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| itu_logo | **Unión Internacional de Telecomunicaciones****Oficina de Normalización de las Telecomunicaciones** |  |

 Ginebra, 18 de octubre de 2017

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| Ref.: | **Circular TSB 57** | **A**:– las Administraciones de los Estados Miembros de la Unión;– los Miembros de Sector del UIT-T;– los Asociados del UIT-T;– las Instituciones Académicas de la UIT |
| Tel.: | +41 22 730 6206 |
| Fax: | +41 22 730 5853 |
| Correo-e: | tsbsg17@itu.int | **Copia**:– a los Presidentes y los Vicepresidentes de las Comisiones de Estudio;– al Director de la Oficina de Desarrollo de las Telecomunicaciones;– al Director de la Oficina de Radiocomunicaciones |
| Asunto: | Estudio sobre la lucha contra el correo basura (*spam*) |
| Acción: | Sírvase devolver el cuestionario debidamente cumplimentado, a más tardar **el 28 de febrero de 2018** |

Estimada Señora/Estimado Señor,

1 Con arreglo a la Resolución 52, *Respuesta y lucha contra el correo basura*, de la Asamblea Mundial de Normalización de las Telecomunicaciones (Hammamet, 2016), el UIT-T trata de promover medidas efectivas y eficientes para la lucha contra el *spam*. Dichas medidas técnicas son elaboradas por la Comisión de Estudio 17 del UIT-T, sobre la base de los análisis estadísticos, la evaluación de riesgos, las iniciativas de los Miembros de la UIT, las normativas pertinentes y las prácticas óptimas existentes.

2 En la Resolución 52 de la AMNT-16 se encarga al Director de la Oficina de Normalización de las Telecomunicaciones "que inicie un estudio, incluido el envío de un cuestionario a los miembros de la UIT, **en el que se indique el volumen, los tipos (por ejemplo, *spam* en correos electrónicos, *spam* en SMS, mensajes no solicitados en aplicaciones multimedios IP) y las características (por ejemplo, distintas rutas y fuentes principales) del tráfico de *spam***, con la finalidad de ayudar a los Estados Miembros y a las empresas de explotación pertinentes a identificar dichas rutas y fuentes y dichos volúmenes, y de calcular el importe de las inversiones en instalaciones y otros medios técnicos para responder y luchar contra dicho *spam*, teniendo en cuenta los trabajos que ya se han realizado".

3 El objetivo del presente estudio es ayudar a los Estados Miembros de la UIT y a las empresas de explotación correspondientes a investigar acerca de la importancia y las características de sus problemas con el *spam*. El cuestionario también está destinado a evaluar el coste de sus inversiones en instalaciones y otros medios técnicos para responder y luchar contra el correo basura.

4 Le invito a participar en la presente encuesta, y le agradecería que completara el cuestionario que figura en el **Anexo 1** preferiblemente **en línea** a través de <https://www.research.net/r/sg17counteringspam> (Contraseña: sg17-counter-spam) o nos lo devolviera por correo electrónico a la dirección tsbsg17@itu.int, o bien por fax al +41 22 730 5853 o, de preferencia, por correo-e a la dirección tsbsg17@itu.int a más tardar el **28 de febrero de 2018**.

5 Toda solicitud de información más detallada o aclaraciones acerca del presente cuestionario debe remitirse, preferiblemente por correo-e, a la Sra. Xiaoya Yang en la dirección xiaoya.yang@itu.int.

Le saluda muy atentamente,



Chaesub Lee
Director de la Oficina de
Normalización de las Telecomunicaciones

**Anexo**: 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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