

Anti-Spam Compliance Unit Recorded Complaints – September 2011



During the month of September, 318 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	116
SMS (short message service i.e. text message)	17

Origin of spam	Number received
New Zealand	57
Overseas	261

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	71
The message did not contain an unsubscribe facility	36
Contains sexual content	3
I have previously unsubscribed and message continues to be sent	22
Other reasons	266

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

Total number of scams reported this month (September)	234
Email	134
SMS (short message service i.e. text message)	30
Phone (verbal)	9
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.

Total number of scams reported this year (2011)	1302
Email	1203
SMS (short message service i.e. text message)	153
Phone (verbal)	76
Fax	3
Online scams from trading or social networking websites	21
Postal (letters)	14

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

Year	Number of formal warnings issued
2011	77
2010	152
2009	19

Year	Number of infringement notices issued
2011	3
2010	15