

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



During the month of October, 307 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 (October)	127
Email	98
SMS (short message service i.e. text message)	27
Fax	2

Origin of spam	Number received
New Zealand	41
Overseas	307

**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	58
The message did not contain an unsubscribe facility	29
Contains sexual content	7
I have previously unsubscribed and message continues to be sent	26
Other reasons	313

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

Total number of Scams reported this month (October)	195
Email	117
SMS (short message service i.e. text message)	70
Phone (verbal)	4
Fax	0
Online scams from trading or social networking websites	3
Postal (letters)	4

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

<b>Total number of scams reported in 2011 (to date)</b>	<b>1497</b>
Email	1320
SMS (short message service i.e. text message)	223
Phone (verbal)	80
Fax	3
Online scams from trading or social networking websites	21
Postal (letters)	18

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

<b>Year</b>	<b>Number of formal warnings issued</b>
2011	86
2010	152
2009	19

<b>Year</b>	<b>Number of infringement notices issued</b>
2011	3
2010	15