



Dear valued colleague,

ICANN would like to ask you to take part in a survey to find out Universal Acceptance (UA) readiness of your customer-facing systems. This brief survey consists of only five questions and won't take much time to complete.

UA ensures that all domain names, including long new top-level domains (TLDs), Internationalized Domain Names (IDNs), and related email addresses are treated equally and can be used by all Internet-enabled applications, devices, and systems. Technically, they must accept, validate, store, process, and display all domain names equally, consistently, and correctly.

While you are not contractually required to make your systems UA-ready, supporting Universal Acceptance may enable you to attract more customers who are using new gTLDs and IDN TLDs, and will expand the products that you can offer to your existing customers. Understanding more about the readiness of your systems, or plans to become UA-ready, will also help us benchmark progress as we move toward the next round of gTLD applications. We would appreciate it if you can take 3-5 minutes to complete [this brief survey](#) no later than 20 December 2021.

Additionally, ICANN would like to share the below links with you that you might find useful if you are interested in making your systems UA-ready:

- Test Domain Names and Email Addresses for UA-readiness: <https://uasg.tech/wp-content/uploads/documents/UASG004-en-digital.pdf>
- Regional Universal Acceptance Training Programs: <https://www.icann.org/resources/pages/regional-universal-acceptance-training-2021-01-06-en>

Sincerely,

Russ Weinstein
Vice President, GDD Accounts and Services
Internet Corporation for Assigned Names and Numbers (ICANN)