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| The International Teleocmmunication Union - Connecting the World. | **国 际 电 信 联 盟****电信标准化局** |  |
|  | 2023年3月28日，日内瓦 |
| **文号：** | **电信标准化局第80号通函**SG17/XY | **致：**- 国际电联各成员国主管部门；**抄送：**- ITU-T部门成员；- 第17研究组ITU-T部门准成员；- 国际电联学术成员；- 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 |
| **电话：** | +41 22 730 6206 |
| **传真：** | +41 22 730 5853 |
| **电子邮件：** | tsbsg17@itu.int |
| **事由：** | **有关打击垃圾信息欺诈的问卷调查表** |

尊敬的先生/女士：

ITU-T第17研究组在上一次会议（2023年2月21日至3月3日）上一致同意分发有关打击垃圾信息欺诈的问卷调查表，以支持落实世界电信标准化全会（WTSA）第52号决议“抵制和打击垃圾信息”。

该问卷调查表的对象是来自国际电联各成员国主管部门、ITU-T部门成员、ITU-T第17研究组的部门准成员和国际电联学术成员熟悉各自国家打击垃圾信息欺诈工作的代表。

问卷调查表设计简约，填写时间应不超过10分钟，可通过以下网址获取：<https://www.research.net/r/SG17-COUNTERING-SPAM-202303>（离线版见附件A）。请在**2023年7月31日**之前回复。

请您抽时间对此问卷调查表做出答复，并提供一些反馈意见。

顺致敬意！

电信标准化局主任

尾上诚藏

**附件：**1件

**Annex A**

**Questionnaire on countering spam fraud**

\* Required

**Background**

ITU-T aims to promote effective and efficient technical measures on countering spam under [Resolution 52](https://www.itu.int/pub/T-RES-T.52-2022) “*Countering and combating spam”* of the World Telecommunication Standardization Assembly (Geneva, 2022).

It has been five years since the ITU-T last conducted a study on countering spam, during which time this global issue has intensified due to the increased use of telecommunications/ICTs during the COVID-19 pandemic. It is crucial to understand the current state of the global trend of spam and, in this context, this questionnaire aims to assist ITU Member States and relevant operating agencies by investigating the significance and characteristics of spam, with a focus on spam fraud.

Furthermore, this questionnaire seeks to gather information on methods used by ITU-T members to counter spam and provide a valuable reference to ITU-T Study Groups for the development of Recommendations on countering spam, as well as strengthen information exchange among ITU-T members on countering spam and other related cybersecurity issues.

Spam in this Questionnaire includes all kinds of unsolicited electronic communication information via phone calls, text messages, SMS, OTT, e-mails, etc.

This questionnaire has been designed to solicit information to support the implementation of [WTSA Resolution 52](https://www.itu.int/pub/T-RES-T.52-2022) on “*Countering and combating spam”*. Please answer all questions based on the situation of your country or district. Survey period is from January 2020 to December 2022.

The information provided will solely be used for the purposes of this work and your responses will be used in an aggregated form to generate insights and identify trends. We will not attribute any individual responses to specific participants.

Please note that this survey is not anonymous. We will collect personally identifiable information from you, such as your name and contact information, and may use this information to follow up with you or to ensure the integrity of the data. Your responses will be kept confidential and will not be shared with any third parties without your consent. Kindly take some time to complete the questionnaire which should take no more than **10 minutes**.

**Respondent information**

1. Full name: \*

|  |
| --- |
|  |

1. E-mail: \*

|  |
| --- |
|   |

1. Country: \*

|  |
| --- |
|   |

1. Membership type: \*

[ ]  Member state

[ ]  Sector member

[ ]  Academia

[ ]  Associate

**Questions**

1) What percentage of all spam received is **spam fraud (or scams, phishing, spoofing etc)**? \*

[ ]  0%~10%

[ ]  10%~30%

[ ]  30%~50%

[ ]  50%~70%

[ ]  70%~90%

[ ]  Above 90%

[ ]  Other (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If available, please provide specific figures/statistics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2) Which **form** **of communication** has been the most severely impacted by spam fraud? \*

[ ]  Phone calls

[ ]  Mobile SMS/MMS/text messages

[ ]  Instant messaging/chat app message/OTT

[ ]  E-mail

[ ]  Other (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

3) What are the **most common subject(s)** of spam fraud? \* (Please select one or more)

[ ]  Debts/credit/bills

[ ]  Investment/financial schema/virtual currency

[ ]  Covid-19 related medicine/tests/vaccines

[ ]  Fake government welfare/benefits/lawsuit/notice

[ ]  Impersonation of relatives/friends

[ ]  Online shopping

[ ]  Lottery/Win a Prize

[ ]  Jobs/making money

[ ]  Dating/romance

[ ]  Other types (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

4) On average, how much spam fraud (e.g., via calls or messages) can **a person in your country receive** on a daily basis? \*

[ ]  0~5 per day

[ ]  5~10 per day

[ ]  11~20 per day

[ ]  21~30 per day

[ ]  More than 30 per day

[ ]  Other (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If available, please provide specific figures/statistics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

5) In general, what has been the **growth trend** of spam fraud since the outbreak of the COVID-19 pandemic in 2020? \*

[ ]  Increase of 0%~10% per year

[ ]  Increase of 10%~30% per year

[ ]  Increase of 30%~50% per year

[ ]  Increase of 50%~100% per year

[ ]  Increase of 100% above

[ ]  No change

[ ]  Decrease of 0%~10% per year

[ ]  Decrease of 10%~30% per year

[ ]  Decrease of 30%~50% per year

[ ]  Decrease of 50%~100% per year

[ ]  Decrease of 100% above

[ ]  Other (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If available, please provide specific figures/statistics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

6) Of all types of spam fraud, what percentage has **led to financial losses**? \*

[ ]  0%~10%

[ ]  10%~30%

[ ]  30%~50%

[ ]  50%~70%

[ ]  70%~90%

[ ]  Above 90%

[ ]  Other (please enumerate): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If available, please provide specific figures/statistics and share the average financial loss suffered per person as a result of spam fraud: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

7) What percentage of spam fraud originates **from outside your country**? \*

[ ]  0%~10%

[ ]  10%~30%

[ ]  30%~50%

[ ]  50%~70%

[ ]  70%~90%

[ ]  Above 90%

If available, please provide specific figures/statistics: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

8) Which **age group** receives the most spam fraud? \*

[ ]  Under 18 years old

[ ]  18~24 years old

[ ]  25~34 years old

[ ]  35~44 years old

[ ]  45~54 years old

[ ]  55~64 years old

[ ]  Over 65 years old

9) Are there **national administrative departments or agencies** responsible for countering spam fraud? \*

[ ]  Yes. Please provide the names of the national administrative departments or agencies that deal with spam fraud: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[ ]  No.

10) Are there any existing **laws, regulations or policies** in place to combat spam fraud? \*

 [ ]  Yes. Please provide references to any laws, regulations or policies relevant to countering spam fraud in your country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[ ]  No

11) Does your country have a **national “Do not Call” registry** or other similar telephone preference registration for users? \*

[ ]  Yes. Please provide the name of your country’s national “Do not Call” registry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. If available, please provide the number of users registered in your country’s national “Do not Call” registry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[ ]  No

12) How can people deal with spam fraud? \* (Please select one or more)

[ ]  Send complaints and reports to government authorities

[ ]  Ask telecom operators to block fraudulent calls or SMS

[ ]  Use applications to block fraudulent calls or SMS

[ ]  Other. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

13) What **technical measures** are being taken in your country to combat spam fraud? \* (Please select one or more)

[ ]  Official Block or Trustworthy phone number lists

[ ]  Calling number authentication or line identification

[ ]  Analyse and monitor network traffic

[ ]  Identify and filter suspicious spam fraud

[ ]  Identify and block phishing websites

[ ]  Restrict certain communication devices

[ ]  Other means. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

14) Are there any joint countering measures taken between telecommunications departments and the financial or banking departments? \* (Please select one or more)

[ ]  Information sharing to prevent the fraudulent transfer of money

 [ ]  Provide authentication for communications (e.g., via calls or SMS) originating from financial or banking institutions

[ ]  Block financial calls or SMS from untrusted sources

[ ]  None

[ ]  Other action. Please enumerate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

15) Please provide any additional information, statistics or suggestions that you consider useful.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Thank you for filling in this questionnaire!

If you have any questions or comments on the questionnaire, please contact the ITU-T Study Group 17 Secretariat at: tsbsg17@itu.int.

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