

Spam complaints - April 2010

During the month of April **221** spam complaints were received in total. The following tables are a breakdown of the type of spam, its origin and the reason for the complaint.

Type of spam	Number received
Email	197
SMS (i.e. text message)	24

Origin of spam	Number received
New Zealand	83
Overseas	128

NOTE: These figures will not match the total number of complaints made during the month because they relate only to complaints made using our online complaint form.

Complaint reason	Number received
I did not subscribe to this	84
The message did not contain an unsubscribe facility	31
Contains sexual content	2
I have previously unsubscribed and the message continues to be sent	22
Other reasons	130

NOTE: Complainants are able to tick more than one reason for their complaint

Number of formal warnings issued 2009/2010	48
---	----

Number of infringement notices issued 2009/2010	2
--	---