//*.*/

UASG 09-2017

VISIT
http://uasg.tech
REPORT AN ISSUE
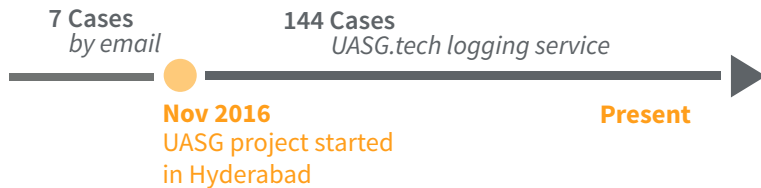http://report.uasg.tech

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.
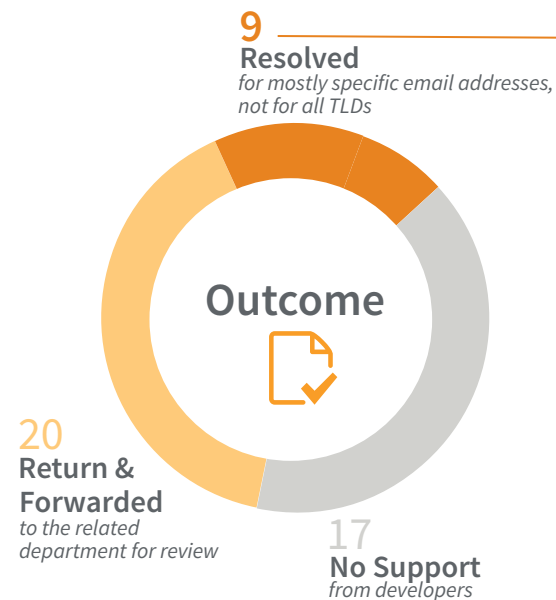
151 Cases related to Universal Acceptance

Timeline

7 Cases
by email

144 Cases
UASG.tech logging service

Nov 2016
UASG project started
in Hyderabad

Present

59 Inbound Cases

47 Issue logging received via UASG.tech

5 General Universal Acceptance Info request received after UASG project*

7 Cases received by email <u>before</u> UASG project*
(2 Issue Logging + 5 General UA info request)

*No support from developers needed

92 Outbound Cases
*to outreach to the **46 organisations** with reported issues*

9
Resolved
for mostly specific email addresses, not for all TLDs

Outcome

20
Return & Forwarded
to the related department for review

17
No Support
from developers

Website 1: Created manual accounts for .email and .vlandeeren email addresses.

Website 2: Whitelisted .work email address in the reported firewall (resolved for one 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 new gTLDs. IDNs are not priorities as they operate in the US only.

Website 6: Website fixed the issue for both New gTLDs and IDNs a few months after the case is cosed.

Website 7: Resolved for .store and many other New gTLDs.

Website 8: Resolved for IDNs to submit WHOIS details with IDN now. However, only end-user radar has been fixed. WHOIS on radarview and radar-admin still does not support Chinese IDN. (Outreach is done via ICANN ITSM tickets).

Website 9: Website fixedthe issue for New gTLDs only, not for IDNs. Resolution came after outreach to the registry primary contact.