

## Spam complaints – January 2009

During the month of January **165** 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	161
SMS (i.e. text message)	4

Origin of spam	Number received
New Zealand	121
Overseas	121

**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	94
The message did not contain an unsubscribe facility	65
Contains sexual content	15
I have previously unsubscribed and the message continues to be sent	32
Other reasons	111

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