

## Spam complaints - September 2009

During the month of September **201** 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	175
SMS (i.e. text message)	26

Origin of spam	Number received
New Zealand	65
Overseas	103

**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	63
The message did not contain an unsubscribe facility	43
Contains sexual content	4
I have previously unsubscribed and the message continues to be sent	13
Other reasons	25

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