



marketsolutions

Information about unwanted calls

In recent times, we have had several people contact us about phone calls they are allegedly receiving from Market Solutions most likely from a mobile number [0458 070 213, 0458 070 001 or similar]. When called back, the mobile number shows as being disconnected.

Please be assured that these calls are not coming from our call centre. We are a market and social research company and do not make sales calls. The market and social research industry operates under strict, government-approved codes of conduct that ensure ethical behaviour and professional standards are upheld. Complaints can be investigated and sanctions applied by AMSRO and AMSRS.

We have made a complaint to ACMA but they are unable to identify the source of the calls. If you are able to provide any information to us about the calls you have received that would be greatly appreciated.

You may want to add your number to the 'do not call registry' (but note that research companies like ours are 'exempt' from this list as we conduct research not direct marketing and sales calls) - <https://www.donotcall.gov.au/>

Market and social research provides accurate and timely information on the needs, attitudes and motivations of a population: It plays a vital social role, assisting our government and businesses to develop services, policies, and products that are responsive to an identified need. It contributes to Australia's economic wellbeing, by ensuring that organisational responses to these needs are relevant and properly targeted. Research projects educate the response of decision makers to a range of important issues, including planning for major transport and infrastructure projects, responses to climate change, taxation policy and many other areas. **

Please feel free to contact us directly on 03 9372 8400 if you would like to discuss.

** <http://www.amsrs.com.au/mediaresources/importance-of-research/the-importance-of-research>