

Anti-Spam Compliance Unit Recorded Complaints – January 2012



During the month of January, 281 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 (January)	174
Email	153
SMS (short message service i.e. text message)	11
Fax	10

Origin of spam	Number received
New Zealand	41
Overseas	240

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	97
The message did not contain an unsubscribe facility	30
Contains sexual content	6
I have previously unsubscribed and message continues to be sent	39
Other reasons	211

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

Total number of Scams reported this month (January)	108
Email	101
SMS (short message service i.e. text message)	2
Phone (verbal)	2
Fax	0
Online scams from trading or social networking websites	2
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 in 2012 (to date)	108
Email	101
SMS (short message service i.e. text message)	2
Phone (verbal)	2
Fax	0
Online scams from trading or social networking websites	2
Postal (letters)	1

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

Year	Number of formal warnings issued
2012	5
2011	106
2010	152
2009	19

Year	Number of infringement notices issued
2012	0
2011	3
2010	15