**RECORD AREA**

|  |  |
| --- | --- |
| Sydney 01 | Brisbane 07 |
| Rest NSW 02 | Rest Queensland 08 |
| ACT 03 | Adelaide 09 |
| Melbourne 04 | Rest SA 10 |
| Rest Victoria 05 | Perth 11 |
| Tasmania 06 | Rest WA 12 |
|  |  |

Good morning / afternoon / evening. My name is…(**NAME)** from Galaxy Research. We are currently conducting a survey on people’s attitudes towards telemarketing. Could I please speak to the…

This will take about five minutes to do, and if you have the time to complete the interview now…

**SECTION A - ASK ALL RESPONDENTS**

A1. Firstly, could you please tell me, are you over or under 50 years of age? **IF UNDER 50 YEARS, READ OUT 01-07. IF OVER 50 YEARS READ OUT 08-14**

|  |  |
| --- | --- |
| 16-17 years 01 | 50-54 years 08 |
| 18-24 years 02 | 55-59 years 09 |
| 25-29 years 03 | 60-64 years 10 |
| 30-34 years 04 | 65-69 years 11 |
| 35-39 years 05 | 70-74 years 12 |
| 40-44 years 06 | 75-79 years 13 |
| 45-49 years 07 | 80+ years 14 |
|  | Refused 15 |

**CONTINUE IF 18+ YEARS IE CODE 02-14. CODE 01 AND 15 TERMINATE WITH THANKS**

|  |  |
| --- | --- |
| **RECORD GENDER** | Male 1Female 2 |

|  |  |
| --- | --- |
| A2. Which of these do you have? **READ OUT AND ROTATE 1-2** |  MRA fixed-line home phone 1 \* B1A mobile phone  used for personal purposes 2 \* \*Neither of these 3 # Term |

**CONTINUE IF HAVE TELECOMMUNICATIONS SERVICE IE CODE 1-2 IN A2. CODE 3 TERMINATE WITH THANKS**

**SECTION B - ASK ALL QUALIFYING RESPONDENTS**

|  |  |
| --- | --- |
| B1. Do you have any of your services registered on the Do Not Call Register? **READ OUT 1-2 AND ROTATE** **PIPE SERVICES 1-2 SELECTED IN A2** |  MRYour fixed-line home phone 1Your mobile phone  used for personal purposes 2None of these 3 |

**ASK IF HAVE FIXED LINE HOME PHONE IE CODE 1 IN A2. OTHERS GO TO B9**

|  |  |
| --- | --- |
| B2. Thinking now just about your **fixed-line home phone.** In the last **six months** have you received calls on your **fixed-line home phone from...**? **READ OUT 1-4 AND ROTATE** |  MRCharities 1 \* B3Social or market research organisations seeking your opinion 2Businesses that want to promote or sell you something 3A political party in relation to the recent federal election 4None of these 5 # B9 |

**ASK IF RECEIVED CALLS FROM CHARITIES ON FIXED-LINE HOME PHONE IE CODE 1 IN B2. OTHERS GO TO B5**

|  |  |
| --- | --- |
| B3. Thinking of these calls from **charities** on your **fixed-line home phone.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **charities** on your **fixed-line home phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B4. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK IF RECEIVED CALLS FROM SOCIAL OR MARKET RESEARCH ORGANISATIONS ON FIXED-LINE HOME PHONE IE CODE 2 IN B2. OTHERS GO TO B7**

|  |  |
| --- | --- |
| B5. Thinking now just about calls from **social or market research organisations seeking your opinion** on your **fixed-line home phone.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **social or market research organisations** on your **fixed-line home phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B6. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK IF RECEIVED CALLS FROM BUSINESSES THAT WANT TO PROMOTE OR SELL YOU SOMETHING ON FIXED-LINE HOME PHONE IE CODE 3 IN B2. OTHERS GO TO B9**

|  |  |
| --- | --- |
| B7. Thinking now just about calls from **businesses that want to promote or sell you something** on your **fixed-line home phone.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **businesses that want to promote or sell you something** on your **fixed-line home phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B8. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK IF HAVE MOBILE PHONE USED FOR PERSONAL PURPOSES IE CODE 2 IN A2. OTHERS GO TO B16**

|  |  |
| --- | --- |
| B9. And thinking now just about your **mobile phone used for personal purposes.** In the last **six months** have you received calls on **this mobile phone from...**? **READ OUT 1-4 AND ROTATE** |  MRCharities 1 \* B10Social or market research organisations seeking your opinion 2Businesses that want to promote or sell you something 3A political party in relation to the recent federal election 4None of these 5 # B16 |

**ASK IF RECEIVED CALLS FROM CHARITIES ON MOBILE PHONE USED FOR PERSONAL PURPOSES IE CODE 1 IN B9. OTHERS GO TO B12**

|  |  |
| --- | --- |
| B10. Thinking of these calls from **charities** on your **mobile phone used for personal purposes.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **charities** on **this mobile phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B11. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK IF RECEIVED CALLS FROM SOCIAL OR MARKET RESEARCH ORGANISATIONS ON MOBILE PHONE USED FOR PERSONAL PURPOSES IE CODE 2 IN B9. OTHERS GO TO B14**

|  |  |
| --- | --- |
| B12. Thinking now just about calls from **social or market research organisations seeking your opinion** on your **mobile phone used for personal purposes.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **social or market research organisations** on **this mobile phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B13. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK IF RECEIVED CALLS FROM BUSINESSES THAT WANT TO PROMOTE OR SELL YOU SOMETHING ON MOBILE PHONE USED FOR PERSONAL PURPOSES IE CODE 3 IN B9. OTHERS GO TO B16**

|  |  |
| --- | --- |
| B14. Thinking now just about calls from **businesses that want to promote or sell you something** on your **mobile phone used for personal purposes.**  On a scale of 1 to 5, where 1 is ‘never a problem’ and 5 is ‘always a problem’. How much of a problem or not are these calls to you from **businesses that want to promote or sell you something** on **this mobile phone**? |  SRNever a problem 1 2 3 4Always a problem 5 |

|  |  |
| --- | --- |
| B15. And why did you say that? **DO NOT** **READ OUT** **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** |  MRAlways call me at dinner time 01Always call me at an inappropriate time 02Always call me even though I  ask them to remove me from their list 03Do not understand  them/ have a strong accent 04----------------------------------------------------------It is a nuisance/annoying 05It interrupts my peace and quiet 06I’m concerned about  how they get my personal details 07I didn’t consent to get these calls 08----------------------------------------------------------I get too many of these calls 09My number  is on the Do Not Call register 10I like doing surveys 11I like donating/ supporting these organisations 12----------------------------------------------------------I’m usually not busy 13Other (Please specify) 14 Don’t know 15Refused 16 |

**ASK ALL QUALIFYING RESPONDENTS**

|  |  |
| --- | --- |
| B16. In your opinion, what are the three main pieces of information an organisation making a telemarketing call for any purpose should provide during the call? **DO NOT READ OUT** **PROBE FOR THREE PIECES OF INFORMATION** |  MRWhy your particular number was called 1The purpose of the call 2The relationship you had with the company represented by the call, if at all 3The name of the company that was offering the product or service 4--------------------------------------------------------------The name of the business making the call 5The name of the person making the call 6The name and contact details of any person responsible for enquiries or complaints relating to the call 7How to opt out of receiving further calls 8--------------------------------------------------------------Other (Please specify) 9 Don’t know 10Refused 11 |

**SECTION C – ASK ALL QUALIFYING RESPONDENTS**

|  |  |
| --- | --- |
| C1. Now, a few questions to ensure that we have interviewed a good cross-section of people. Which of these best describes your current living arrangements? Are you...? **READ OUT 1-4** |  SRLiving at home with  parents/ other family members 1Living by yourself 2Living with your partner 3-------------------------------------------------Or, Sharing with friends 4Other 5Refused 6 |

|  |  |
| --- | --- |
| C2. Do you speak a language other than English at home? | No 1Yes 2Refused 3 |

Thank you very much for your help, as I said my name is …**(NAME).**