

Anti-Spam Compliance Unit Recorded Complaints – May 2011



During the month of May, 239 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.

Spam format	Number received
Email	205
SMS (short message service i.e. text message)	34

Origin of spam	Number received
New Zealand	68
Overseas	171

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	57
The message did not contain an unsubscribe facility	27
Contains sexual content	0
I have previously unsubscribed and message continues to be sent	22
Other reasons	188

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

Total number of scams reported this month (May)	132
Email	112
SMS (short message service i.e. text message)	19
Phone (verbal)	0
Fax	0
Online scams from trading or social networking websites	1
Postal (letters)	0

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)	664
Email	496
SMS (short message service i.e. text message)	34
Phone (verbal)	42
Fax	3
Online scams from trading or social networking websites	10
Postal (letters)	6

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

Year	Number of formal warnings issued
2011	25
2010	152
2009	19

Year	Number of infringement notices issued
2011	2
2010	15