

## Spam complaints - May 2009

During the month of May **176** 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	168
SMS (i.e. text message)	8

Origin of spam	Number received
New Zealand	99
Overseas	73

**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	98
The message did not contain an unsubscribe facility	61
Contains sexual content	24
I have previously unsubscribed and the message continues to be sent	19
Other reasons	66

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