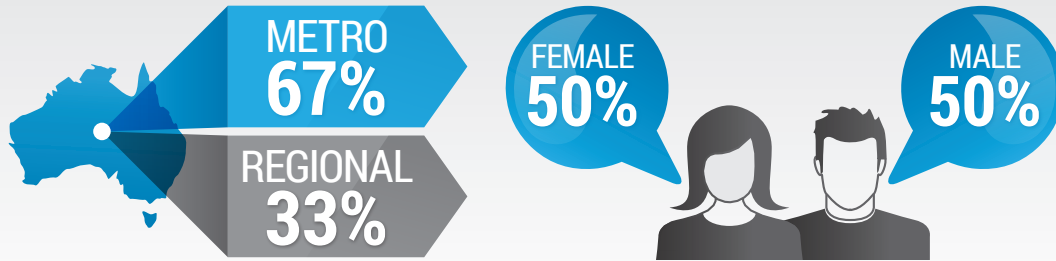


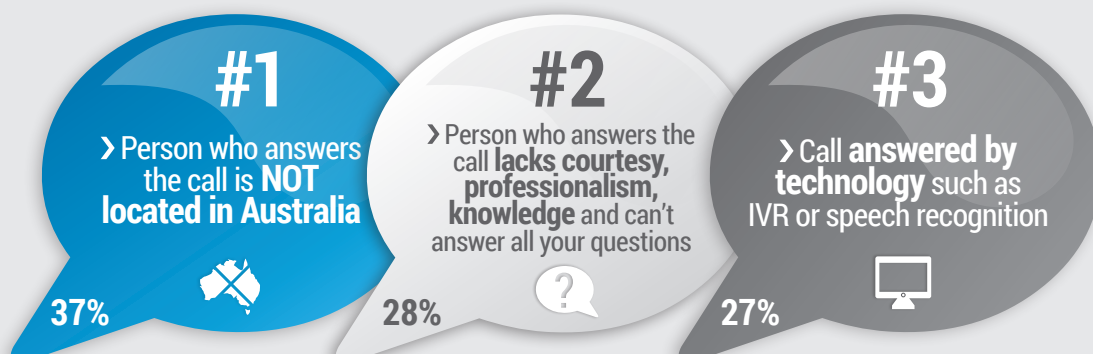
> RESPONDENT DEMOGRAPHICS



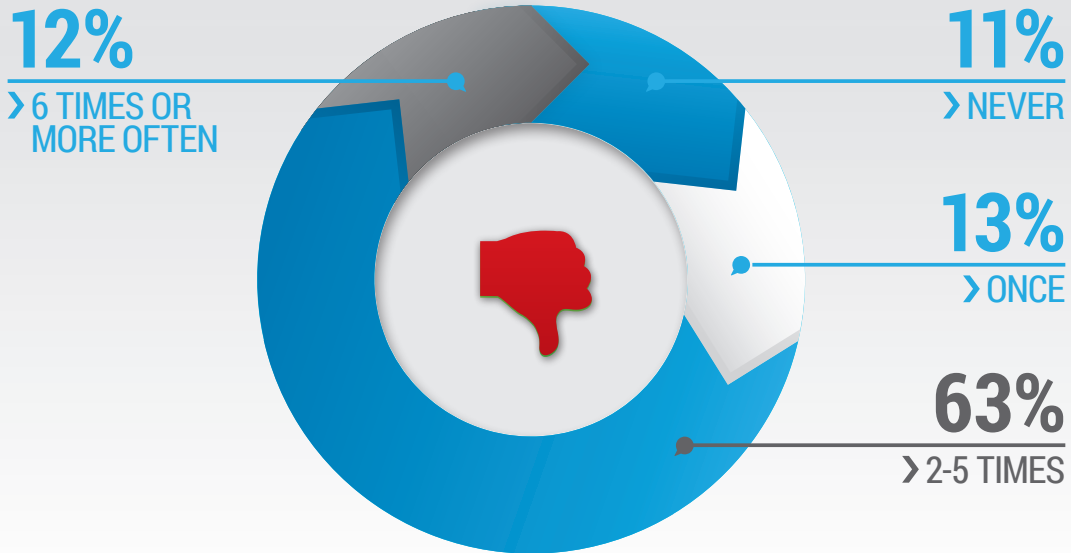
> AUSTRALIAN CALLER PREFERENCES & ATTITUDES WHEN CONTACTING A BUSINESS



> TOP THREE IRRITATIONS WHEN CONTACTING A BUSINESS



> DISREGARDED A BUSINESS BASED ON CALL HANDLING (IN THE LAST 12 MONTHS).



> HANG UP & CALL ANOTHER BUSINESS BASED ON A BAD FIRST IMPRESSION

