

Universal Acceptance for a Multilingual Internet

Invitation to Champion Universal Acceptance Adoption

Governments play a key role in fostering an Internet that is accessible to everyone, regardless of language or script. As stewards of digital public infrastructure and the policies that govern it, they are uniquely positioned to close the UA adoption gap by integrating Universal Acceptance (UA) into national digital strategies, policy frameworks, and public procurement processes.

UA is the state of technical readiness that ensures every valid domain name and email address - including those in local languages and scripts - are accepted, validated, stored, processed and displayed correctly by all Internet-enabled applications and systems.

The important role of governments is recognized in UNESCO's [UA Policy Brief](#), developed in collaboration with ICANN. Government representatives' engagement can help accelerate digital transformation while ensuring that public digital services - including education, healthcare, and e-government - are accessible to all citizens, regardless of the language or script being used. The UA Policy Brief encourages governments to promote UA adoption across the public sector and highlights the following benefits.

Benefits of Universal Acceptance for Governments

- **Promoting economic growth:** UA expands participation in the digital economy by enabling businesses to operate using local languages and scripts, or longer domains that better reflect their brand identity, creating new opportunities for entrepreneurship, innovation, employment and market growth.
- **Preserving languages and cultural heritage:** UA enables languages and scripts to be used online, helping preserve cultural heritage and strengthen national identity and empower communities to participate in the digital world.
- **Supporting education:** Children learn most effectively in their mother tongue. UA enables educational platforms to support local-script domain names and email addresses, allowing students, teachers, and administrators to engage online using their preferred language.
- **Enhancing e-government services:** UA-ready public services ensure that all citizens can access e-government and other essential digital services using domain names and email addresses in their own language and script, improving accessibility, inclusion, and trust.

151 internationalized top-level domains, in 37 languages and 23 scripts	14% of the top 1,000 websites accept internationalized email addresses	29% of email servers on gTLD domains support EAI (April 2026)	3.5× business marketing more likely to close a sale in the customer's language
---	--	---	--

Recommended Government Actions

- **Develop national strategies and action plans** by integrating UA adoption into broader digital-inclusion and multilingualism initiatives, consistent with relevant international frameworks ([WSIS+20 Outcome](#), the [UNESCO 2003 Recommendation concerning the Promotion and Use of](#)

[Multilingualism and Universal Access to Cyberspace](#), [ITU WTSA Res. 48 \(2024\)](#), [ITU WTDC Res. 82 \(2025\)](#), and [ITU PP Res. 133](#)).

- **Integrate UA actions** into national [reporting on the implementation of UNESCO's 2003 Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace](#) and submit progress by February 2027.
- **Strengthen policy and regulatory frameworks** by promoting UA-readiness, including UA requirements in public procurement processes, and establishing indicators to monitor implementation.
- **Align national standards with global protocols** by adopting standards for internationalized domain name and email addresses, and establishing national coordination mechanisms to support implementation.
- **Enable UA-ready digital government services** by ensuring public sector platforms accept and display domain names and email addresses in local languages and scripts.
- **Lead by example** by adopting local-language domain names and email addresses for official government communications and digital services.
- **Build institutional capacity** by providing technical training for public officials and incorporating UA readiness into public-sector ICT assessments and procurement processes.
- **Coordinate with stakeholders** to support consistent UA standards deployment across systems.
- **Set measurable UA indicators** covering the readiness of public-sector websites, applications, email systems, procurement contracts, and digital services, as well as publish periodic progress reports.
- **Partner with universities and technical institutions** to integrate UA into their various curricula.

Call to Action for GAC Representatives

The GAC Universal Acceptance Working Group invites GAC members to champion Universal Acceptance within their respective jurisdictions by promoting policy development, supporting implementation efforts, and strengthening national capacity for UA adoption.

Please email gac-staff@icann.org to share your interest or for further information. To join the GAC Universal Acceptance Working Group, please login to your [ICANN Account](#) and select the “ICANN Join” tile. From there, you can self-enroll into the working group mailing list. Enrollment code is noted as below. Also on the attached GAC Process Document you may find the steps regarding how to enroll in working groups. Should you have any questions or need support, please send an email to join-gac@icann.org and the support team will be happy to assist.

ICANN Join Enrollment Code: e"£7Zh33kl+O