

Anti-Spam Compliance Unit Recorded Complaints – November 2011



During the month of November, 427 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 (November)	245
Email	197
SMS (short message service i.e. text message)	25
Fax	23

Origin of spam	Number received
New Zealand	103
Overseas	324

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	154
The message did not contain an unsubscribe facility	37
Contains sexual content	1
I have previously unsubscribed and message continues to be sent	27
Other reasons	287

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

Total number of Scams reported this month (November)	183
Email	157
SMS (short message service i.e. text message)	19
Phone (verbal)	4
Fax	0
Online scams from trading or social networking websites	1
Postal (letters)	2

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

Total number of scams reported in 2011 (to date)	1848
Email	1477
SMS (short message service i.e. text message)	242
Phone (verbal)	84
Fax	3
Online scams from trading or social networking websites	22
Postal (letters)	20

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

Year	Number of formal warnings issued
2011	102
2010	152
2009	19

Year	Number of infringement notices issued
2011	3
2010	15