

Spam complaints - September 2010

During the month of September **263** 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	240
SMS (short message service) - i.e. text message	23

Origin of spam	Number received
New Zealand	88
Overseas	267

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	97
The message did not contain an unsubscribe facility	31
Contains sexual content	31
I have previously unsubscribed and message continues to be sent	24
Other reasons	268

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

Number of formal warnings issued in 2009	19
Number of formal warnings issued in 2010	113

Number of infringement notices issued in 2010	10
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Number of scams reported in September	80
Email	75
SMS	4
Phone (verbal)	0
Fax	0
Internet (as reported by other websites)	0
Postal	1

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