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| itu-logo | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 18 October 2017 |
| **Ref:** | **TSB Circular 57** | **To:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia |
| **Tel:** | +41 22 730 6206 |
| **Fax:** | +41 22 730 5853 |
| **E-mail:** | tsbsg17@itu.int  | **Copy to:**- The Chairmen and Vice-Chairmen of Study Groups;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau |
| **Subject:** | Study on countering spam |
| **Action:** | Please return the questionnaire **by 28 February 2018** at the latest |

Dear Sir/Madam,

1 ITU-T aims to promote effective and efficient technical measures on countering spam under Resolution 52 *Countering and combating spam* of the World Telecommunication Standardization Assembly (Hammamet, 2016). These technical measures are developed by ITU-T Study Group 17 based on statistical analysis, risk evaluation, ITU member initiatives, relevant regulations and best practices.

2 WTSA-16 Resolution 52 instructed the Director of the Telecommunication Standardization Bureau “*to initiate a study – including sending a questionnaire to the ITU membership –* ***indicating the volume, types (e.g. e-mail spam, SMS spam, spam in IP-based multimedia applications) and features (e.g. different major routes and sources) of spam traffic****, in order to help Member States and relevant operating agencies identify such routes, sources and volumes and estimate the amount of investment in facilities and other technical means to counter and combat such spam, taking into account work that has already been carried out;*”.

3 The objective of this study is to help ITU Member States and relevant operating agencies to investigate the significance and characteristics of their spam issue. The questionnaire also aims at estimating the cost of their investment in facilities and other technical means to counter and combat spam.

4 I invite you to participate in this questionnaire and should appreciate if you would complete the questionnaire reproduced in **Annex 1** preferably **online** at <https://www.research.net/r/sg17counteringspam> (Password: sg17-counter-spam), or return it by
e-mail to tsbsg17@itu.int or by fax to +41 22 730 5853, no later than **28 February 2018**.

5 Any requests for further details or clarification in respect of the present questionnaire should be sent, preferably by e-mail, to Ms Xiaoya Yang at the following address: xiaoya.yang@itu.int.

Yours faithfully,

*(signed)*

Chaesub Lee
Director of the Telecommunication
Standardization Bureau

**Annex: 1**

Annex 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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