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| ITU logo | | **国 际 电 信 联 盟**  **电信标准化局** | |  |
|  | | | 2017年10月18日，日内瓦 | |
| 文号： | **电信标准化局第57号通函** | | **致：**  - 国际电联成员国主管部门；  - ITU-T部门成员；  - ITU-T部门准成员；  - 国际电联学术成员 | |
| 电话： | +41 22 730 6206 | |
| 传真： | +41 22 730 5853 | |
| 电子 邮件： | [tsbsg17@itu.int](mailto:tsbsg17@itu.int) | | **抄送：**  - ITU-T各研究组正副主席；  - 电信发展局主任；  - 无线电通信局主任 | |

|  |  |
| --- | --- |
| 事由： | **有关打击垃圾信息的研究** |
|  |  |
| 行动： | 请最迟于**2018年2月28日前**将问卷返回 |

尊敬的先生/女士：

1 根据世界电信标准化全会（2016年，哈马马特）第52号决议（抵制和打击垃圾信息），ITU-T的目标是促进打击垃圾信息方面的有效和高效技术措施的出台。此类技术措施由ITU-T第17研究组开发，并以统计分析、风险评估、国际电联成员的举措、相关法规和最佳做法为基础。

2 WTSA-16第52决议责成电信标准化局主任“启动一项研究（包括向国际电联成员发放问卷调查表），**以说明垃圾信息业务量的数量、类型（如垃圾邮件、垃圾短信、IP多媒体应用中的垃圾信息）和特点（如不同的主要路由和来源），**从而帮助成员国和相关运营机构确定此类路由、来源和数量，估算用以抵制和打击垃圾信息的设施和其他技术手段所需的投资额，同时顾及已开展的工作”。

3 本研究旨在帮助国际电联成员国和相关运营机构来调查其垃圾信息问题的发展程度和特点。问卷亦旨在估算设施和其他技术手段的投资成本，以帮助国际电联成员国和相关运营机构抵制和打击垃圾信息。

4 我在此邀请您参加这次调查，并希望您能在**2018年2月28日**前最好通过网址<https://www.research.net/r/sg17counteringspam> （密码：sg17-counter-spam）在线填妥**附件1**中的问卷调查表，或者填妥后通过电子邮件地址[tsbsg17@itu.int](mailto:tsbsg17@itu.int)或通过传真+41 22 730 5853寄回。

5 如您要求我们提供本问卷调查表的进一步细节信息或要求我们予以澄清说明，请最好通过电子邮件地址[xiaoya.yang@itu.int](mailto:xiaoya.yang@itu.int)与杨晓雅女士联系。

顺致敬意！

电信标准化局主任  
李在摄

**附件：1件**

Annex 1

**Questionnaire on countering spam**

|  |  |
| --- | --- |
| **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 occasionally  3-1) 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 occasionally  3-2) If available, please provide volume & share of mobile phone spam by source as of 2016:  (Unit: spams)   |  |  |  | | --- | --- | --- | | 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  No  5) 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 dollar  6) 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  No  2) 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 Good  4) 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 Good  4) 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  No  1-1) 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  None  3) 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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