**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**

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

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| --- | --- |
| A2. Which of these do you have? **READ OUT AND ROTATE 1-2** | MR  A fixed-line home phone 1 \* B1  A 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**

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| 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** | MR  Your fixed-line home phone 1  Your mobile phone  used for personal purposes 2  None of these 3 |

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

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| --- | --- |
| 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** | MR  Charities 1 \* B3  Social or market research  organisations seeking your opinion 2  Businesses that want  to promote or sell you something 3  A political party in  relation to the recent federal election 4  None of these 5 # B9 |

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

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| 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

|  |  |
| --- | --- |
| B4. And why did you say that? **DO NOT** **READ OUT**  **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** | MR  Always call me at dinner time 01  Always call me at an inappropriate time 02  Always call me even though I  ask them to remove me from their list 03  Do not understand  them/ have a strong accent 04  ----------------------------------------------------------  It is a nuisance/annoying 05  It interrupts my peace and quiet 06  I’m concerned about  how they get my personal details 07  I didn’t consent to get these calls 08  ----------------------------------------------------------  I get too many of these calls 09  My number  is on the Do Not Call register 10  I like doing surveys 11  I like donating/  supporting these organisations 12  ----------------------------------------------------------  I’m usually not busy 13  Other (Please specify) 14    Don’t know 15  Refused 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

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

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| --- | --- |
| 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

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

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

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| --- | --- |
| 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** | MR  Charities 1 \* B10  Social or market research  organisations seeking your opinion 2  Businesses that want  to promote or sell you something 3  A political party in  relation to the recent federal election 4  None 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**

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| --- | --- |
| 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

|  |  |
| --- | --- |
| B11. And why did you say that? **DO NOT** **READ OUT**  **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** | MR  Always call me at dinner time 01  Always call me at an inappropriate time 02  Always call me even though I  ask them to remove me from their list 03  Do not understand  them/ have a strong accent 04  ----------------------------------------------------------  It is a nuisance/annoying 05  It interrupts my peace and quiet 06  I’m concerned about  how they get my personal details 07  I didn’t consent to get these calls 08  ----------------------------------------------------------  I get too many of these calls 09  My number  is on the Do Not Call register 10  I like doing surveys 11  I like donating/  supporting these organisations 12  ----------------------------------------------------------  I’m usually not busy 13  Other (Please specify) 14    Don’t know 15  Refused 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

|  |  |
| --- | --- |
| B13. And why did you say that? **DO NOT** **READ OUT**  **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** | MR  Always call me at dinner time 01  Always call me at an inappropriate time 02  Always call me even though I  ask them to remove me from their list 03  Do not understand  them/ have a strong accent 04  ----------------------------------------------------------  It is a nuisance/annoying 05  It interrupts my peace and quiet 06  I’m concerned about  how they get my personal details 07  I didn’t consent to get these calls 08  ----------------------------------------------------------  I get too many of these calls 09  My number  is on the Do Not Call register 10  I like doing surveys 11  I like donating/  supporting these organisations 12  ----------------------------------------------------------  I’m usually not busy 13  Other (Please specify) 14    Don’t know 15  Refused 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**? | SR  Never a problem 1  2  3  4  Always a problem 5 |

|  |  |
| --- | --- |
| B15. And why did you say that? **DO NOT** **READ OUT**  **PROBE FULLY AND RECORD BOTH POSITIVE AND NEGATIVE RESPONSES** | MR  Always call me at dinner time 01  Always call me at an inappropriate time 02  Always call me even though I  ask them to remove me from their list 03  Do not understand  them/ have a strong accent 04  ----------------------------------------------------------  It is a nuisance/annoying 05  It interrupts my peace and quiet 06  I’m concerned about  how they get my personal details 07  I didn’t consent to get these calls 08  ----------------------------------------------------------  I get too many of these calls 09  My number  is on the Do Not Call register 10  I like doing surveys 11  I like donating/  supporting these organisations 12  ----------------------------------------------------------  I’m usually not busy 13  Other (Please specify) 14    Don’t know 15  Refused 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** | MR  Why your particular number was called 1  The purpose of the call 2  The relationship you had with the  company represented by the call, if at all 3  The name of the company that  was offering the product or service 4  --------------------------------------------------------------  The name of the business making the call 5  The name of the person making the call 6  The name and contact  details of any person responsible for  enquiries or complaints relating to the call 7  How to opt out of receiving further calls 8  --------------------------------------------------------------  Other (Please specify) 9    Don’t know 10  Refused 11 |

**SECTION C – ASK ALL QUALIFYING RESPONDENTS**

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| --- | --- |
| 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** | SR  Living at home with  parents/ other family members 1  Living by yourself 2  Living with your partner 3  -------------------------------------------------  Or, Sharing with friends 4  Other 5  Refused 6 |

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

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