

Spam Complaints – October 2007

During the month of October **588** 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 | 581 |
| SMS (i.e. text message) | 7 |

| Origin of spam | Number received ¹ |
|----------------|------------------------------|
| New Zealand | 181 |
| Overseas | 91 |

¹ 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 ² |
|--|------------------------------|
| I did not subscribe to this | 232 |
| No unsubscribe facility provided | 169 |
| Contains sexual content | 10 |
| I have unsubscribed and message continues to be sent | 13 |
| Other reasons | 31 |

² 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).