

**ANU Poll (March 2015) – National Identity
Questionnaire**

Call outcome codes (SMS screen)

Proceed with interview
No answer
Answering machine
Fax machine / modem
Engaged
Appointment
Stopped interview
LOTE – No follow up
Named person not known (only applies if calling back to keep an appointment and phone answerer denies knowledge of named person)
Telstra message / Disconnected
Not a residential number
Too old / deaf / disabled/health/family reasons
Claims to have done survey
Away for duration
Other out of scope (SUPPRESS)
Terminated during screening / midway (HIDDEN CODE)

***INTRODUCTION**

*(TIMESTAMP1)

*(ALL)

SAMTYP

1. Landline
2. Mobile

*(ALL)

Intro1

Good afternoon/evening my name is <SAY NAME> and I'm calling on behalf of the Australian National University from the Social Research Centre. The University is doing a short survey of community attitudes towards a number of issues facing Australia today. Your telephone number has been chosen at random from all possible telephone numbers in Australia.

IF NECESSARY: It's about your opinion on a range of issues – there are no right or wrong answers - but it is mainly about peoples' perceptions of national identity in Australia. This research is used to inform public debate and policy about issues affecting Australia.

PRES1 IF SAMTYP=1 (LANDLINE SAMPLE) CONTINUE, ELSE GO TO PRES5

*(SAMTYP=1, LANDLINE)

S1 To help with this important study we'd like to arrange a short interview with the person aged 18 or over in your household who is going to have the next birthday.

May I speak to that person please?

1. Selected respondent (GO TO S3)
2. Change respondents (GO TO S2)
3. Stop interview, make appointment (RECORD NAME AND GENDER AND ARRANGE CALL BACK)
4. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
5. Queried about how telephone number was obtained (GO TO ATELQ)
6. Wants further information about survey (GO TO AINFO)
7. No one in household over 18 (GO TO TERM1)

*(S1 = 2, CHANGE RESPONDENT)

S2 REINTRODUCE IF NECESSARY: Good afternoon/evening my name is <SAY NAME>. I'm calling on behalf of the Australian National University from the Social Research Centre. The University is doing a short survey of community attitudes towards a number of issues facing Australia today.

IF NECESSARY: It's about a range of issues but is mainly about peoples' thoughts about issues relating to national identity in Australia. This research is used to inform public debate and policy about issues affecting Australia.

1. Continue
2. Refusal (GO TO RR1)

PRES5 IF SAMTYP=2 (MOBILE SAMPLE) CONTINUE, ELSE GO TO S3

*(SAMTYP=2, MOBILE)

S5 For this survey, we are interested in talking to people aged 18 or over. Can I check, are you aged 18 years or over?

1. Yes
2. No (GO TO TERM1)
3. Refused (GO TO RR1)

*(SAMTYP=2 AND S5=1, MOBILE SAMPLE AGED 18 OR OVER)

S7 Could I also just check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

1. Safe to take call
2. Not safe to take call
3. Refusal (GO TO RR1)

PRES8 IF SAMTYP=2 AND S7=2 (NOT SAFE TO TAKE CALL) CONTINUE, ELSE GO TO S6

*(MOBILE AND NOT SAFE TO TAKE CALL)

S8 Do you want me to call you back on this number or would you prefer I call back on your home phone?

1. This number (TYPE STOP, MAKE APPOINTMENT)
2. Home phone (TYPE STOP, MAKE APPOINTMENT, RECORD HOME PHONE NUMBER)
3. Respondent refusal (GO TO RR1)

*(SAMTYP=2, MOBILE)

S6 Just so I know your time zone, can you please tell me which state or territory you're in?

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
9. (Refused) (GO TO TERM2)

*PROGRAMMER NOTE: WRITE STATE / TERRITORY TO SAMPLE RECORD

*(ALL)

S3 This interview should take around 10-12 minutes depending on your answers. I'll try and make it as quick as I can.

This survey is mainly about your opinions. There are no right or wrong answers. If I come to any question you prefer not to answer, just let me know and I'll skip over it. All interviews are voluntary

and you can withdraw from the study at any point, or you may complete the rest of the interview at another time. The information collected will not be retained, and we will treat all information you give in strict confidence.

Are you happy to continue?

1. Continue (GO TO S4)
2. Stop interview, make appointment (RECORD NAME AND GENDER AND ARRANGE CALL BACK)
3. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Wants further information about survey (GO TO AINFO)
5. Queried about how telephone number was obtained (GO TO ATELQ)

*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)

ATELQ Your telephone number has been chosen at random from all possible telephone numbers in Australia. We find that this is the best way to obtain a representative sample and to make sure we get opinions from a wide range of people.

1. Snap back to S1 / S3

*(WANTS ADDITIONAL INFORMATION)

AINFO Further information can also be found on our website www.srcentre.com.au or the ANU website at <http://www.anu.edu.au>

I can also give you a telephone number so that you can talk with the researchers:
(02) 6125 7898 (Jill Sheppard)

1. Snap back to S1 / S3

*(ALL)

S4 This call may be monitored for training and quality purposes. Is that OK?

1. Monitor
2. Do not monitor

*(TIMESTAMP2)

***A MOST IMPORTANT PROBLEMS**

*(ALL)

A1 I'd like to start with a general question about your views on life in Australia. All things considered, are you satisfied or dissatisfied with the way the country is heading?

(PROBE FOR VERY OR JUST)

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. (Don't know / Not sure)
7. (Refused)

*(ALL)

A2a What do you think is the most important problem facing Australia today?

(SINGLE RESPONSE)

1. Economy/jobs
2. Industrial relations
3. Interest rates
4. Housing affordability
5. Health care

6. Education
7. Defence/national security
8. Terrorism
9. Iraq war
10. Afghan war
11. Environment/global warming
12. Water management
13. Immigration
14. Indigenous affairs
15. Taxation
16. Better government
17. Law and order/ crime/ justice system
18. Ageing population
19. Values/ morals/ respect for others
20. Poverty/ Social exclusion/ inequality
21. Carbon Tax
34. The budget
22. Other (Specify)
23. (Don't Know / Can't Say)
24. (None/ no other)
25. (Refused)
26. Trade balance/loss of jobs to overseas (SUPRESS)
27. Rural/farming issues (SUPRESS)
28. Social services (including aged care, the disabled, etc) (SUPRESS)
29. Infrastructure/ Planning/ Innovation (SUPRESS)
30. Alcohol and Drug use (SUPRESS)
31. Young people's behaviour/attitudes (SUPRESS)
32. Foreign influence/Australia's position in world (SUPRESS)
33. Family/community/societal breakdown (SUPRESS)

*(ANSWERED A2A, A2a=1-22)

A2b And what do you think is the second most important problem facing Australia today?

(SINGLE RESPONSE)

1. Economy/jobs
2. Industrial relations
3. Interest rates
4. Housing affordability
5. Health care
6. Education
7. Defence/national security
8. Terrorism
9. Iraq war
10. Afghan war
11. Environment/global warming
12. Water management
13. Immigration
14. Indigenous affairs
15. Taxation
16. Better government
17. Law and order/ crime/ justice system
18. Ageing population
19. Values/ morals/ respect for others
20. Poverty/ Social exclusion/ inequality
21. Carbon Tax
34. The budget
22. Other (Specify)
23. (Don't Know / Can't Say)
24. (None/ no other)
25. (Refused)
26. Trade balance/loss of jobs to overseas (SUPRESS)
27. Rural/farming issues (SUPRESS)

28. Social services (including aged care, the disabled, etc) (SUPRESS)
29. Infrastructure/ Planning/ Innovation (SUPRESS)
30. Alcohol and Drug use (SUPRESS)
31. Young people's behaviour/attitudes (SUPRESS)
32. Foreign influence/Australia's position in world (SUPRESS)
33. Family/community/societal breakdown (SUPRESS)

*(TIMESTAMP3)

***B AUSTRALIAN CITIZENSHIP AND IDENTITY**

*(ALL)

B1 Thinking now about where you live in Australia, how close do you feel to...

<INSERT STATEMENT>?

Would you say...

(READ OUT RESPONSE FRAME. REPEAT AS NECESSARY)

(STATEMENTS)

- A. Your town or city
- B. Your state
- C. Australia
- D. The region (Asia/Oceania)

(READOUT)

1. Very close
2. Close
3. Not very close
4. Not close at all
5. (Don't know)
6. (Refused)

*(ALL)

B2

I'm now going to read out a list of things that some people believe are important for being truly Australian, whilst others say they are not important. In your opinion, how important do you think each of the following is...

(STATEMENTS)

- A. To have been born in Australia
- B. To have Australian citizenship
- C. To be able to speak English
- D. To respect Australian political institutions and laws
- E. To feel Australian

(READ OUT RESPONSE FRAME. REPEAT AS NECESSARY)

1. Very important
2. Fairly important
3. Not very important
4. Not important at all
5. (Don't know)
6. (Refused)

*(ALL)

B3 How much do you agree or disagree with the following statements?

(STATEMENTS)

- A. I would rather be a citizen of Australia than of any other country in the world
- B. The world would be a better place if people from other countries were more like Australians
- C. Generally speaking, Australia is a better country than most other countries
- D. People should support their country even if the country is in the wrong

(READ OUT RESPONSE FRAME. REPEAT AS NECESSARY)

- 1. Agree strongly
- 2. Agree
- 3. Neither agree nor disagree
- 4. Disagree
- 5. Disagree strongly
- 6. (Don't know)
- 7. (Refused)

*(ALL)

B4 How proud are you of Australia in each of the following?

(STATEMENTS)

- A. The way democracy works
- B. Its political influence in the world
- C. Its economic achievements
- D. Its social security system
- E. Its scientific and technological achievements
- F. Its achievements in sports
- G. Its achievements in the arts and literature
- H. Its armed forces
- I. Its history
- J. Its fair and equal treatment of all groups in society

(READ OUT RESPONSE FRAME. REPEAT AS NECESSARY)

- 1. Very proud
- 2. Somewhat proud
- 3. Not very proud
- 4. Not proud at all
- 5. (Don't know)
- 6. (Refused)

*(ALL)

B5 Do you think that Australia should become a republic with an Australian head of state, or should the Queen be retained as head of state? Would you say you...

(READ OUT RESPONSE FRAME. REPEAT AS NECESSARY)

- 1. Strongly favour becoming a republic
- 2. Favour becoming a republic
- 3. Favour retaining the Queen
- 4. Strongly favour retaining the Queen
- 5. (Don't know)
- 6. (Refused)

*(ALL)

B6 How important do you feel the Queen and the Royal Family are to Australia? Would you say...

(RESPONSE FRAME) (READ OUT)

1. Very important
2. Fairly important
3. Not very important
4. (Don't know)
5. (Refused)

*(ALL)

B7 Do you approve or disapprove the reintroduction of knights and dames to official Australian honours?

PROBE: Is that strongly approve/disapprove or just approve/disapprove?

(RESPONSE FRAME)

1. Strongly approve
2. Approve
3. Disapprove
4. Strongly disapprove
5. (Don't know)
6. (Refused)

*(ALL)

B8 I'd now like to ask a question about the Australian flag. Do you favour a flag change or would you prefer the flag to be retained?

PROBE: Is that strongly favour change/retain or just favour change/retain?

(RESPONSE FRAME)

1. Strongly favour a flag change
2. Favour a flag change
3. Favour retaining the flag
4. Strongly favour retaining the flag
5. (Don't know)
6. (Refused)

*(TIMESTAMP4)

***C MULTICULTURALISM AND IDENTITY**

*(ALL)

C1 There are different opinions about immigrants from other countries living in Australia. By immigrants, we mean people who come to settle in Australia. How much do you agree or disagree with each of the following statements?

(STATEMENTS)

- A. Immigrants increase crime rates
- B. Immigrants are generally good for Australia's economy
- C. Immigrants take jobs away from people who were born in Australia
- D. Immigrants improve Australian society by bringing new ideas and cultures
- E. Australia's culture is generally undermined by immigrants
- F. Australia should take stronger measures to exclude illegal immigrants

PROBE: Is that agree/disagree strongly, or just agree/disagree?

(RESPONSE FRAME)

1. Agree strongly
2. Agree
3. Disagree
4. Disagree strongly
5. (Don't know)
6. (Refused)

(*ALL)

C2 Do you think the number of immigrants to Australia nowadays should be ...

(READ OUT)

1. Increased a lot
2. Increased a little
3. Remain the same as it is
4. Reduced a lot
5. Reduced a little
6. (Don't know)
7. (Refused)

(*ALL)

C3 How proud are you of being Australian? Would you say...

(READ OUT)

1. Very proud
2. Somewhat proud
3. Not very proud
4. Not proud at all
5. (I am not Australian)
6. (Don't know)
7. (Refused)

*(TIMESTAMP5)

***DEM DEMOGRAPHICS**

(*ALL)

POL1 If a federal election for the House of Representatives was held today, which one of the following parties would you vote for?

INTERVIEWER NOTE: IF 'UNCOMMITTED', SAY: 'TO WHICH ONE OF THESE DO YOU HAVE A LEANING?'

(READ OUT)

1. Liberal
2. Nationals
3. Labor
4. Greens, or
5. Some other party
6. Liberal National Party (LNP) (PROGRAMMER NOTE: ONLY DISPLAY FOR QLD – FROM SAMPLE FOR LL AND S6=3 FOR MOBILE)
7. (Don't know / Not sure)
8. (Refused)

(*ALL)

DEM1 Record gender

1. Male
2. Female

(*ALL)

DEM14 And finally, just a few questions to make sure we've spoken to a good range of people.

Including yourself, how many people aged 18 years and over live in your household?

1. Number given (Specify _____) (Range 1 to 20) *(DISPLAY "UNLIKELY RESPONSE" IF > 10)
2. (Don't know)
3. (Refused)

(*ALL)

DEM2 How would you describe this household? For example, a couple, a couple with children, a single person household or something else?

(PROBE TO CLARIFY)

1. Couple without children
2. Couple with children (INCLUDES CHILDREN AGED 18 YEARS AND OLDER)
3. One parent family (INCLUDES CHILDREN AGED 18 YEARS AND OLDER)
4. Group household (all people in household are non-related)
5. One person household, or
6. Something else (SPECIFY) (e.g. siblings living together and multigenerational families)
7. (Don't know)
8. (Refused)

*(DEM2=2 OR 3) (CHILDREN IN HOUSEHOLD)

DEM2a What are the ages of the children in this household?

(ACCEPT MULTIPLES)

1. 0-5 years
2. 6-12 years
3. 13 - 17 years
4. 18 years and over
5. (Don't know)
6. (Refused)

*(CHILDREN UNDER 18 IN HOUSEHOLD (DEM2A=1, 2 OR 3))

DEM2b Are you a parent of any of the children under the age of 18 in this household?

(SINGLE RESPONSE)

1. Yes
2. No
3. (Don't Know)
4. (Refused)

(*ALL)

DEM3 Were both of your parents born in Australia?

(PROBE TO CODEFRAME)

(SINGLE RESPONSE)

1. Both parents born in Australia

2. One parent born in Australia
3. Neither parent born in Australia
4. (Don't know)
5. (Refused)

*(ALL)

DEM4 In which country were you born?

(SINGLE RESPONSE)

1. Australia
2. Canada
3. China (excluding Taiwan)
4. Croatia
5. Egypt
6. Fiji
7. Germany
8. Greece
9. Hong Kong
10. Hungary
11. India
12. Indonesia
13. Ireland
14. Italy
15. Lebanon
16. Macedonia
17. Malaysia
18. Malta
19. Netherlands (Holland)
20. New Zealand
21. Philippines
22. Poland
23. Serbia / Montenegro
24. Singapore
25. South Africa
26. Sri Lanka
27. Sudan
28. United Kingdom (England, Scotland, Wales, Nth Ireland)
29. USA
30. Vietnam
31. Other (please specify)
32. (Don't know)
33. (Refused)

*(ALL)

DEM5 Would you mind telling me how old you are?

(SINGLE RESPONSE)

1. Age given (RECORD AGE IN YEARS (RANGE 18 TO 99) (GO TO DEM7)
2. (Refused)

*(DEM5=2) (REFUSED AGE)

DEM6 Would you mind telling me which of the following age groups you are in?

(READ OUT)

(SINGLE RESPONSE)

1. 18 - 24 years
2. 25 - 34 years
3. 35 - 44 years
4. 45 – 54 years

5. 55 – 64 years
6. 65 – 74 years, or
7. 75 + years
8. (Refused)

*(ALL)

DEM7 What is your religion or faith?

INTERVIEW NOTE: If Christian, PROBE: What denomination?

(DO NOT READ OUT)
(SINGLE RESPONSE)

1. Roman Catholic
2. Anglican/Church of England
3. Uniting Church/Methodist
4. Orthodox Church
5. Presbyterian
6. Other
7. No Religion (includes Atheist and Agnostic)
8. (Don't know)
9. (Refused)

*(ALL)

DEM8 Apart from weddings, funerals and baptisms, about how often do you attend religious services?

(PROBE TO CODEFRAME)
(SINGLE RESPONSE)

1. At least once a week
2. At least once a month
3. Several times a year
4. At least once a year
5. Less than once a year
6. Never
7. (Don't know)
8. (Refused)

*(ALL)

DEM9 What is the highest level of education you have completed?

(PROBE TO CODEFRAME)
(SINGLE RESPONSE)

1. Never attended school
2. Primary school
3. Year 7 to Year 9
4. Year 10
5. Year 11
6. Year 12
7. Trade/apprenticeship
8. Other TAFE/Technical Certificate
9. Diploma
10. Bachelor Degree
11. Post-Graduate Degree
12. Other (please specify)
13. (Refused)

*(ALL)

DEM10 Which of these best describes your current employment situation? Are you...

(READ OUT)

1. Working full-time for pay
2. Working part-time for pay
3. Unemployed and looking for work
4. Retired on pension
5. Self-funded retiree
6. Combination of pension and self-funded
7. A full-time school or university student
8. Keeping house, or
9. Something else (Specify)
10. (Don't know)
11. (Refused)

*(DEM10=1,2) (WORKING)

DEM11 What's your (main) occupation?

(SINGLE RESPONSE)

(PROBE IF REQUIRED; JOB TITLE AND MAIN DUTIES)

1. Managers (Chief Executives, General Managers, Specialist Managers, Farmers and Farm Managers and Hospitality, Retail and Service Managers)
2. Professionals (Arts and Media professionals, Business, HR and marketing professionals, Design, education, ICT, legal, social and welfare professionals)
3. Technicians and trade workers (Engineers, ICT and science technicians, automotive, engineering and construction trade workers, electro-technology and telecommunications trades workers, food trades, skilled animal and horticultural workers and other trade and technical workers)
4. Community and personal service workers (Health and welfare support workers, carers and aides, hospitality workers, protective service workers and sports and service workers)
5. Clerical and administrative workers (Office managers and program administrators, personal assistants and secretaries, general clerical workers, Inquiry clerks and receptionists, numerical clerks, clerical office and support workers and other clerical and administrative workers)
6. Sales workers (sales reps and agents, sales assistants and sales persons and sales support persons)
7. Machine operators and drivers (machine and plant operators, road and rail drivers and store persons)
8. Labourers (Cleaners and laundry workers, construction and mining labourers, factory process workers, factory, forestry and garden workers, food preparation assistants and other labourers)
9. Other(Specify)
10. (Don't know/ not sure)
11. (Refused)

*(ALL)

DEM11a. What is your total annual household income before tax or anything else is taken out? Would it be...

(READ OUT)

(SINGLE RESPONSE)

1. Less than \$20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100, 000 to less than \$150,000, or
7. \$150,000 or more
8. (Don't know / can't say)
9. (Refused)

*(TIMESTAMP6)

*(ALL)

W1 Now just a question or two about your use of telephone services.

1. Continue

*(MOBILE SAMPLE) (SAMTYP=2)

W2 Is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

(SINGLE RESPONSE)

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(LANDLINE SAMPLE, MOBILE SAMPLE WITH LANDLINE) (SAMTYP=1 OR ((SAMTYP=2 AND W2 = 1))

W3 How many residential phone numbers do you have in your household not including lines dedicated to faxes, modems or business phone numbers? Do not include mobile phones.

INTERVIEWER NOTE: If needed explain as how many individual landline numbers are there at your house that you can use to make and receive calls?

(SINGLE RESPONSE)

1. Number of lines given (Specify _____) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 15) *(DISPLAY "UNLIKELY RESPONSE" IF >3)
2. (Refused)
3. (Don't know/ Not stated)

*(LANDLINE SAMPLE) (SAMTYP=1)

W4 Do you also have a working mobile phone?

(SINGLE RESPONSE)

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(ALL)

DEM12 (IF LANDLINE, SAMTYP = 1) Can the internet be accessed at this dwelling?
(IF MOBILE, SAMTYP = 2) Can the internet be accessed at your home?

(READ OUT)

(SINGLE RESPONSE)

1. No internet connection
2. Yes broadband (incl. ADSL, Cable, Wireless and Satellite connections)
3. Yes, dial up (incl. analogue modem and ISDN connections)
4. Yes, but not sure how connected
5. Other (internet access through mobile phones, etc)
6. (Don't know/ not sure)
7. (Refused)

*(ALL)

DEM13 And, can I please have your postcode?

(EXPLAIN IF NECESSARY: It is important that we collect this information so we can analyse the results at a local level)

(SINGLE RESPONSE)

1. Record postcode
2. (Don't know)
3. (Refused)

*(TIMESTAMP 7)

***END End of Survey, Ethics and Thank you**

*(ALL)

END1 Thank you for taking the time to complete this interview. Just in case you missed it, my name is (...) and this survey was conducted by the Social Research Centre on behalf of the Australian National University.

This research is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, www.srcentre.com.au, if you require further information please click on the Privacy Policy in the right hand menu.

If you have any queries or concerns about the survey I can give you some contact details.

Ethics Manager, Research Office, The Australian National University, Canberra ACT 0200,
human.ethics.officer@anu.edu.au, (02) 6125 3427

If you would like to talk to a researcher, the number is (02) 6125 7898 (Jill Sheppard).

1. Yes – GIVE DETAILS AND CONTINUE
2. No - CONTINUE

CLOSE SUITABLY

*(TIMESTAMP8)

***TERMINATION SCRIPT**

TERM1 Thanks anyway, but for this survey we need to speak to people aged 18 or more. Thanks for being prepared to help.

TERM2 Thanks anyway, but to participate in this study I need to confirm which state / territory you are in

*(ALLTERM)

	Detailed outcome	Summary outcome
S1=4	Household refusal	Refusal
S1=7	No one aged 18 over in household	Out of scope
S2=2	Respondent refusal	Refusal
S5=2	Aged under 18	Out of scope
S5=3	Refused age	Refusal
S6=9	Mobile sample refused state	Refusal
S7=3	Respondent refusal	Refusal
S8=3	Mobile sample refused alternative number	Refusal
S3=3	Respondent refusal	Refusal

*(REFUSED)

RR1 OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate, because that's important information for us?

1. No comment / just hung up
2. Too busy
3. Not interested
4. Too personal / intrusive
5. Don't like subject matter
6. Don't believe surveys are confidential / privacy concerns
7. Silent number
8. Don't trust surveys / government
9. Never do surveys
10. 12 minutes is too long
11. Get too many calls for surveys / telemarketing
12. Too old / frail / deaf / unable to do survey (CODE AS TOO OLD / FRAIL / DEAF)
13. Not a residential number (business, etc) (CODE AS NOT A RESIDENTIAL NUMBER)
14. Language difficulty (CODE AS LANGUAGE DIFFICULTY NO FOLLOW UP)
15. Going away / moving house (CODE AS AWAY DURATION)
16. Asked to be taken off list (add to do not call register)
17. Other (Specify)
18. Objected to being called on mobile phone

*(REFUSED)

RR2 RECORD RE-CONTACT TYPE

1. Definitely don't call back
2. Possible conversion