

## Spam Complaints – November 2007

During the month of November **723** 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	715
SMS (i.e. text message)	8

Origin of spam	Number received <sup>1</sup>
New Zealand	500
Overseas	8

<sup>1</sup> The above figures relate only to complaints made using our online complaint form so the total does not match the total number of complaints made during the month.

Complaint reason	Number received <sup>2</sup>
I did not subscribe to this	480
No unsubscribe facility provided	487
Contains sexual content	7
I have unsubscribed and message continues to be sent	8
Other reasons	8

<sup>2</sup> The above 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 (complainants are also able to tick more than one reason on the form).