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| itu_logo | **Union internationale des télécommunications****Bureau de la Normalisation des Télécommunications** |  |

 Genève, le 18 octobre 2017

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| Réf.:Tél.:Fax:E-mail: | **Circulaire TSB 57**+41 22 730 6206+41 22 730 5853tsbsg17@itu.int | - Aux administrations des Etats Membres de l'Union;- Aux Membres du Secteur UIT-T;- Aux Associés de l'UIT-T;- Aux établissements universitaires participant aux travaux de l'UIT |
|  |  | **Copie**:- Aux Présidents et Vice-Présidents des commissions d'études;- Au Directeur du Bureau de développement des télécommunications;- Au Directeur du Bureau desradiocommunications |
| **Objet:** | Etude sur la lutte contre le spam |
| **Suite à donner:** | Prière de retourner le questionnaire **le 28 février 2018** au plus tard |

Madame, Monsieur,

1 Dans le cadre de la Résolution 52, *Lutter contre le spam*, de l'Assemblée mondiale de normalisation des télécommunications (Hammamet, 2016), l'UIT‑T s'efforce d'encourager l'adoption de mesures techniques efficaces de lutte contre le spam. Ces mesures techniques sont définies par la Commission d'études 17 de l'UIT‑T sur la base d'une analyse des données statistiques, d'une évaluation des risques, des initiatives prises par les membres de l'UIT ainsi que des réglementations et des bonnes pratiques applicables.

2 Conformément à la Résolution 52 de l'AMNT‑16, le Directeur du Bureau de la normalisation des télécommunications est chargé "*d'entreprendre une étude – éventuellement en envoyant un questionnaire aux membres de l'UIT –* ***indiquant le volume, le type (par exemple spam par courrier électronique, spam par SMS, spam dans des applications multimédias IP) et les caractéristiques (par******exemple, les différentes sources et voies d'acheminement principales) du trafic de spam****, afin d'aider les Etats Membres et les exploitations concernées à identifier ces voies d'acheminement, ces sources et ces volumes et à estimer le montant des investissements à réaliser dans des installations et d'autres moyens techniques pour lutter contre le spam, compte tenu des travaux déjà effectués*".

3 L'objectif de cette étude est d'aider les Etats Membres de l'UIT et les exploitations concernées à déterminer l'importance et les caractéristiques des problèmes que leur pose le spam. Le questionnaire a également pour objet de les aider à estimer le montant des investissements à réaliser dans des installations et d'autres moyens techniques pour lutter contre le spam.

4 Je vous invite à participer à cette étude et je vous serais reconnaissant de bien vouloir remplir le questionnaire reproduit dans l'**Annexe 1,** de préférence **en ligne** à l'adresse suivante <https://www.research.net/r/sg17counteringspam> (mot de passe: sg17-counter-spam), ou, à défaut, de le renvoyer par courriel à l'adresse suivante tsbsg17@itu.int ou par télécopie au
+41 22 730 5853, au plus tard le **28 février 2018**.

5 Pour de plus amples précisions au sujet du présent questionnaire, veuillez-vous adresser, de préférence par courrier électronique, à Mme Xiaoya Yang (xiaoya.yang@itu.int).

Veuillez agréer, Madame, Monsieur, l'assurance de ma haute considération.

Chaesub Lee
Directeur du Bureau de la
normalisation des télécommunications

**Annexe**:1

Annexe 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 |

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| **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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |

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| **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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