

---

ICANN83 | PF – Celebrating 10 Years of UASG and Moving  
Wednesday, June 11, 2025 – 15:30 to 17:00 CEST

SEDA AKBULUT

Hello and welcome to this memorable session, Celebrating 10 Years of the UASG and Moving Forward. My name is Seda and I'm a participation manager for this session. Please note that this session is being recorded and is governed by the ICANN expected standards of behavior and ICANN community anti-harassment policy. During this session, questions or comments will only be read aloud if submitted within the Q&A pod. If you'd like to speak during this session, please raise your hand in Zoom. When called upon, virtual participants will be given permission to unmute in Zoom. On-site participants will use a physical microphone to speak. Please state your name for the record and speak at a reasonable pace. I will now hand the floor over to Sarmad Hussain to kick off the session. Thank you.

SARMAD HUSSAIN

Thank you, Seda, and welcome, everyone, to this session. We'll get started. Before we get into the panelists, I just wanted to take a minute to take you through how this session is organized. We will divide this session into three panels. The first panel is going to focus on the motivation behind UASG, its details of its formation, its consolidation and its achievements, and we will request the UASG chairs to talk about it based on their own experiences over

---

***Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.***

---

the years. In the second panel, we will focus more in more detail on the work which UASG has conducted on analysis, outreach, training and adoption. We'll go to different UASG leaders and members to recollect the work they've been involved in and how they've contributed over the years to this effort. For the third panel at the end, we would have ICANN Board members, ICANN Board, and Org obviously sharing their points of view and thanking UASG for their great work. We actually have put together a report on celebrating 10 years of UASG that will be presented to the UASG chairs and then we'll have a group picture. So that's the overall agenda for the session. We'll get started with the first panel. So in this panel we will have Ram Mohan, who's the Chief Strategy Officer at Identity Digital. He was the founding chair of UASG and chaired UASG from 2015 to 2019. We have Ajay Data. I don't see him online yet, but he is the managing director of Data Group of Industries, and he chaired UASG from 2019 to 2023. And we have Anil Kumar Jain, who's a chief operating officer of CSC Wi-Fi Choupal and has been the UASG chair since 2023. So with that, let's hand it over to Ram to share the context of the background of how it all started and how the community came together to formulate and work as UASG. So over to you, Ram.

RAM MOHAN

Thank you, Sarmad, and thanks for having us here and for this celebration. It's a milestone and it's great to be here for it. I prepared just a couple of slides to provide some context and some historical perspective of how we got here. So if you go to the next

slide, this is, in my view, a brief history of universal acceptance, where we started and where we got to. The big blue circles are milestone events, and the smaller ones are things that happen in there. So in the old days, pre-2001, there were only ASCII TLDs. And not only were they only ASCII TLDs, but they were ASCII TLDs that were all short; two or three letters in length—com, org, de, as examples. And so everything just worked great on the DNS, on applications, programs, et cetera. In 2001, ICANN introduced the first new gTLDs, and when they did that (and examples were .info and .museum), we first saw software failure. And then that got exacerbated when the new TLD operators introduced IDNs, Internationalized Domain Names, at the second level of their TLDs. And I was one of the founders of .info. And when we were launching .info, there was a great deal of anticipation when we had a great amount of support and uptake from the marketplace. But very soon, I was inundated with phone calls and emails from people saying that their names weren't working, and I couldn't understand what that actually meant. "What do you mean it is not working?" And they would send me examples. They would send me screenshots of registrations systems that wouldn't accept email addresses. Emails that they would send would not bounce; it just wouldn't reach the destination because the ISP was dropping it silently along the way because the ISP thought .info was not valid. And so I was trying to reach people, decision makers at these large companies, to try and make a change happen. Couldn't reach any of them. So I eventually came up with a scheme where I created letters from the Office of the CTO, which was just me. I created

---

letters, made it look like this is a big affiliate, a big company, and I FedExed these letters to the CTOs of the Fortune 100 companies in the US. And I got, like, a 30% response rate because it's a FedEx. You spend money, and it gets past the gatekeepers, and the executive assistant would put it on the desk of the CTO. So that's how I got through to the CTO of Yahoo, for example. But it doesn't scale. And when I was talking to the folks at .museum and other long TLDs, it just wouldn't scale. So that led in 2002 to me crafting what ended up being called the Laws of Universal Acceptance. They're listed there on the screen, and an old TLD will be accepted more than a new TLD. An ASCII-only TLD will be accepted more than an IDN TLD, and a two- or three-letter TLD will be accepted more than a longer ccTLD or gTLD. And while these are called laws, they really describe the tendencies and biases that existing Internet applications and systems exhibited. And to a large extent or to some extent, they still do when encountering domain names that deviated from what they considered were traditional ASCII-only two- or three letter .com/.net/.org-era names. And the real challenge is to make sure that these laws are broken. We don't want these laws to remain But what it actually did was it identified the problem, and it set in many ways the basis for what the initial strategies and priorities for the UASG really should be. But I'm skipping ahead. In 2011 there was another seminal event that happened. By the way, ICANN released a UA toolkit in 2006. So ICANN has been involved and engaged in this from a long time. It's not a recent thing. In 2011, a new TLD round came, and with that, we could see that the digital domain divide was out in the open.

You had a lot of names that were more than three characters long in ASCII, and you had IDN TLDs. And the problem exploded into view. At the same time, you also had the growth of social media apps. You had things like WhatsApp and other apps where these names just didn't get linkified. These names just didn't work. And internationalized email addresses were not working anywhere. So that eventually led to the UASG's formation in 2015. And if you go to the next slide, there were some precursors to it. From April 2008 to 2012, a bunch of us created the Arabic Script IDN Working Group. Afiliias and PIR were involved in that. We had the UN-ESCWA involved in it. That's where I actually met Sarmad and we had Sarmad involved in it. But the goal there was to develop a unified IDN table for Arabic script because you didn't have that, and we wanted something that was harmonized. And in some ways, you could say that that is the precursor to the LGRs and all of the work that is now standard across our community. And if you look at the countries, that's impressive. There were some sworn enemies inside of those countries, but we had technical experts who were focused on just making it work. But that led to 2014 when ICANN had an IDN Symposium in Dubai. A few of us got together and we said if we could make this work among inside of the Middle Eastern region or the Arabic-script-speaking region with people who come from such a diverse variety of things, why can't we make it work for the world at large? And that led to the spark of the creation of the Universal Acceptance Steering Group. And my idea in founding the group was to make it community-driven, create a charter that didn't put anybody in some position of authority or power forever.

---

So chairs and vice chairs are elected for two-year terms, you can serve two terms, and then you're done—things like that. But our focus was on these four areas (awareness, technical remediation, measurement, and then developing resources, creating toolkits, things like that). And the other thing that we did was when we started up UASG.tech, we said when we put documents out, we're gonna give them numbers so they are referenceable. They have a certain standard that is required to put a numbered series of technical documents. If you go to UASG.tech, you will see that there is just a tremendous amount of resources that got created on that. Great industry support to get started. ICANN was a bulwark of it, but you had affiliates in GoDaddy, in Asia, in Verisign. We also got Microsoft, Google, and Apple involved in it, and Internet Infrastructure Coalition, eco. And Don Hollander from ICANN was a key figure in the early days. There are a few other names, a few other photos up here (not everybody's photos I could find easily), of people who are all involved in this. But the goal of UASG was a community-led effort to focus attention on universal acceptance, make sure that this problem (that all domains should be accepted and should work in all applications and be available everywhere) as a focus be really clear. We set a charter, and we got tremendous community support for it and met not only at each ICANN meeting, but we also had several other inter-sessional meetings. And as an end result of it, one of the big things that I'm really proud in that early era in those first four years was not only rallying our community and making this a movement, but in addition to that, we got Google, Microsoft and Apple to accept internationalized

---

email addresses in their email systems. And that was a huge breakthrough. To even reach somebody in these big tech companies to pay attention to it was a big deal. We had tremendous support from our friends and colleagues in the Chinese-speaking region. CNNIC was a huge supporter and a factor in helping drive and understand what it took to make Chinese language and Chinese script names actually work. So it was global in scope, envisioned as a global-in-scope, community-led, multi-stakeholder group. And it was designed to be democratic and accessible to everybody, with meetings held in public, meetings held at ICANN meetings, and all other meetings completely done in an open way. And so it embodied the principles that ICANN and the multi-stakeholder ideal really looks for, but at the same time was very focused on getting things done, doing technical work and moving that forward. So really fruitful early days and fruitful time to get the UASG off the ground. And we created working groups inside the UASG, and those working groups, I believe, are still to this day (at least some of them) still going. I think the Measurement Working Group is still going, among other things. So it set the basis for how to do the work that was important. And in addition, what it also did is you had to form a response to a critical technical challenge. If you want to expand the internet and if you want to expand usage of the internet, then you have to focus on universal acceptance. It's got to be part of what we do. And the UASG's focus was on raising awareness in the early days, raising awareness and

---

driving technical remediation. So those were the key things that we started off.

SARMAD HUSSAIN

Thank you, Ram, for sharing details of the origins of UASG and how it all started. We have now Ajay Data who is going to be joining us online. Thank you, Ajay, for joining. Ajay was the second chair of UASG, the time from 2019 to '23 as the UASG matured and consolidated. And we'd request you to please come in and share, I guess, how UASG evolved under your leadership. So over to you, Ajay.

AJAY DATA

Thank you, Sarmad. I hope I'm loud and clear. This is a very, I would say, emotional moment for me, not only from that I'm not there (I'm missing meeting all of you) but also the way UASG has progressed and delivered whatever was required under Ram's tenure, under my elected position, and then with Anil's position. When I look at, after nearly eight years at UASG, stepping aside from UASG, it looks like it is not that the work is over. We are definitely far from there. If we look back in the past, we got involved with UASG (myself) very early, starting with the [inaudible] under the leadership of Ram, and learned lots of things around IDNs and EIs. And that led to also work, very, very closely in the year 2017, with the companies like Microsoft and Apple, which Ram was just mentioning when they went to announce online. I can take my companies and personal credit here because we provided them the

---

email addresses through which they could test their systems, and we provided them the EAI addresses to those companies officially to test their systems. And that led to the testing of the systems and announcement of the EAI readiness in Microsoft and Apple. That is a big moment for UASG and the success around testing the systems. Email addresses work. And we were also happy that our systems were capable to deliver that kind of email addresses to the global [gents]. Another thing which happened under Ram's leadership and which I drove here in India was to recognize the current chief minister of the state, [Vasundhara Raje], to give her a Global Thought Leadership Award. That led to a very big thing. Not only did we create an [untold] ambassador in the country, but we also led to support for email addresses in Hindi in Rajasthan. And currently, while I'm talking to you, 7 million email addresses in EAI are live in Rajasthan. And we have provided them 20 million licenses. So that's growing, and that's the most active deployment of such a large EAI addresses in the country. That initiative worked very well. Another thing which also worked very well is having lot more ambassadors in the world. if I'm not wrong, we had almost 12-plus ambassadors which we created. And not to mention, Goran Marby, the CEO, was also appointed as ambassador—not that it was required that he was already talking about IDN and EAI and UASG, but also a very important thing is it created news in the world. It created an announcement by ICANN, and [made] people like him, and the other officers can start talking about UASG very well. And that probably worked also very, very well; that we could move almost every ICANN official to talk about UASG. That's

---

another thing which happened. And in India, we could [break on] another very big thing. We could have a \$2 billion company's CEO, Vijay Shekhar Sharma, appointed as a UA ambassador. That led to the startups ecosystem in the country, looking at UASG in a very different way, and made their systems UA-ready. And that's a very big movement. And this is what happened very, very clearly, that if we have the big names, big influencers, involved into a mission, they influence directly, indirectly, lot more companies who follow them, who idolize them. And this worked very, very well. In 2019, in Kobe, Japan, I can't forget the day where I was announced to be elected as the chair of UASG. And that's where I took over from Ram and started working in the front seat in the UASG. And thanks to the community, thanks to the support. And we grew very, very well, from 200 volunteers to 600 (almost) volunteers, 12-plus ambassadors, and local initiatives, which is a very, very big success—Sarika Gulyani in India, [Maria] in China, [inaudible] in China. And I went in Thailand; Harsha in Sri Lanka. These local initiatives worked very, very well, and we created the global initiative. Another thing which worked very well in ICANN is I personally went during my leadership to every SO and AC and requested to have a UA ambassador in that group, talked about UA, and also built a consensus in the group of our idea to hold a UA Day into the world. And that led to a big support. I think we have never got such a big support from UASG. But we got it in this tenure, in this time, where all the SOs and ACs, all the local initiatives, were talking about one particular day. The 28th of March was decided. With the help of community, with the help of ICANN, with the help

of all the associations involved, the 28th of March became UA Day, and that became a historic day which created the biggest event day for UASG. We probably had 50-plus events for UA Day to celebrate the world over. And [there were so many tasks] which happened. I think this was not possible without the ICANN staff, which I thank very much all the time that this was an event which we created for good. And this created a very big impact in the world about UASG. Another thing which happened during this period ... And I always say India and China are the biggest beneficiary of UASG along with other countries. And India recognized that effort because of the thought leadership of honorable Chief Minister, email addresses to the citizens, and the local initiative in India led by Sarika. We had NIXI, which was led by the dot-[inaudible] and CEO Anil Jain, who is the current chair of UASG. We could request the government and influence the policy for the government of India for multilingual internet and UA in India. And I am happy to share as most of you must already know, that now while we are talking, the government of India has a policy, official policy supported by the government of India, to have multilingual and universal acceptance policy. That policy is available on the internet. Everybody can search it, and people can have access to it. And if somebody has access, then they can share the link also here. I'm sure this is also available on discuss list for sure. These are all some very, very critical points, apart from very small wins which we have. But I think this was a very, very big announcement which we have, a very, very big event. We have very emotional feelings to hear Ram and share this time

---

with all of you. I'm really missing seeing all of you. Thank you very much for the opportunity.

SARMAD HUSSAIN

Thank you, Ajay. It's great to have you, even if it is virtually, to address this session. Yes, you are right. There were a lot of great events or initiatives started with your leadership. And we are running a little behind time, so I will then request that we move on to Anil Kumar Jain, who is the current chair of the UASG, to share how UASG progressed over the last two to three years.

ANIL JAIN

Thank you, Sarmad. Good afternoon, good morning, good evening, to all who are online and in presence here. Two stalwarts who started and taken the journey have already briefed about the how the UASG was born and how UASG was taken. When I took over, the task of the team was to consolidate the work which was completed in the last eight years when I took over. And that was a big challenge because issues were there (issues are there), but the movement and the progress and the increase which was happening was a bit slow. The first step which this team has taken is to shift the focus from just creating the awareness to implementation. And that happened when we had our first face-to-face meeting in 2023 at Istanbul. And this decision was taken that UA Day will take care of the awareness, which is required and which has been done, but let us go for the implementation. The team has identified areas which can motivate progress of UA, penetration of

---

UA, much more. So we identified that first the government is a very important area which requires to be motivated to accept UA. As Ajay was telling you, some countries have already adopted UA and IDN as part of their policy. India is one of the examples of that. That is what he said. But I am very thankful to ICANN that there are officers who are given the job of government engagement, and they have been given the job of taking the [UA-IDN] also, along with their efforts to approach the government and see that the focus remains on universal acceptance. The second is the big tech approach. That is what we thought; that organizations which are touching the lives of billions of people every day should adopt UA as part of their long-term strategy. And that is what we identified. Apple, Google, Facebook, Microsoft; these organizations, along with the social media teams like WhatsApp group, Instagram, [will] adopt UA as their long-term strategy. And we have seen that we are engaging with Facebook on the ICANN platform for the last two or three years. And the technical team of ICANN is helping Facebook to remove all the hurdles, technical hurdles, which they have. And I'm very happy that Apple, Google, and Facebook have already put universal acceptance as part of their long-term strategy. And a good number of languages are already included in the whole. The third focus was on the DNS group. That is for the registries, backend registries, registrars, and registrants to understand and wake up because their system is the infrastructure which is required to be UA-ready. And I am very happy that the direction was shown by ICANN itself. And today when we are sitting here, more than 90% of the ICANN internal network is already UA-ready. So this is

---

working. And the fourth focus was the education because it is very important that capacity building is required—and not with the professional which are working on IT and internet today, but the professionals which are in the making from the schools and from the colleges. Ajay has started that UA Day, and we celebrated UA Day on the last two or three days of Ajay's leadership. And it was on 28th of March at India, and I was fortunate to get involved from NIXI at that particular time. Today, UA Day perhaps is one of the biggest events which ICANN has. Over the last three years, more than 20,000 participants have participated in the celebration of UA Day. As Ajay has said, now we are having more than 59 official events across 50 countries. Why am I saying 59 official events? Because the request which we get when designing the UA Day is always more than 100 from 100 event organizers and more than 80 countries, but because of the handling capacity and logistics, we were not able to do that. Instead of getting the official tag, I find that lot of countries and events have organized and are organizing UA Day without taking help from ICANN. A very important thing has happened this year when UNESCO had joined the celebration of UA Day, and this brings a new chapter in the universal acceptance when we start having a collaboration with the United Nations, with the tag of UA. And I hope ... Yesterday I was listening on the WSIS+20 seminar also here, and we found that we are collaborating at the United Nations level at ITU and IGF to ensure that the voice of ICANN is heard at WSIS+20. Universal Acceptance and IDN is now in the five top strategic goals of ICANN, which is designed from 25 to 30, and also one of the five strategic goal of IGF. So that is a great

---

achievement which Universal Acceptance is able to achieve, and that brings a focus from the community from experts and also getting the proper funds in that. Another thing which has started during last two years is really good, and we found that with the UA which is going and understood by each and everyone in the community, various SOs and ACs have started having their UA group. So ccNSO, GAC and ALAC have already started their UA group. That shows there is a need, and that is work which is required to be done, and they have started. Now I'll come to specific technical output which has come during the last two years. Number one is that we are able to release a booklet from the EAI working group on the self-testing tool defining, if an organization is ready to understand whether their system is UA ready or not, at what level they are. Are they at the platinum level? Are they at the gold level? Are they at the silver level? And then when you are at a level which is less than platinum, guidance is there on how to convert you from silver to platinum or gold to platinum also. This year, EAI has brought out a software which can be automatically loaded on your system to make your system UA-ready. And that is a wonderful tool which is prepared by EAI, and that is a great achievement which we have. As we were saying that your focus was education also, a UA curriculum under leadership of Dr. Nabil has come out in the Measurement Group with 12 modules, and I think this is a milestone in universal acceptance. And now already, like, Dr. Sami here, who has started implementing UA in Bahrain, similarly, other countries are also there which are taking the UA curriculum at their level. And we hope that in the coming days, UA

itself can come out as a separate course in various universities along with the other courses of internet governance. As the last two chairs have said, they have started. Definitely, I am thankful to both of them. They have given the infrastructure to us, and we have expanded. The local initiative works as a focus area where UA works can be taken on the ground level. And similarly, the UA ambassadors can work effectively on this. I am very happy that today we have six local initiatives which are active and working. And a few of them, a chair of few of them, are already with us. We have 18 UA ambassadors, and let me tell you that Seda may share this thing. There may be more than 10 more applications which are pending for us to get approved for the UA ambassadors. So that is the kind of energy which got generated out of this. We have eight case studies which got published based on the efforts of various groups across the globe which motivated the people. Last year, we started a UA newsletter to give emphasis on the work which is done [on] UA and then given to all. I am happy that the chair of that UA newsletter, Raymond, is with us today. Lastly, we have implemented the SOI [and] resolved all the governance issues, like code of conduct issues. And the report from this group after detailed discussions was submitted to ICANN in the month of March or April, if I remember it correctly, last year, for their consideration. And for the first time, UASG has prepared a five-year strategic plan on how to move ahead and what should be the target areas which we have. So this is a small brief about what UASG has done. But as a chair, we have to see the overall growth and overall picture of this. I personally feel that UA, which was an issue which

---

he said is with acceptance of IDN and email across all software and hardware and systems, got into reality. And today we can go and tell people yes, UA was an issue, UA is a requirement, but there is a solution to UA which ICANN and UASG has put into place, and it is available today. And we are happy to say that today more than 26 scripts have root zone LGR ready, and two are joining shortly. Talking about the numbers, we have 150+ top-level domains which are delegated during these last 10 years. And I'm very happy that around 4.4 million second-level domains are active and working today, which speaks about this. Talking about the websites and the emails, in the latest studies which ICANN has conducted, more than 14% of the websites are now UA-ready and accepting the AI as part of their system. And more than 28% of the email servers are either partially or fully UA-ready. Numbers speak about all those things, but what's important is that today we are able to put UA in the mind of people like Apple, Google, Facebook, Instagram, and Amazon, and now they are not only putting that as a strategic goal, but they have started working, they are showing results, and we are able to see all these things. So this is what we have done as a UASG in the last 10 years, but the way ahead is also important. We have to see how UA, which is today at an initial level ... And there is still a gap which is required to be covered. So the vision for UA should be that the work of UASG will get completed once every global citizen is able to connect to the internet in their own language, in their own voice. So that is what we propose; that in future, UASG should take advantage of new technologies like artificial intelligence, maybe the voice-related technology for those people who are uneducated

---

and are not able to enter their requirement in the system. And as Ram has said and Ajay has said, 24/7 technical support is required to ensure that people who are now working to convert their system as a UA-ready system should not be left behind because of the technical capabilities. With this, I will just stop here, and in case there are any question/answer sessions, I'll be more than happy to. Thank you.

SARMAD HUSSAIN

Thank you, Anil, for taking us through the journey of UASG's maturing over last to a couple of years. We are running slightly late as per the schedule, but maybe we can take one question for the panel, if there is any, before we move on to the second panel. Ram has a comment.

RAM MOHAN

One thing that is also worthwhile noting as a complementary thing that happened while the UASG got started and got formed was what was ICANN doing, not just supporting UASG, but what was happening inside of ICANN on the Board. The Board created an IDN Working Group, and the Board provided input and oversight. I was the inaugural chair of that working group. I helped create that group. And in addition to that, ICANN Org prioritized UA, not just in terms of the money, but actually brought really experienced and committed people to come to work on it. Sarmad ended up taking over that function and working on it. But there were people before Sarmad as well. You had Naila. Francisco was involved. Eli[z]a is

---

here. Seda is here. But there's been a continued and regular focus. The other thing that the ICANN Board did was that, when the ICANN Board came out with its strategic plan many years ago in 2017/2018, Universal Acceptance for the first time was a part of the strategic initiative, strategic plan, for ICANN. The entire community and the Board acknowledged that. And it has continued that. I led that first strategic planning group. Maarten has taken over, and it's very heartening to see that ICANN has continued with that support. The Board has continued with the of UA and has acknowledged the expansion of UA into digital inclusion. So while UASG in the community was a big part of it, we should acknowledge that the support came at every level including at the Board level.

SARMAD HUSSAIN

Thank you, Ram. I think we should now move on to the next panel, just given the constraint of time. And if there are any questions, we will take them at the end. So this next panel is not quite a panel, but more like a tour de table, where we really want some of the USC leaders, but also members who've been involved with USC over the years, to maybe share some part of their journey with us. We have a few names here, but we would like also other members who've been actively involved to come up and share their point of view. We're suggesting you limit your response to two to three minutes so that we can get as many people on this to share their input. So we'll start with Abdalmonem Galila, who's been a UA Ambassador

---

for a very long time, to share his experiences. Again, please, I'm requesting you to limit your response to two to three minutes.

ABDALMONEM GALILA

Thank you, doctor. With my pleasure. I am Abdul Monem Galila, the director of numbering affairs at the National Telecom Regulatory Institute of Egypt. Actually, I started working with ICANN for the topics that are related to IDN. I started engaging with task force on Arabic internationalized domain names. I was one of the Arabic script LGR team who makes these LGR tools. This is the first start for this. After that, I joined the Universal Acceptance, where I was the chair of the community, and Don Hollander was the UA manager. At this time I started working for a plan in how to raise awareness about universal acceptance inside my country. I started by making the first hackathon of universal acceptance that was related to how to make a website to be universal-acceptance-accepted. This is the first task. The second task is to build a complete AI environment, from mail server and mail client, and make all of these environments. And we worked successfully for that. And we already use this environment for one of the graduation projects in Egypt and the other one of the graduation project at Tanzania. The successes for Universal Acceptance Steering Group is not limited to the number of community members who are there at the moment. But also if we go back 10 years ago, there is no community groups within ICANN that are related to the topic of IDN or universal acceptance. Now we have, for ccNSO, the Universal Acceptance Committee. Now for GAC we

---

have the IDN UA Working Group that is the success of the working of the University Acceptance Steering Group. Actually, UASG, through UA Day and their awareness plan and through its own work, succeeded enough in order to raise awareness about universal acceptance globally. And I think it is a time to be away from awareness and go for more adoption. Second thing I would like to highlight is that for the hackathon, I am for UASG. I already worked for the EAI Working Group and the Email Address International Internationalization Working Group. Actually, I started working with that at the time that there were two levels of readiness of EAI, the first level and second level. Now we have three categories, silver and gold and platinum. So if you go to the website at the moment, UASG.tech, you will see plenty of documents compared about to 10 years ago. You will find a lot of software modules that are related to the email internationalization environment that is already UA-ready at the moment before nothing. At the time I started working for task force for UA, I added the domain name in Arabic. Actually, the first thing is xn--, one of the issues. The second issue related to the context of the writing mechanism—is right to left or left to right? The dot itself maybe you could write with the Arabic keyboard and English keyboard, make confusion about all of this. All of this already happened, and maybe I could say we succeeded in order to have most of the browser, maybe all the browser, already UA-compatible. And the most critical part here also the drivers between the application and the database, [JDBC] driver. Now, most, maybe all, of them are compatible with Universal Acceptance, compatible with UTF-8. The

---

databases itself, all the databases now, support UTF-8. That's the kind of successes of the Universal Acceptance Steering Group. And I hope we could continue this work in the new theme of adoption, more adoption, more cooperation between the communities. Now, I like the idea that we have an UA expert working group that has nominees from ACs and SOs and other invited members. This will make a homogeneity mechanism in order to drive the wheel for more universal acceptance adoption and continue the work that's started by the UASG and succeeded with that. That is a short introduction. Thank you, doctor.

SARMAD HUSSAIN

Thank you, Abdalmonem. Well said. We have Maria online. So over to you, Maria. Thank you for joining. We can hear you. And if I can request, limit your comments to between two to three minutes.

MARIA KOLESNIKOVA

I will try, but don't promise because lots of work have been done since my recent years. So, yes, I'm Maria Kolesnikova. I'm a chair of regional coordination group on universal acceptance in Eastern and European countries. And our group was approved by a local initiative by the UASG in 2019. But I would need to say that our group actually was organized even earlier than UASG have announced the local initiative program. So it shows that ccTLDs, registries and IDN gTLD registries have the need to make collaboration and work together on IDN and UA promotion in early years. So now our groups include nine experts from nine countries,

---

and we are open for more interested experts from the region. And also we have a separate working group, a Russian working group, that focused on Cyrillic internet identifiers issues in Russia. So we have quite a close community, not so much, but very-devoted-universal-acceptance-topic people. So I would say that when we started to work on this issue, we started from ourselves. We investigated our ccTLD and gTLD software ecosystems, and we analyzed them and created the list of registry system models that need to become [EAI]-ready. And this information was also shared by our group with UASG and ICANN, and also it was like a contribution to the APTLD white paper, the role of ccTLDs in achieving universal acceptance. It was done in 2021. Then as a group we started to communicate with local stakeholders from the technical community like software developers, internet service and hosting providers. So for that we actually use some documents created by UASG, but we translated them in Russian language. We adopted them and so we created a very small, short document, guidelines on how to implement IDN and UA in a software. It's like a three-page document that helps us to communicate with local stakeholders and make them aware of main topics that contains in key standards, actually, because people sometimes can't jump in the topic very fast. So for us, already, everyone knows what this is, but for people not from the ICANN community, not from ISG community, they don't understand sometimes what the core issues are connected with universal acceptance. So in terms of your mediation, during this year, we have done a lot, actually. We contributed to the EAI support in OpenSSL. So we actually are

---

focused very much on the Russian software products because they are very popular across our region. And that's why we try to motivate exactly developers in the Russian region to implement EAI and IDN support. And we have good progress here. So I would say that the local browsers and search engines like Yandex, content management systems like Bitrix, or Tilda, and messengers and social networks like Kontakt.io all are demonstrating high IDN support level so far. And I would say that this level is even higher probably in comparison with globally available products like Google, Google Chrome, WordPress, Facebook, WhatsApp, etc. We also have to announce that now we have a quite popular local hosting panel, ISP Manager, and one mail server, Tegu, which are all fully EAI-ready. So hosting providers can provide fully internationalized email addresses to local users. But I would say that we still have the problem with EAI creation. Users still do not have lots of opportunities for how to register EAI addresses because the biggest email service are not providing such service. They just provide a send-and-receive functionality, and that's it. And it's the same situation with our local email service providers like Yandex and Mail.ru. They support EAI only partially. And as they say, the main problem here is the global interoperability with other mail services. So we still need global cooperation in this topic. And also we need some cooperation with open source maintainers who make mail software. This is also a very important thing.

---

SARMAD HUSSAIN

Maria, sorry to interrupt, but may I request you to please conclude? We should probably also move on to some of the other speakers. Thank you.

MARIA KOLESNIKOVA

Okay. So we also as a group made lots of studies for our region, and also one important thing that we are focused on is communication with local governments. So we do not need to forget about their roles. And we have some progress. Most governments, I would say, recognize the EU issue, but they still need to be motivated to take real actions in this direction to motivate local developers and software internet service providers to provide these services to end users. And also, I would say I would like to conclude with that we, during this year, work closely with many people from the ICANN community and UASG community, and I would like to say many thanks to those who invested your time and efforts to help us to start to work on Universal Acceptance at the beginning, to help our group to become aware of all the issues—

SARMAD HUSSAIN

Thank you, Maria. We really do want to stop now because we're running out of time. Sorry about that.

MARIA KOLESNIKOVA

Okay [inaudible].

---

SARMAD HUSSAIN

But please, you have the last word. Please conclude.

MARIA KOLESNIKOVA

I just would like to say many thanks to all who help us, and I believe that our work on the ground was good ideas and good inspiration for all of you inside ICANN and UASG to take it and to spread for further movements in the field.

SARMAD HUSSAIN

Thank you, Maria. So we'll move on. I don't see Mark online, so let's move to Nabil.

NABIL BENAMAR

Thank you, Sarmad. Thank you, everyone. So this is a great day to celebrate the achievements of what we have done in the UASG in terms of universal acceptance. So it started as a project, but now it's a reality everywhere. We can see the deployment of and the interest of universal acceptance. So everything started from ideas and then we thought, like the ICANN Board and the other committee members, that this is something that should be brought to other applications of the internet to make the internet multilingual to accept all the scripts. So now with all what we have done in the UASG, one of the things that I'm really proud of is the fact that we have developed the curricula for universities. We decided in the UASG that if you want to make it sustainable, if you want you want to make this something that is a standard, this should be taught in the university. You need to prepare the future

engineers on the universal acceptance principles. So with this, we have developed the curriculum, and we have seen, during the UA Day events, many stakeholders, many universities, asking for this training workshop regarding the curricula. And we have seen many universities around the world, especially in Africa and Latin America, implementing this curricula. And I think that's the most important thing that we can do right now; follow up with the universities to seek their feedback on the experience of teaching these courses in the universities. So I think that we have done great things, and the work is not completed. And this is why we have the creation of this expert working group. and I'm pretty sure that the future of universal acceptance is really bright. Thank you.

SARMAD HUSSAIN

Thank you, Nabil, and thank you for managing the time. We'll go to Nitin. Again, if we can request you to keep it in two minutes.

NITIN WALIA

No worries. Thank you so much. So hard to summarize 3000 days of work in 120 seconds, but definitely I will try to meet your expectations. So I was in the UASG in the past couple of years, specifically in dual hats, basically. I'm still the vice chair and also the vice chair for the EAI Working Group. So when I was being nominated, appointed, as a vice chair for UASG, the first thing I told in the group was let's make the successor plan and have somebody else as a vice chair. So, [Thomas'] suggestion was to remain there till we find the new one. So, I contributed as a volunteer

---

specifically. I never say I was ever a leader actually in this particular group. I always keep myself as a volunteer. And as a volunteer specifically in the EAI Working Group in which I was one of the parts beyond the leadership, we created the EAI self-certification guide within our group without any external party support, which was a complete voluntary work done by the people which were there in that particular group. Specifically for the other programs, like I said, the most important thing during my recent terms is we have always thought that, yes, they work for promotion [(it has been done a lot)], and let's move towards adoption. And that's what we have been doing from past two years; to facilitate as much adoption that it can happen. And accordingly, we have made certain changes for the [LI] programs and even for the ambassadors and during the UADs also; that the focus should be on adoption programs instead of just sharing the knowledge about the UA. So that was being done. And I think in the end, just to summarize with my time, I would like to say that, like what was mentioned by Ram actually, this would not be possible without the support of Don earlier and then specifically by Seda and Sarmad who have spent their tireless nights working in all time zones with us and arranging the meetings on the last-minute requests which we placed to them and accepting each and every challenge which was being thrown to them. Specifically, UA Day was not an easy task for them. You know, they took their nights and days in cont[r]acting with the people we have engaged to do the UA work. And they have run the program very successfully. UA has done a bit. A lot needs to be done. We have just set the roadmap. Now if we

---

really want an adoption to showcase into the New gTLD Program actually, because that will be going to have a major impact if until/unless we do not have a proper adoption of UA ... So this group has done the foundation work in last 10 years, and I think now the ball has to change towards completely the adoption. That's my two words. Thank you.

SARMAD HUSSAIN

Thank you, Nitin. And we have Satish online. Satish, if you would like to come in. Thank you.

SATISH BABU

Yeah. I will speak in bullet points so that we conserve some time. First, I have four bullet points, and the first is about the overall movement or evolution of UASG. We are moving from a narrow UA-based approach to a multilingual internet, the “one world, one internet” kind of approach, which is, I think, very good. Secondly, we have included or we have begun to include INGOs and corporates. So you have now UNESCO, Microsoft, etc. The second is about the UA Tech Working Group, which I have been chairing. It is continuing with the development of solutions, but there are lots more to be done. Our self-certification guide for the websites is nearly done, but overall this is a moving target because new technologies are being developed. The participation in the working group is low in numbers, but very high in depth. There are a few individuals who have really, really contributed, but these are not large in numbers. And we have had great support from staff,

---

especially Seda and Sarmad. My other role, other hat, has been linked to At-Large. So we managed to actually create a lot of interest in UA, especially the UA Day. However, we are now clear that we need to move beyond the current UA model, which is centered around awareness to implementation and more towards truly multilingual internet. And that has much more dimensions. And finally, the last point I have is on governance. The original model of a fully open UASG had some limitations as we evolved and we were aware of it. And a lot of work has gone into various models that would fix some of these limitations. Now, the current proposal of moving to an AC/SO-based UA would help us ground UA into the ICANN structure. Otherwise, UA is not an AC; it is not an SO. So it is dangling mid-air. But working through AC/SOs would help us ground UA itself. However, we need some mechanisms to include people who are not part of the ICANN community, especially if you're talking about language tech and external people from corporates and UNESCO or inter-governmental organizations. We will need some route for them to be also part of the whole system. It can't be only ACs and SOs. So with that, I wish the new team all the very best in their movement through UA to a truly multilingual internet. Thank you.

SARMAD HUSSAIN

Thank you, Satish. Maybe we'll take one or two more comments, if they're brief, of other members who would like to speak up now.

---

We have Mark. Anybody else? And Walter. So short comments, please, and then we'll close this panel.

MARK DATYSGELD

Thank you very much. I had the pleasure of being a member for, I think, seven years now and also a contractor for the UASG in several projects, and I will focus exactly on what we are leaving open. I'll talk entirely about the things that are still on the table for universal acceptance. So there's a document, UASG040, that outlines a lot of different paths that could be taken to enhance and continue universal acceptance. I suggest that reading, not because I wrote it, but because literally it was the input of everyone we talked to about universal acceptance concatenated in one document about where we could go. We still have the Python language pretty much open. IDNA is a very widely used library there, but we have not managed to bring it to the core of Python yet. That would be a big win considering that Python became pretty much the default language for coding nowadays. For Java, we had a lot of problems actually. Java is still very much left behind in those senses, but it is in most machines and applications on the planet. So we need to reach out to the maintainers of Java, which we unfortunately never managed to do, and actually get something going in that sense. We're also not communicating properly with two institutions, the WHATWG, the maintainers of the HTML code. Now, I'll preface that by saying John Levine is doing amazing work trying to get engaged with them. But it's a battle [(and isn't as well)] that's hard to just throw on their shoulders. We actually need more people engaged with

---

the WHATWG to advance the HTML5 standard towards universal acceptance. And finally, we are not represented enough at the IETF. There's a bit of a gap there in which we are not working on protocols. We sometimes interact informally here in ICAAN with some IETF members or we maybe message them, but we are not properly engaging with that. That's a channel that's left entirely open. Final point, the W3C has their own thing, quote/unquote, which is the I18N group for the W3C. I and other members have tried to build a bridge with them over the course of the years, but that has been very inconsistent, very spotty. So this is something for the expert group to really consider; how can we work together with I18N from W3C to bring things together? Those are my points. Thank you very much.

SARMAD HUSSAIN

Thank you. And Walter, you have the final word on this.

WALTER WU

Yeah, I just want to give some comments because just now, we made a very good presentation about the progress of the UASG the last 10 years. Actually, I think the web navigation is still very important for the UA issue. Recently, we found the Safari browser, when they update it, they do not support the Chinese ID right now. And we think that's a really serious issue because as a UA ambassador, we always talk with some local Chinese browser, and we told the user that even UA has got some problems, but the web navigation is fully implemented. But then we realized that maybe

---

10% of the web traffic that use the Safari browser cannot use the IDN. That's a really serious issue. And we understand that UASG is a community organization. It's very difficult to talk with Apple, or Microsoft, or Google—those kind of companies. So just now, Ram mentioned that he hoped us to give some suggestion as to how the ICANN Board, how ICANN Org, can support this. So my suggestion will be, if ICANN Org can set up a communication channel with those big-three major application software manufacturers or providers like Microsoft or Apple or Google, that will be very important. And at the same time, as UASG, I would suggest creating a mechanism to receive users' complaints because we realized ... because I talked with some ICANN staff about that we ... In China we talk with [inaudible] [Trang], we talk with some experts, and we even talk with the Apple local branch, and they say if you want to solve this you have to talk with the headquarter. Consider the IDN situation ... And I also realized that in these several years, the overall relative number of IDNs is going down. Part of the reason is because some registrants feel not really favorable about the IDN application environment. In these days, because the next round the new gTLDs is coming, if we use a metaphor, like the New gTLD Program, ICANN issues the New gTLD Program, and this time, the UA issue is just like a product issue. If we do not have a ready product, how do we promote and sell the product? So, the UA issue is very important, and I think the web navigation is the base. Without that, actually the IDN cannot really be of use. So that's the

---

comment. I hope ICANN Org and ICANN Board can realize this issue and really create a mechanism to deal with that. Thank you.

SARMAD HUSSAIN

Thank you, Walter. And with that, we'll close the second panel. We will then go to the third panel. We have Maarten Botterman, who's the chair of the ICANN Board IDN UA Working Group. He's going to make some remarks. And we have Curtis Lindqvist, who's the ICANN president and CEO. He is also going to make his remarks, appreciating, obviously, UASG's 10 years of contribution. I will hand it over to Maarten first. Maarten, please.

MAARTEN BOTTERMAN

Thank you for that, and thank you for all the contributions made already. It makes it that I can drop half of my speaking notes, and then the other half when Ram asked the word to complete that the Board has been working on this too. For sure, it's a pleasure to be here. UA audience, there is no way back. That's clear. That's where we are today. And this is also thanks to the work that you guys have been doing on a very voluntary base, dramatically so, after, as Ram said, the original history. Hey, it's four characters. It doesn't work. What do we do now? We're in a different world today. And really, you've been contributing a lot to that. So all of you have put in also the effort of defining the scope of the problem, identifying the stakeholders to address these challenges, and you developed foundational documents to also illustrate that. And these documents are useful and will be useful also towards the future. So

---

if you look at the report of covering the 10 years of UASG, it's amazing to see what you've been doing together on a voluntary base. So there's languages, email tools, content management systems, authentication systems, web hosting systems, networking tools, social media applications, browsers and more. I remember five years ago in a meeting to talk about this, there was somebody from Apple who said, "Well, we are now beginning to install it in our email." Okay, it's not perfect yet, but we're getting there. And nowadays it's a technical problem if you call them. So equally important has been the work to develop the guidelines, the email tools, the certification mechanisms and the training materials because the training materials will also pull in the next generation of people to work on this and get the work done to accumulate a base of knowledge that can further grow in the minds of people what already is there and beyond. Indeed, based on the broad awareness, the excellent analysis, the technical solutions and the training materials, it's now happening. Technologists around the world are making their systems UA-ready. Then the UA day I would like to specifically call out as well, because I had the pleasure (and Maria talked about it) to be one of the regional events in Eastern Europe. And it was amazing to see in Yerevan the commitment of the people, the recognition of how much progress had been made, and also the drive and the passion that people in the location had—many people I'd never seen in ICANN before, but they participated too, and some of you in ICANN. And of course, Anil was there as well via Zoom. So in 2015, UASG was formed by the community. That was a combination of the request of "we need to

---

do something,” and they requested ICANN support to drive actions over the course of the next 10 years. It's now 10 years later. Could you have imagined, in 2015, what you achieved in this time? In the meanwhile, the world has changed, and you've shown what you can achieve when the multi-stakeholder community comes together and has the singular purpose of making this work. And the ICANN Board recognizes this 10 years of valuable contribution explicitly in the motion, in our previous ICANN 82 meeting, applauding the 10 years of valuable contributions made to the steering group, its leadership, the working groups, the local initiatives, the ambassadors, and the members to promote all this for all domains and email addresses. And then we asked the CEO to come up with a plan to accelerate towards the future because we think we're ready for that. So I'd like to leave it to this and, Kurtis, give the word to you.

KURTIS LINDQVIST

Thank you, Maarten. I feel there's less and less left for me to say now, but anyway, universal acceptance is really a key to providing more choices online as well as providing multilingual access for billions of people around the world. And it's also a key component for the next round of new gTLDs. This is genuinely a topic I care about. My native language happened to be one of the non-Latin-script-based ones, so being able to type in my own language is always something that fascinates me. And also, as I said, these are very important topics for ICANN as an org and is foundational for the new gTLDs. And for this, the UA adoption also remains a strong

---

focus in the ICANN strategic plan for FY '26-'30. And for this, on behalf of ICANN Org, I would like to thank all of the volunteer members, ambassadors, local initiatives, and all of you—

UNIDENTIFIED MALE

[inaudible]

KURTIS LINDQVIST

Okay—and all the leaders of the UASG for the dedication and their hard work in promoting UA awareness and UA readiness across the various different stakeholder groups and menus and all the work you have done over the past 10 years. So thank you very much for that work. We have seen through this year 10 years, the UASG, as we've just heard from some of you, assess and develop solutions for open-source communities, big tech organizations, software development professionals, public sector. There are some gaps, as we just mentioned, but there is still a lot has been achieved. And based on this excellent work that's done, that's already been achieved by the UASG, many of the software developers, email providers, businesses and governments are aware of UA and are considering being UA-ready. And continuing this work on implementation, continuing work on UA, I think, requires implementation and focus on this and how we operationalize the work that's been done to address identified gaps, as mentioned before, and continue the technical training and outreach for UA adoption. And ICANN aims to build on these foundations to the extensive work that you have achieved and accomplished over

---

these 10 years by the UASG and focus on the subsequent part, as I said, about the operational implementation efforts to really further drive UA adoption. ICANN ORG has strengthened some of the team on this and the work we have done. For example, based on this gap analysis done by the UASG, we are reaching out to big tech organizations, as you asked for. There is some of the work we're doing. Some of you might have seen the meta presentations on ICANN82 and the UA Day in Hanoi. I personally was in Hanoi and I found it very interesting and very promising that there is this focus. And we are starting a lot of similar conversations with other organizations as well. Based on the prioritization discussions that was done in UASG, ICANN staff are also reaching out to do work on fixing UA issues in open source software, as you know, and writing and submitting code, interacting with the maintainers, and to integrate this into the distributions. And all of this is sort of work that's being ongoing and promoting, which I think is extremely valuable. UASG has also done extensive work on building awareness and capacity around UA. UA Day initiative has already raised broad awareness globally. The training materials and trainings that have been conducted continue to raise the capacity to implement and work on UA-related updates. The more recent work, as mentioned, as I was [working on] the UA curriculum, will make the trainings more sustainable so we can repeat this. And ICANN Org has developed the UA curriculum integration program, and we are in discussions with universities in Asia-Pac., Africa, Latin America and Caribbean regions, and we're hoping to really push this further and enhance this work. Following the UASG's efforts,

there is now a much increased awareness and interest in UA in the broader ICANN community. And I think this is also very important. So ALAC, ccNSO, GNSO and the GAC are all focusing on this. I don't want to leave you out, Ram. And don't feel left out. I know you're there. And I realize that he's sitting next to me. Sorry. But all this work that's being done [with] the various stakeholders in ICANN, I think it's really important to bring our own community with us on this, focusing on IDN and UA, and also contributing to UA and UA Day, as we saw in Hanoi, where a lot of this engagement was done. As ICANN Org, we continue to support these efforts. We continue to collaborate with UNESCO to promote UA globally, as you know. But community support still remains really valuable and really, really important to really achieve the adoption of universal acceptance to drive this in the communities. And that's why we announced the formation of the new UA Expert Working Group that you were also discussing earlier, inviting members from the community. The Expert Group will allow the community to continue to contribute and guide ICANN's work in the next phase of UA adoption and the work that we will be doing. We plan to continue working on UA local initiatives, the UA Day and other initiatives on the technical UA training. And a 10-year report from the UASG listing and really acknowledging all these remarkable achievements that have been done, I think, is really useful, very valuable. And we really appreciate this incredible dedication and effort all of you have had. So once again, thank you so much for that. And back to, Sarmad.

SARMAD HUSSAIN

Thank you, Maarten, for your remarks, and thank you, UASG, for all the great contributions you've done over the 10 years. And so—sure.

ANIL JAIN

One minute. I would like to thank, on behalf of the entire UA community and the UASG active members in leadership as well as in various working groups, the contribution of ICANN Org in taking us through the last 10 years. their tireless job which they have done right from the President and CEO up to Sarmad and Seda. These works remain unseen, but without these works, the result which UASG is able to achieve in the last 10 years could not have been possible. So I think all of us must applaud the work which is being done by ICANN Org, and we hope that ICANN Org would continue to work in the same spirit and with the same zeal in the next 10 years, 20 years. As I said, the vision of all of us should be that every global citizen should be able to enter into the internet system, either in their own language, English, or in case they are uneducated, through voice. So let us clap loudly for all ICANN Org's work which they have done. Thank you.

SARMAD HUSSAIN

Thank you, Anil. We still have a couple of short things to take care of. So I'll indulge you to stay for a little bit longer. We are going to request Maarten to please come up front and also Kurtis, if you

---

could join. And we'd request the chairs of UASG, Ram and Anil, to also come. Maarten is going to present the 10-year report of UASG to the chairs. And Dr. Data, if you're online, could you also turn on your mic so that we can see you on the screen here as well? So let's request Maarten to present the report to Ram and Anil and Ajay. And Ajay, we'll send your copy to you at your place. Please go ahead.

MAARTEN BOTTERMAN

Please allow me to stand here next to the microphone for a very short moment for the people online. But this report is a capture of the 10-year effort, which is so worthwhile to capture. It's so difficult to capture it in one report. It could have been an encyclopedia, but that doesn't seem to be appropriate for people who travel a lot. So with this report, I have the honor and pleasure to present to the chairs present here in the room. We honor all the volunteers that have worked so tirelessly under the light leadership of these people and the others that put in so much time. Thank you all very much, Ram, for setting this up, man, based on your own painful experience, but you've gone a long way together with all these people.

RAM MOHAN

Thank you.

---

MAARTEN BOTTERMAN

And Anil, thank you so much for carrying forward to this point, where we are today. And I'm sure we'll hear more of you as well. So here, to mark this moment. And for Ajay, we think of you. You're here as well.

AJAY DATA

Thank you very much, Maarten. Thank you very much.

SARMAD HUSSAIN

Ajay, can you speak so that you can also appear on the screen?

AJAY DATA

Yeah. Thank you very much, Maarten. Thank you for doing this honor. Thank you for recognizing everything. Thank you very much. I hope I'm going to get my copy very soon.

SARMAD HUSSAIN

Couple of more announcements. We have some copies of the report here. For those of you who would like to pick one up, it's also available online at [UASG.tech](http://UASG.tech). And we also have these nice small souvenirs, UASG UA pins, which you can use. We will now gather for a quick photograph with everyone. So please stay for another couple of minutes. Let's get a photograph with everyone and then we'll disperse. Thank you.

---

SEDA AKBULUT

For the online participants, could you please turn on your cameras so that you are included in the photo as well?

ABDULKARIM OLOYEDE

One second. We're done with the photograph.

**[END OF TRANSCRIPTION]**