



EAI Self-Certification Program

The UASG has developed the EAI Self-Certification Program to help highlight and promote the use of Universal Acceptance-ready email services and tools. Email Address Internationalization (EAI) support levels are defined so that motivated vendors and service providers can showcase their UA-ready solutions.

Program Instructions

The [EAI-Readiness Self-Certification Guide v1.0](#) is now available.

The EAI Self-Certification Program is evolving. Once more materials are available, they will be linked to from <https://uasg.tech/eai-certification/>. In the interim, relevant documents (e.g., EAI Self-Certification score generator) will be accessible on <https://community.icann.org/display/TUA/UA+EAI+WG>.

Email service or tool providers who take the test and self-certify their email service or tool using the EAI Self-Certification Guide and score generator may publish their score and display the corresponding certification badge on their respective websites. Vendors who publish their score and/or display the corresponding certification badge on their website could link their badge to this page. Please download and use the badge provided below.

- [Disclaimer for EAI Self-Certification](#)


EAI Self-Certification is a voluntary process whereby email service providers, software vendors can assess the level of EAI support of their email services or tools by taking technical tests within the EAI Self-Certification Guide, and publish results of their email service product on their respective webpages. The guide also provides IT and procurement managers the relevant information about EAI-readiness levels that may help them in testing and selecting email services and tools.

Please note that the scores and EAI levels (Silver, Gold, Platinum) published by the email service and tool providers reflect their self-assessment of their email services and tools and have not been verified by the UASG and ICANN org. UASG or ICANN are not responsible for the accuracy of these results.

If you wish to verify the accuracy of a self-certification claim, you may refer to [EAI Self-Certification Guide](#) for detailed criteria and get the email service or tool independently evaluated.

For questions regarding the self-certification process or the guide, please contact us at info@uasg.tech. For inquiries about specific scores for an email service or tool, please reach out to the respective email service or tool provider.

A brief summary of each EAI Readiness Level is provided below:

Badges for EAI-Readiness Levels	Functionality
<p data-bbox="370 800 521 835">Platinum</p>  <p data-bbox="370 1310 521 1346">Download</p>	<ol style="list-style-type: none"> 1. Meets all Gold requirements listed below. 2. Supports all UASG Best Practices guidelines [see References and UASG Guidelines, below]. 3. Hosting functionality for internationalized mailboxes is enabled by default [to the user and administrator]. 4. May also include “aspirational” extra features which improve user experience, also listed below. 5. Documentation clearly explains how to set up, use and administer Platinum-level features. 6. All tools or utilities included with the product or service should be UA-ready and EAI-enabled as well.
<p data-bbox="203 1560 284 1596">Gold</p>	<ol style="list-style-type: none"> 1. Meets all Silver requirements listed below. 2. Hosting functionality for internationalized mailboxes is available but not enabled by default. 3. Tool’s marketing and technical materials include globally inclusive email systems and features.

<p style="text-align: center;">Download</p>	<p>4. Documentation clearly explains how to set up and use Gold-level features.</p> <p>5. Functionality that processes email addresses rather than messages, for example address books, can create and store Unicode email addresses.</p>
<p style="text-align: center;">Silver</p> <p style="text-align: center;">Download</p>	<p>1. Enables users to process email messages from EAI mailboxes but does not host such mailboxes.</p> <p>2. Functionality that processes email addresses rather than messages, for example address books, need not create or store Unicode email addresses.</p>

More Information

Questions about the program may be directed to info@uasg.tech. Vendors who are performing self-certification may direct questions about the process and tests to this address as well. If you've successfully completed the test and displayed your badge on your website, you may let us know at info@uasg.tech.