

Spam complaints - January 2010

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	44
Overseas	104

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	66
The message did not contain an unsubscribe facility	45
Contains sexual content	3
I have previously unsubscribed and the message continues to be sent	13
Other reasons	81

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

Number of formal warnings issued to date	12
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