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|  | **الاتحـاد الدولـي للاتصـالات****مكتب تقييس الاتصالات** |

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|  |  | جنيف، 18 أكتوبر 2017 |
| المرجع: | **TSB Circular 57** | **إلى:**- إدارات الدول الأعضاء في الاتحاد؛- أعضاء قطاع تقييس الاتصالات؛- المنتسبين إلى قطاع تقييس الاتصالات؛- الهيئات الأكاديمية المنضمة إلى الاتحاد |
| الهاتف: | +41 22 730 6206 |  |
| الفاكس: | +41 22 730 5853 |  |
| البريد الإلكتروني: | tsbsg17@itu.int | **نسخة إلى:**- رؤساء لجان الدراسات ونوابهم؛- مدير مكتب تنمية الاتصالات؛- مدير مكتب الاتصالات الراديوية |
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| **الموضوع:** | دراسة بشأن مكافحة الرسائل الاقتحامية |
| **الإجراء المطلوب:** | الرجاء إعادة الاستبيان في موعد أقصاه **28 فبراير 2018** |

حضرات السادة والسيدات،

ت‍حية طيبة وبعد،

1 يهدف قطاع تقييس الاتصالات بالاتحاد (ITU-T) إلى تعزيز فعالية وكفاءة التدابير التقنية المتعلقة بمكافحة الرسائل الاقتحامية عملاً بالقرار 52 بشأن "*مكافحة الرسائل الاقتحامية والتصدي لها*" الصادر عن الجمعية العالمية لتقييس الاتصالات (الحمامات، 2016). وتضع لجنة الدراسات 17 لقطاع تقييس الاتصالات هذه التدابير التقنية استناداً إلى التحليل الإحصائي وتقييم المخاطر ومبادرات أعضاء الاتحاد، واللوائح ذات الصلة وأفضل الممارسات.

2 ويكلف القرار 52 للجمعية العالمية لتقييس الاتصالات لعام 2016 مدير مكتب تقييس الاتصالات "*بالشروع في دراسة – بما في ذلك من خلال توجيه استبيان إلى أعضاء الاتحاد –* ***بشأن الحجم التقريبي لحركة الرسائل الاقتحامية وأنواعها (مثل الرسائل الاقتحامية بالبريد الإلكتروني، والرسائل الاقتحامية بالرسائل النصية القصيرة، والرسائل الاقتحامية في تطبيقات الوسائط الإعلامية المتعددة المستندة إلى بروتوكول الإنترنت) وخصائصها (مثل الطرق والمصادر الرئيسية المختلفة)*** *لمساعدة الدول الأعضاء ووكالات التشغيل ذات الصلة في تحديد هذه الطرق والمصادر والأحجام، وفي تقدير حجم الاستثمارات اللازمة في المرافق والوسائل التقنية الأخرى لمكافحة هذه الرسائل الاقتحامية والتصدي لها، مع مراعاة ما أُنجز من عمل بالفعل؛*".

3 والهدف من هذه الدراسة مساعدة الدول الأعضاء في الاتحاد ووكالات التشغيل ذات الصلة في استكشاف أبعاد وخصائص مسألة الرسائل الاقتحامية لديها. ويهدف الاستبيان أيضاً إلى تقييم تكاليف الاستثمارات والوسائل التقنية الأخرى اللازمة لمكافحة الرسائل الاقتحامية والتصدي لها.

4 وأدعوكم إلى المشاركة في هذا الاستبيان، وأكون ممتناً لكم لو قمتم باستيفاء الاستبيان الوارد في **الملحق 1** ويفضّل أن يتم ذلك عن طريق **شبكة الإنترنت** في العنوان التالي:<https://www.research.net/r/sg17counteringspam> (كلمة السر: sg17-counter-spam)، أو إعادته بالبريد الإلكتروني إلى الموقع التالي: tsbsg17@itu.int أو بالفاكس إلى الرقم +41 22 730 5853، وذلك في موعد أقصاه **28 فبراير 2018**.

5 ويرجى توجيه أي طلبات للحصول على مزيد من التفاصيل أو للاستفسار بشأن هذا الاستبيان إلى السيدة Xiaoya Yang، ويفضل أن يكون ذلك بالبريد الإلكتروني إلى العنوان التالي: xiaoya.yang@itu.int.

وتفضلوا بقبول فائق التقدير والاحترام.

تشيساب لي
مدير مكتب تقييس الاتصالات

**ال‍ملحقات:** 1

**الملحق 1**

**Questionnaire on countering spam**

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| --- |
| **Nation / Company / Organization information** |
| Type | [ ]  Member State [ ]  Sector Member[ ]  Academia [ ]  Associate |
| Country |  |
| Full name |  |
| **Contact information** |
| E-mail |  |
| Telephone / Mobile phone |  |
| Fax |  |
| **Questions** |
| **1. General information of spam**1) What are the main types of spam in your country? (multiple choice)[ ]  Text message spam[ ]  Mobile spam[ ]  E-mail spam[ ]  Social networking spam[ ]  Spam in IP-based multimedia applications[ ]  Crank call[ ]  Other types. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.2) What are the main purposes of spam? (multiple choice)[ ]  Fraud[ ]  Sales or advertisement[ ]  Virus/malware[ ]  Just unwanted information[ ]  Other types. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.3) What is the average frequency of receiving e-mail spam in 2016?[ ]  Several message spams a day[ ]  One message spam a day[ ]  One message spam couple of days[ ]  One message spam occasionally3-1) What is the average frequency of receiving mobile spam in 2016?[ ]  Several mobile spams a day[ ]  One mobile spam a day[ ]  One mobile spam couple of days[ ]  One mobile spam occasionally3-2) If available, please provide volume & share of mobile phone spam by source as of 2016:(Unit: spams)

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| Source | Spam volume | Share (%) |
| Bulk SMS transmission service on the Internet (SMSs over the Internet) |  |  |
| Mobile communication service (SMSs over Mobile phone) |  |  |
| Internet phone, wired fixed phone |  |  |
| Total |  |  |

4) Has spam caused any financial loss?[ ]  Yes[ ]  No5) If 4) is yes, how much economic loss has been caused by spam annually in 2016?[ ]  Less than 100 thousand US dollar[ ]  More than 100 thousand US dollar[ ]  More than 1 million US dollar[ ]  More than 10 million US dollar[ ]  More than 100 million US dollar[ ]  More than 1 billion US dollar6) In general, what is the trend of spam in terms of the number of e-mail and mobile spam received per day or percentage of spam in total e-mail traffic in 2016 compared to the last three-year period?[ ]  a (steady) increase[ ]  a (steady) decrease[ ]  fluctuation (an increase and decrease)[ ]  remain constant |
| **2. Organizations responsible for countering spam** 1) What organizations are responsible for countering spam? (multiple choice)[ ]  Government administrative department[ ]  Social non-profit organizations[ ]  Special agencies[ ]  Social company[ ]  Other. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2) If there is a national focal point for spam matters, please provide her/his contact address, so she/he can be contacted publicly.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **3. Legislation and regulation on countering spam** 1) Are there any national legislations or regulations in place to counter spam?[ ]  Yes[ ]  No2) If 1) is yes, please identify any national legislation and regulations in place to counter spam.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_3) What is your evaluation of the effectiveness of these legislations and regulations? (Mark from 1 to 10; the higher value represents the better.) Poor [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5 [ ]  6 [ ]  7 [ ]  8 [ ]  9 [ ]  10 Good4) Which types of spam have your legislations and regulations specified to counter spam? (multiple choice)[ ]  Text message spam[ ]  Mobile spam[ ]  E-mail spam[ ]  Social Network spam[ ]  Spam in IP-based multimedia applications[ ]  Crank call[ ]  none[ ]  Other types. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.5) Which types of spam do ITU-T Recommendations or Standards need to further develop or strengthen to counter spam from your country’s perspective? (multiple choice)[ ]  Text message spam[ ]  Mobile spam[ ]  E-mail spam[ ]  Social Network spam[ ]  Spam in IP-based multimedia applications[ ]  Crank call[ ]  Other types. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **4. Technical solutions** 1) What types of technical solutions to counter mobile spam are being implemented in your country or organization? (multiple choice)[ ]  Recognition and filtering mechanisms[ ]  Complaint and report mechanisms (e.g., Easy Spam Reporting service via mobile phone)[ ]  A black or white list[ ]  A spam blocking list of mobile phones[ ]  Comprehensive monitoring and analysis system[ ]  None[ ]  Other solutions. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.2) What types of technical solutions to counter e-mail spam are being implemented in your country or organization? (multiple choice)[ ]  Recognition and filtering mechanisms[ ]  Complaint and report mechanisms (e.g., Easy Spam Reporting service via mobile phone)[ ]  A black or white list[ ]  A spam blocking list of mobile phone[ ]  A comprehensive monitoring and analysis system[ ]  Sender Policy Framework (SPF)[ ]  None[ ]  Other solutions. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.3) What is your evaluation of the effectiveness of these solutions? (Mark from 1 to 10; the higher value represents the better.)  Poor [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5 [ ]  6 [ ]  7 [ ]  8 [ ]  9 [ ]  10 Good4) Which ITU-T Recommendations or other standards are mainly used to counter spam in your country? (multiple choice)[ ]  ITU-T[ ]  GSMA[ ]  3GPP[ ]  Your own country’s standards[ ]  Standards set by companies or organizations[ ]  None[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **5. Education and awareness** 1) What types of education initiatives on countering spam have been more frequently undertaken? (multiple choice)[ ]  Awareness campaigns[ ]  Distribution of printed material (e.g. guidelines)[ ]  Informational websites[ ]  Simulations and drills[ ]  None[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.2) To whom are such initiatives mainly targeted? (multiple choice)[ ]  The population at large[ ]  Children[ ]  Elderly people[ ]  Local communities[ ]  Small businesses[ ]  Local authorities[ ]  None[ ]  Others. Please enumerate\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **6. International cooperation**1) Are there any international collaboration mechanisms and platforms on countering spam that have been established? [ ]  Yes[ ]  No1-1) If yes, provide examples of effective international initiatives to counter spam.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2) What are the main international collaboration mechanisms and platforms on countering spam? (multiple choice)[ ]  Through ITU[ ]  Through other international platforms (e.g. 3GPP, GSMA)[ ]  Bilateral cooperation[ ]  Multilateral cooperation[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.[ ]  None3) What are the main fields of international collaboration on countering spam? (multiple choice)[ ]  Education and awareness[ ]  Technical solutions[ ]  Legislation and regulation[ ]  Standards[ ]  None[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| **7. Best practices**1) Which fields are the best practices in place? (multiple choice)[ ]  Technical solutions[ ]  Legislation and regulation[ ]  Standards[ ]  Education and awareness[ ]  None[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.2) Which organisations act as a lead role in implementing the best practices of countering spam? (multiple choice) [ ]  Government[ ]  Telecom enterprise (e.g. Telecom service provider)[ ]  Internet enterprise (e.g. Internet service provider)[ ]  Independent third party organization[ ]  None[ ]  Others. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.3) Please give us any details about best practices in place.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **8. Other information (optional)**1) Please provide any further information that you consider useful for countering spam.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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