

ONE COUNTRY, TWO INTERNETS

How DNS Inequality Shapes Digital Access in Nepal

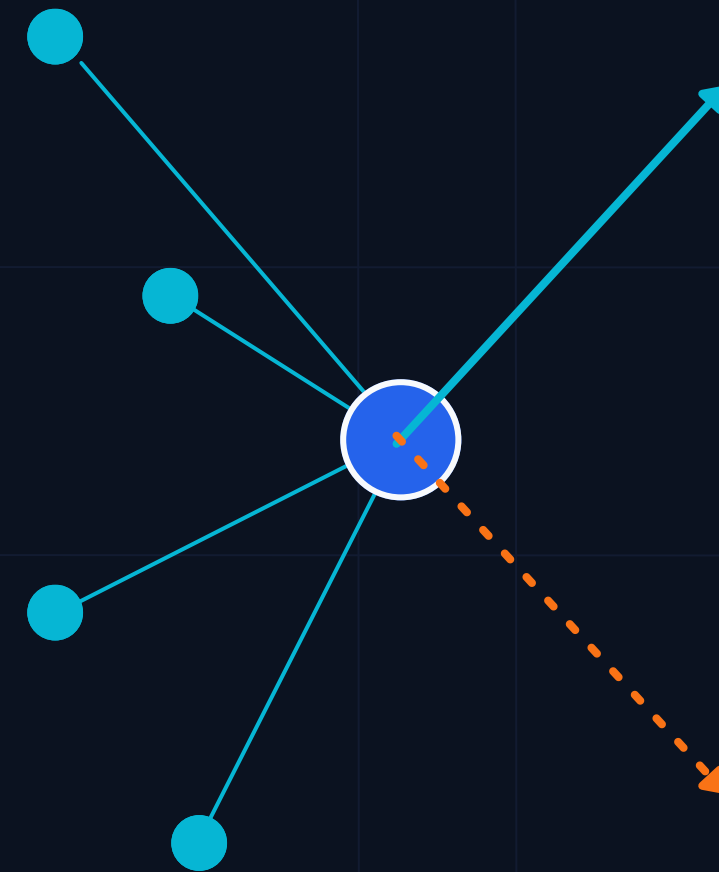


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ONE INTERNET



EXPERIENCE A

works ✓

EXPERIENCE B

blocked ×



THE COMMUNITY HAS ALREADY BUILT A LOT.



IDN

Internationalized Domain
Name

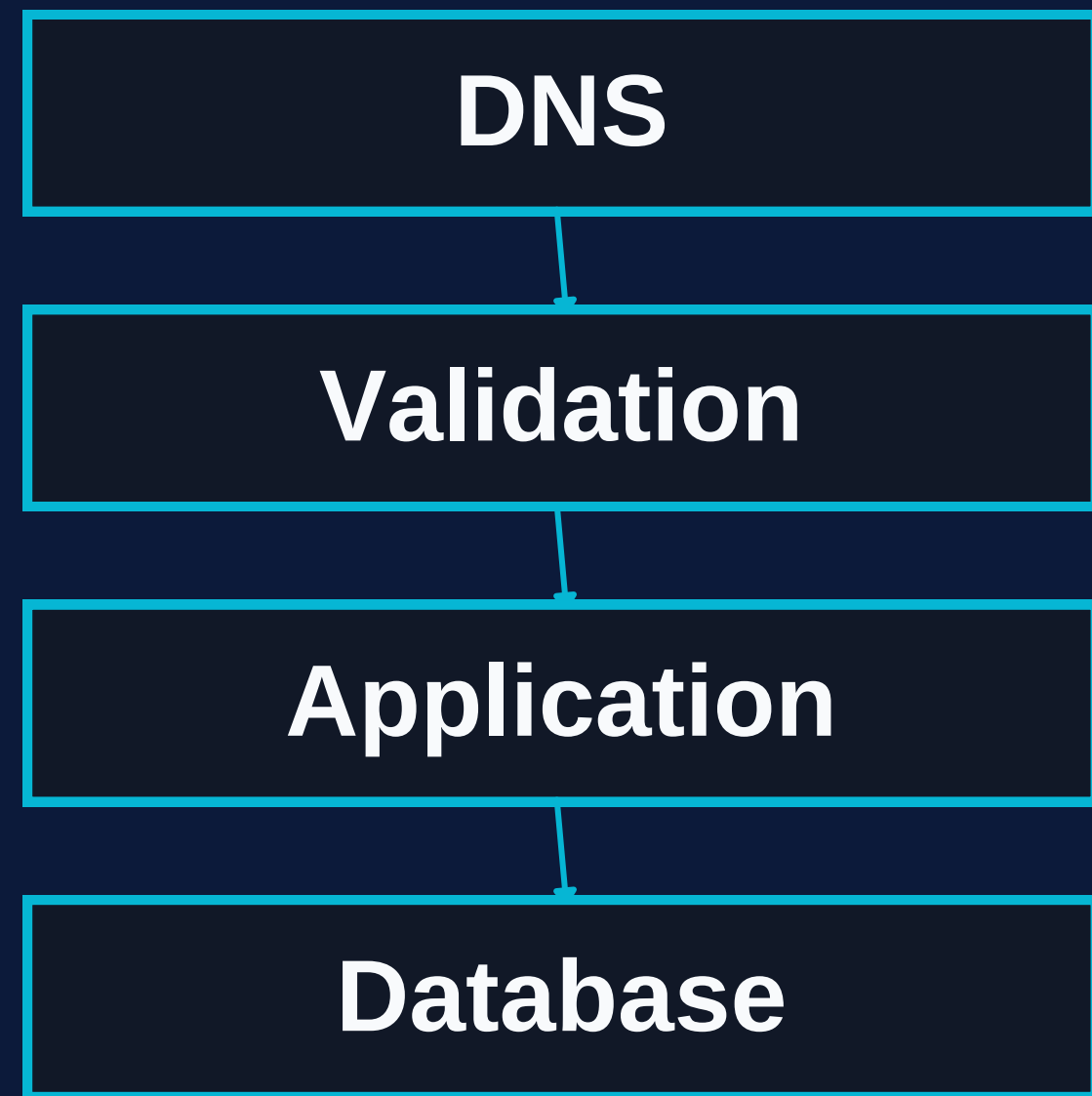
EAI

Email Address
Internationalization

URI

Uniform Resource Identifier

SYSTEM



SAME DIGITAL
SERVICE

USER



The system sees processes.

The user sees a task.

DOES IT WORK?



CAN I
USE IT?

SERVICE A



accepted

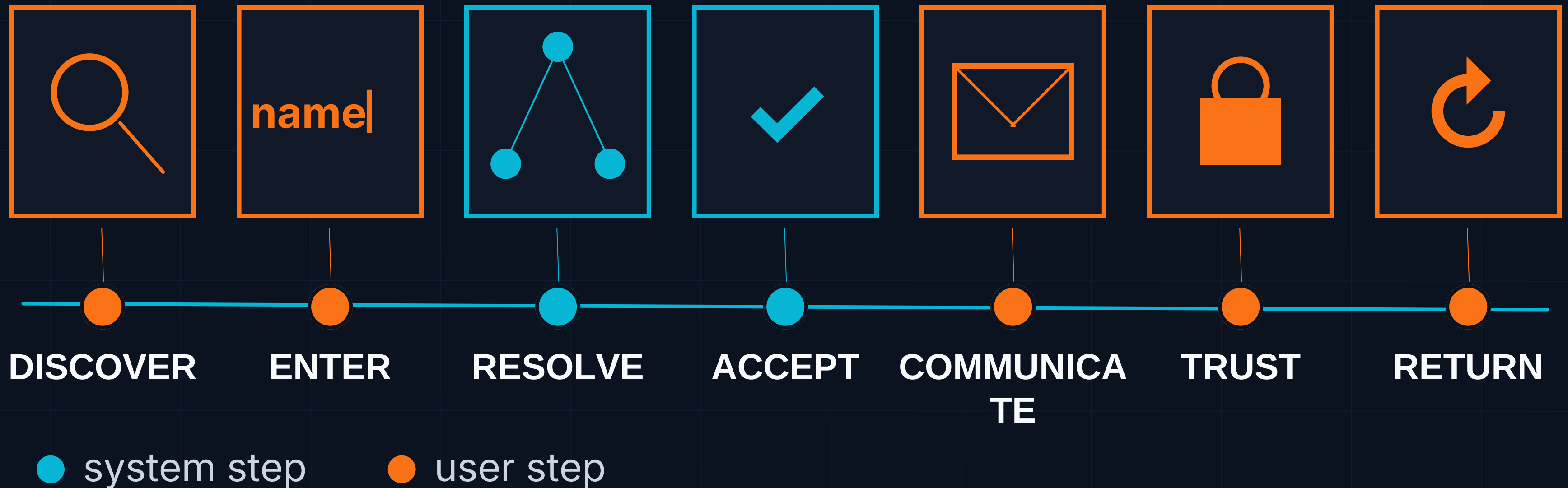
SERVICE B



rejected

Two services. Two outcomes.

WHAT IF WE FOLLOW THE USER?



From technical readiness → to user experience

WHAT DOES THIS LOOK LIKE IN NEPAL?



GOVERNMENT

ID |

Log in

BANKING

card ...

Pay

UNIVERSITIES

name@

Apply

E-COMMERCE

email |

Checkout

More of everyday life moves online.

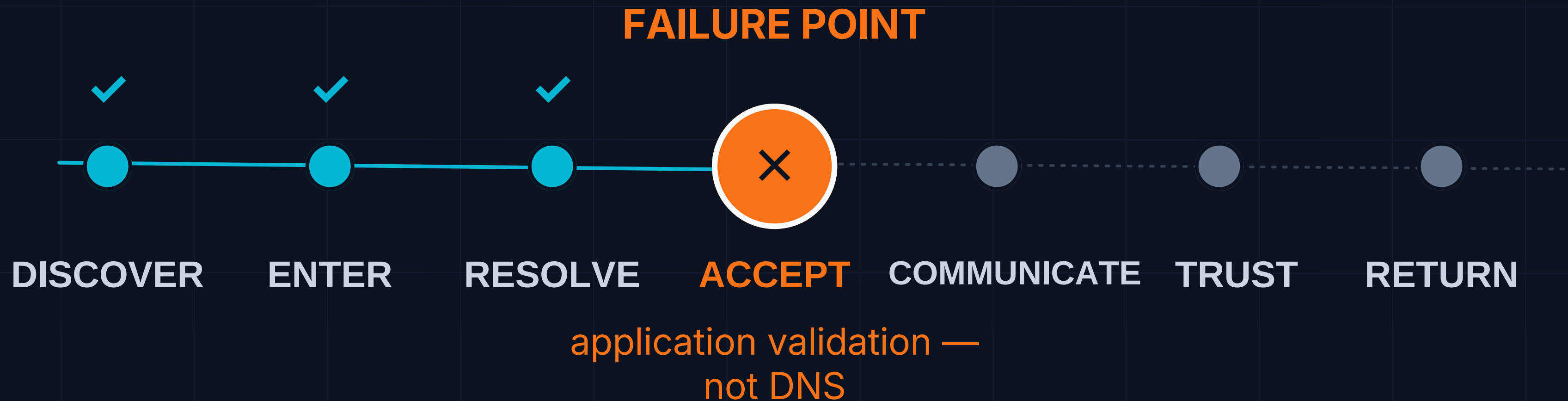
Where does the user's journey hold — or break?

“IT DIDN'T WORK.”



↓

WHERE DID IT BREAK?



A failure becomes useful when we can locate it.

WHAT DOES THE EVIDENCE ALREADY TELL US?



NEPAL — EXISTING EVIDENCE

- UA Day event, Kathmandu (2023)
- Hackathon: ~40 youth; Nepali-script site (2025)
- Hackathon with ICANN, UNESCO (2026)

Sources: ICANN/UASG; APNIC Blog 2025; B360 2025, 2026; UNESCO 2026

OTHER COMMUNITIES — EXISTING EVIDENCE

- Thailand: 220 websites assessed (2026)
- Annual UA-readiness reports (UASG)
- UA Day: 200 events, 86 countries

Sources: ICANN, IDN Implementation and UA Adoption Report 2026; UASG

REVIEW — THE GAP

TECHNICAL UA TESTING

extensive ✓

NEPAL USER JOURNEYS





FROM TECHNICAL READINESS TO REAL USER EXPERIENCE

A proposed next step for Nepal.

01

CONNECT

Bring together Nepal stakeholders and UA experts.

→ **02**

TEST

Support a practical pilot that complements technical UA testing.

→ **03**

SHARE

Document findings and share lessons with the global UA community.

TECHNICAL READINESS

REAL USER EXPERIENCE

LET'S MAKE THE INTERNET WORK FOR EVERYONE.

From technical readiness to real user experience.



01

COLLABORATE

Connect Nepal stakeholders
with the Universal
Acceptance community.



02

LEARN

Explore how real users
experience digital services
and identify where their
journeys break.



03

SHARE

Turn local findings into
practical improvements and
shared global learning.

QUESTIONS & DISCUSSION

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