The reports were conducted by the UASG, a consortium backed by ICANN and comprised of individuals from more than 120 companies. The UASG is dedicated to advancing awareness and adoption of UA.
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> **WHY:** The Domain Name System (DNS) has expanded dramatically since 2010 and now includes more than 1,500 top-level domains (gTLDs – the part after the dot). Many of those top-level domains are longer than the legacy three-character domain name (e.g. .com, .edu and .org) or are in non-Latin based scripts (such as Chinese, Arabic or Cyrillic).
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> People can now choose domain names that best reflect their sense of identity and language, but many online systems do not yet recognize these domain names as valid. UA is crucial for the continued expansion of the internet and provides a gateway to the next billion internet users.

Those interested in viewing the reports in full can do so here: [insert link]

About UASG
The Universal Acceptance Steering Group is an Internet community initiative that was founded in February 2015 and tasked with undertaking activities that will effectively promote the Universal Acceptance of all valid domain names and email addresses. The group is made up of members from more than 120 companies (including Apple, GoDaddy, Google, Microsoft and Verisign), governments and community groups. The UASG receives significant financial and administrative support from ICANN. For more information, visit https://uasg.tech/.

About ICANN
ICANN's mission is to help ensure a stable, secure and unified global Internet. To reach another person on the Internet, you need to type an address into your computer or other device – a name or a number. That address must be unique so computers know where to find each other. ICANN helps coordinate and

support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation and a community with participants from all over the world.

For more information, please visit: www.icann.org.

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