

## Anti-Spam Compliance Unit Recorded Complaints – August 2011



During the month of August, 444 complaints were received in total.

The following tables are a breakdown of the type of complaint, its origin and the reason for the complaint.

Total number of Spam reported this month (August)	156
Email	149
SMS (short message service i.e. text message)	7

Origin of spam	Number received
New Zealand	78
Overseas	366

**Note:** These figures will not match the total number of complaints made during the month as they relate to other methods of reporting (including complaints made using our online [Complaints Form](#)).

Complaint reason	Number received
I did not subscribe to this	106
The message did not contain an unsubscribe facility	63
Contains sexual content	5
I have previously unsubscribed and message continues to be sent	28
Other reasons	374

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

Total number of Scams reported this month (August)	282
Email	229
SMS (short message service i.e. text message)	36
Phone (verbal)	13
Fax	0
Online scams from trading or social networking websites	3
Postal (letters)	1

**Note:** These statistics relate to information on the [Reported Scams](#) page, which went live in May 2010.

Total number of scams reported this year (2011)	1350
Email	1069
SMS (short message service i.e. text message)	123
Phone (verbal)	67
Fax	3
Online scams from trading or social networking websites	18
Postal (letters)	10

**Note:** These statistics relate to information on the [Reported Scams](#) page, which went live in May 2010.

Year	Number of formal warnings issued
2011	61
2010	152
2009	19

Year	Number of infringement notices issued
2011	3
2010	15