

Spam complaints - August 2010

During the month of August **249** 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	191
SMS (short message service) - i.e. text message	58

Origin of spam	Number received
New Zealand	79
Overseas	164

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	103
The message did not contain an unsubscribe facility	59
Contains sexual content	19
I have previously unsubscribed and message continues to be sent	14
Other reasons	145

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

Number of formal warnings issued in 2009	19
Number of formal warnings issued in 2010	82

Number of infringement notices issued in 2010	9
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Number of scams reported in August	69
Email	57
SMS	6
Phone (verbal)	3
Fax	2
Internet (as reported by other websites)	1
Postal	0

Note: These statistics relate to information on the [Reported Scams](#) web page.