

Universal Acceptance (UA) Readiness Survey for ccTLDs

Thank you for participating in the Universal Acceptance (UA) Readiness Survey. The survey will take approximately 20 minutes to complete. Listed below is a series of questions designed to determine your organization's level of UA readiness.

ICANN org will aggregate this information and provide an anonymized summary to the ICANN community. **No specific information about the organizations participating in the survey, including the name of the organization, will be included in the summary.**

ICANN org will use this information to determine what support, if any, ccTLD managers may need to become UA ready. A study on **UA Roadmap for Domain Name Registry and Registrar Systems** with further details was published for [public comment](#) and can be found [here](#).

Please note that if you operate both ASCII ccTLD and IDN ccTLD, kindly fill in two separate forms.

By submitting my personal data, I agree that my personal data will be processed in accordance with the [ICANN Privacy Policy](#), and agree to abide by the electronic [Terms of Service](#).

* Required

1. Organization Name *

2. Contact Name *

3. Email Address (You can input your email in both ASCII email address and/or EAI * email address)

4. What is your TLD string? *

Please indicate one TLD for each survey. If you operate both ASCII ccTLD and IDN ccTLD, please complete a survey for each one.

5. 1. Does your organization offer Internationalized Domain Names (IDNs) at the second level (e.g., 회사.TLD)?

Mark only one oval.

- Yes
- No (please continue to Question 4)

6. 2. Please indicate which answer best describes the IDN registration trend under the TLD.

Mark only one oval.

- Growing
- Stable
- Decreasing
- Unstable

7. 3. What is the cause of the IDN registration trend?

8. 4. Do you provide or plan to provide a back-end service for the gTLD registry operators?

Mark only one oval.

- Yes
- No

What is UA-Readiness?

UA-readiness means all software applications accept, validate, process, store and display correctly, consistently for all domain names and email addresses (using short or long TLDs, IDNs).

For examples:

example.sky - a domain name under a new short TLD

example.international - a domain name under a long TLD

普遍适用测试.我爱你, คน.ไทย, المملكة.العربية.السعودية, - an

Internationalized Domain Name (IDN)

ईमेल@उदाहरण.भारत - an EAI (Email Address Internationalization)

email address

The [UA Roadmap for Domain Registry and Registrar Systems](#) provides further details.

Notes: ICANN org encourages ccTLD managers to support all domain names and email addresses using short or long TLDs and using any scripts. However, ICANN org recognizes that the ccTLD manager may decide to support only a set of scripts relevant to the community of the ccTLD. If that is the case, please identify the list of supported scripts in the "Other" option of Question 6.

9. 5. Considering the definition above, do you consider your organization's systems UA ready?

Mark only one oval.

- Yes (please continue to Question 7)
- Yes, partially
- No (please continue to Question 11)

10. 5a. You answered “Yes, partially” in Q5. Please indicate UA-readiness for each sub-system. Please see definition of sub-systems in the [UA Readiness Roadmap for Domain Name Registry and Registrar Systems](#).

Mark only one oval per row.

	Yes	Yes, Partially	No	Not Applicable
DNS Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHOIS Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RDAP Query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registrar Admin Interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EPP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exports and Reports for Registry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. 6. You answered “Yes, partially” in Q5. Please indicate which answer best describes your level of UA-readiness.

Check all that apply.

- Support domain names with short new TLDs (e.g., example.sky)
- Support domain names with longer new TLDs (e.g., example.photography)
- Support IDNs
- Support email addresses with short new TLDs (e.g. email@example.sky)
- Support email addresses with long new TLDs (e.g. email@example.photography)
- Support internationalized email addresses in U-label@IDN form (e.g. 電子郵件測試@普遍適用測試.台灣, อีเมลทดสอบ@ยูเอททดสอบ.ไทย, (میل-ای@موقع.مثال))
- Support internationalized email addresses in ASCII-label@IDN form (e.g. name@คน.ไทย)
- Support internationalized email addresses in U-label@ASACII form (e.g. ทดสอบ@kon.in.th)
- Other: _____

12. 7. How long did it take to update your systems to be UA-ready?

Mark only one oval.

- In progress
- Within 12 months
- Within 24 months
- Longer than 24 months
- Do not know/Not sure

13. 8. What was the motivation at your organization for supporting UA?

Check all that apply.

- To grow our customer base
- To gain more international customers
- To be more competitive
- In response to the requests from our customers
- We want to implement UA before the next round of new gTLD applications
- Other: _____

14. 9. Has your organization created internal policies to support UA?

Mark only one oval.

- Yes
- In progress
- No

15. 10. Have you collaborated with your partners/stakeholders to implement UA-readiness policies (i.e, registrars or resellers)?

If you answer 'Yes' or 'Yes, partially' in Question 5, please skip to Question 14. Else, please continue on Question 11.

Mark only one oval.

- Yes, our UA policies are known to our 3rd party providers
- We have started, but not all 3rd party stakeholders are aware
- No, but plan to do so
- Other: _____

16. 11. Is UA-readiness on your organization's roadmap?

Mark only one oval.

- Yes
- No

17. 12. When does your organization plan to start working on UA-readiness?

Mark only one oval.

- Within the next 12 months
- 1-3 years
- 3 or more years
- Don't know/Not sure

18. 13. What, if any, are the barriers for your organization becoming UA ready?

Check all that apply.

- Lack of UA technical expertise
- Other priorities
- Do not see the need to support UA readiness
- Critical 3rd party vendors who support our services are not UA ready, but our systems are ready
- Critical 3rd party vendors who support our services are not UA ready so we haven't started to update our systems to be UA ready
- Other: _____

Training

Following are training material made available by ICANN

- [ICANN Learn Course - Introduction to Universal Acceptance](#)
- [UA Regional Training Program](#)
- [UA Roadmap for Domain Registry and Registrar Systems](#)

19. 14. Does your staff (technical, customer facing) need training on UA practices and UA-readiness?

Mark only one oval.

- Already trained, additional training is not necessary
- Partially trained, but need more training
- Not trained, need training
- Not trained, no need for training

20. 15. Have you trained or do you plan to train your stakeholders (e.g., registrars, resellers, ISPs, 3rd party vendors) on how to manage UA or to address customer service questions?

Mark only one oval.

- Already trained
- Partially trained, but need more training
- Not trained, need training
- Not trained, no need for training

21. 16. What are your UA related training needs?

22. 17. Before this survey, were you aware of the technical resources from ICANN org and UASG that are available for becoming UA-ready?

Mark only one oval.

- Yes
- No

23. 18. How can ICANN org support you to become UA ready?

Check all that apply.

- Training for your organization (Face to face, Remotely, or Hybrid)
- Webinar
- Other: _____

24. 19. Please specify what other types of support ICANN org can provide to your organization?

Promotion and Collaboration

25. 20. Have you promoted the UA updates with your stakeholders, including your registrars, resellers, ISPs, Web hosting provider, and customers?

Mark only one oval.

- Yes
- No (please continue to Question 22)

26. 21. What were the activities with your stakeholders for promoting UA update?

27. 22. Have you collaborated with other ccTLDs at regional and/or global levels to promote UA updates?

Mark only one oval.

- Yes
- No (please continue to Question 24)

28. 23. What were the activities with other ccTLDs for promoting UA update?

29. 24. Would you consider contributing to UA Day to promote UA updates within your stakeholders? For more information on UA day please visit <https://uasg.tech/ua-day/>

Mark only one oval.

Yes

No

30. 25. Any other feedback you would like to share?

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