

## Spam complaints - October 2010

During the month of October **258** 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	215
SMS (short message service) - i.e. text message	43

Origin of spam	Number received
New Zealand	52
Overseas	206

**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	50
The message did not contain an unsubscribe facility	22
Contains sexual content	6
I have previously unsubscribed and message continues to be sent	14
Other reasons	268

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

<b>Number of formal warnings issued in 2009</b>	<b>19</b>
<b>Number of formal warnings issued in 2010</b>	<b>126</b>

<b>Number of infringement notices issued in 2010</b>	<b>10</b>
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<b>Number of scams reported in October</b>	<b>109</b>
Email	65
SMS	26
Phone (verbal)	16
Fax	2
Internet (as reported by other websites)	0
Postal	0

**Note:** These statistics relate to information on the [Reported Scams](#) web page.