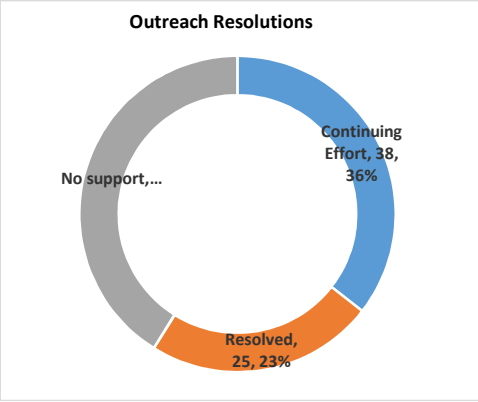
UNIVERSAL ACCEPTANCE CASE REPORT

Report Date	31-Jul-18	
In total there are	**299**	**Case** related to Universal Acceptance
Timeline	**292**	**Cases** after UASG project started in Hyderabad (after Nov 2016)
	7	**Cases** before Nov 2016
Incoming Cases	**123**	**Incoming** Cases
Incoming Cases	**108**	**Issue Logging** (103 via UASG.TECH / 4 via e-mail / 1 via phone)
	2	**Issue Logging** in 2015 via e-mail
	13	**General UA** info requested
Outbound Cases	**176**	**Outreach** Cases to 107 Companies (Details)
Outbound Cases	**25**	**Resolved** (mostly for specific email addresses, or New gTLDs, and usually not for EAI)
	36	**Returned & Forwarded** to the Related Department for Review
	44	**No Support** from Developers
	2	**Pending Response**

110 issues report

Result of Outreach

Continuing Effort	38
Resolved	25
No support	44



As of 2018-07-31

Resolved Issues:

1) Tomtom.com created manual accounts for .*** and .*** email addresses.

2) Solarworld.com whitelisted .*** email address in the Barracuda firewall. (resolved for 1 email or TLD)

3) studiodesigner.com Only fixed for .*** email. Development department is updating the platform over time.

4) washingtonpost.com Website fixed the app & webform except IDN emails that are after @ sign.

5) DeliveryDudes.com resolved only newgTLDs. IDNs're not a priority as they operate in the US only.

6) AlaskaAir.com Website fixed the issue for both New gTLDs and IDNs a few months after the case is closed.

7) magento.com e-commerce software Resolved for .*** and many other New gTLDs.

8) radar.icann.org 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 IDN. (Outreach is done via ICANN ITSM tickets.)

9) Vistaprint.com Website fixed the issue for New gTLDs only, not for IDNs. Resolution came after our outreach to the registry primary contact of.Vistaprint

10) Hotels.com resolved only for 1 email. The New gTLD email address has been manually updated by their Customer Service.

11) Sba.gov claimed they only updated the system for 1 specific email address, not for .*** extension. No feedback received from the reporter.

12) Can-Cb.com whitelisted .*** emails from Spam Filter.

13) Ucc.ie whitelisted only .*** emails from Spam Filter.

14) sportngin.com already accepts nTLDs

15) Bioreference.com now doesn't spam filter nTLSDs, but they forwarded IDN issue to their developers.

16) Flash Seat App already accepts nTLDs.

17) Gmail already UA ready.

18) intellifo.com function o365 classified emails as spam. By creating SPF and DKIM records the issue is resolved.

19) Microsoft Outlook 2016 recognizes nTLD emailboxes.

20) MOZ.com SEO developed a Beta version, and it works well in Link Explorer now.

21) nvsos.gov created account manually for .*** in UCC form / As of 22Jun2018, it was confirmed that any email extensions are taccepted. The UCC form update will be in spring 2019.

22) Paperlesspost.com recognizes now nTLDs.

23) rackspace.com now supports New gTLDs but not EAI.

24) Adobe Illustrator and Apple Preview : No linkification issue

25) Twitter accepted .*** nTLD