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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 28 March 2023 | |
| **Ref:** | **TSB Circular 80**  SG17/XY | | **To:**  - Administrations of Member States of the Union;  **Copy to:**  - ITU-T Sector Members;  - ITU-T Associates of Study Group 17;  - ITU Academia  - The Chairman and Vice-Chairmen of ITU-T Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
| **Tel:** | +41 22 730 6206 | |
| **Fax:**  **E-mail:** | +41 22 730 5853  [tsbsg17@itu.int](mailto:tsbsg17@itu.int) | |
| **Subject:** | **Questionnaire on countering spam fraud** | | | |

Dear Sir/Madam,

At its last meeting (21 February to 3 March 2023), ITU-T Study Group 17 agreed to disseminate a questionnaire on countering spam fraud to support the implementation of WTSA Resolution 52 on “Countering and combating spam”.

This questionnaire is targeted to representatives from Administrations of Member States of the ITU, ITU-T Sector Members, Associates of ITU-T Study Group 17 and ITU Academia who are familiar with their country's work on countering spam fraud.

The questionnaire is designed to be brief and should take no more than 10 minutes to complete. It is available online at: <https://www.research.net/r/SG17-COUNTERING-SPAM-202303> (an offline version is available in Annex A). Responses are invited by **31 July 2023**.

I encourage you to take the time to respond to this questionnaire and provide some feedback.

Yours faithfully,

Seizo Onoe  
Director of the Telecommunication  
Standardization Bureau

**Annexes:** 1

**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](mailto:tsbsg17@itu.int).