

1. What could ITU and its members and other stakeholders do to ensure that the Internet becomes more multilingual in nature and thus accessible for more of the global population?

1. Extensive collaborative studies and efforts are needed to develop practical technical solutions by changing in DNS protocol to support domain variants for Internationalized Domain Names (IDNs), addressing the issue at the DNS level rather than relying on domain registries to implement solutions.
2. Highlight the importance of involving leading technology companies to drive multilingual initiatives, particularly the adoption of Universal Acceptance criteria.
3. Provide support and promoting initiatives that encourage the creation of content in local languages and the development of services that support domains in these languages (e.g., email, hosting, etc.).
4. Activate funds and grants to support innovations and solutions that promote the adoption of local languages in Internet services
5. Respect and support the efforts of governments and communities to adopt their local languages, enhancing and strengthening their national identity

2. What are the benefits and challenges of multilingualization of the Internet, including through universal acceptance of Internationalized Domain Names (IDNs), or the lack thereof, in terms of technical, economic, security, cultural and capacity-building?

- **Benefits:**

1. Improve Accessibility: IDNs allow users to access domain names in their native scripts (e.g., Arabic, Chinese, Devanagari), This eliminates language barriers, enabling billions of non-English speakers to access the Internet more easily.
2. increased trust (if IDNs are well-implemented): IDNs in native languages can increase user trust in websites, as users may feel more comfortable navigating a domain in their local script.
3. cultural preservation.

- **Challenges:**

1. Internet applications, hosting platforms, mailing systems, and websites do not handle IDNs in the same way they handle ASCII domains.
2. The user experience is suboptimal, making it very difficult for registrants to configure and manage IDNs
3. The readability of IDNs, particularly for right-to-left scripts, is inadequate and can lead to confusion for end users.