

**QUESTIONNAIRE ON SPAM IN THE MEMBER STATES OF CITEL**

The VII Meeting of Permanent Consultative Committee I: Telecommunication Standardization,

**CONSIDERING:**

- a) That usually unsolicited spam-type electronic mail has become a problem for Internet users, and
- b) That spam is of an international nature, and therefore requires agreements at that level to ensure the effectiveness of actions undertaken to combat it at the national level;

**RECOGNIZING:**

The importance given by the ITU to this issue, as is evident from the adoption by the World Telecommunication Standardization Assembly (Florianópolis, Brazil, October 5-14, 2004) of Resolutions 51 and 52, which address, respectively, the fight against electronic bombardment of advertising and technical means to combat junk mail,

**RESOLVES:**

- 1. To instruct the Working Group on Advanced Network Technologies and Services, through Study Question II on Cyber Security and Critical Infrastructure, to conduct a study of practices implemented by the Member States of CITEL to combat *junk mail*, particularly, against *spam*. This study shall take account of the aspects of public policy, legislation, and mechanisms implemented by ISPs, providers of e-mail services, and users
- 2. Designate the Administration of Venezuela to be in charge of said study.

**INSTRUCTS THE SECRETARIAT OF CITEL:**

To forward the questionnaire to the Administrations of CITEL, requesting to complete the questionnaire annexed hereto and to forward it to the Secretariat of CITEL by November 28, 2005.

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<sup>1</sup> CCP.I-TEL/doc. 750/05 rev.1

**ANNEX TO RESOLUTION PCC.I/RES. 85 (VII-05)**

**QUESTIONNAIRE ON SPAM IN THE MEMBER STATES OF CITEL**

1. What legislation or draft legislation applicable to *junk mail* and/or spam exists in your country?
2. What does the Administration of your country consider *junk mail*?
3. What does the Administration of your country consider spam?
4. What state entities have competence in the area of prevention of *junk mail* and/or spam? If there is more than one, please list them, define the competences, and indicate what relationship and/or coordination exists among them.
5. What educational measures has the state implemented so that e-mail users may use the service safely and securely? What state entities have responsibility for implementing and coordinating these types of measures?
6. What educational measures have ISPs and providers of e-mail services implemented so that their users may use this service safely and securely? What companies have implemented these types of measures?
7. Are there organized user groups in your country that are taking actions to combat *junk mail* and/or spam? Which ones? (Please provide contact information).
8. What mechanisms are used by telecommunication operators to block *junk mail* and/or spam? Please provide a brief explanation of each.
9. Do updated statistics exist that reflect the results of implementation of legal, educational, and technological actions to combat *junk mail* and/or spam? How can such statistics be accessed?
10. Has your country commissioned special studies on combating SPAM? what were their findings or recommendations?
11. What measures have CIO departments of government or private enterprises in your country taken to counter SPAM?
12. What technologies and other solutions are being employed successfully in your country to combat SPAM?