

Spam complaints – December 2010

During the month of December **501** 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	429
SMS (short message service) - i.e. text message	40

Origin of spam	Number received
New Zealand	52
Overseas	449

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 [Complaint Form](#).

Complaint reason	Number received
I did not subscribe to this	55
The message did not contain an unsubscribe facility	30
Contains sexual content	198
I have previously unsubscribed and message continues to be sent	12
Other reasons	459

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	152

Number of infringement notices issued in 2010	15
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Number of total scams reported in December	104
Email	51
SMS	23
Phone (verbal)	29
Fax	0
Internet (as reported by other websites)	0

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

Number of scams reported in 2010	593
Email	396
SMS	120
Phone (verbal)	71
Fax	4
Internet (as reported by other websites)	1

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