

# VOZ SUPPORT

This framework has been designed to help you navigate the VOZ transition to currency

With any significant change in measurement data, we understand that you and your team may need access to support and assistance. Below is a snapshot of the key contact points for support across OzTAM, Regional TAM, Nielsen and Third-Party Software Suppliers.

## OzTAM

- Primary Contact [info@oztam.com.au](mailto:info@oztam.com.au)
- Secondary Contact <https://virtualoz.com.au/contact/>
- Specialist Areas VOZ methodology, VOZ data, licensing, data access

## Regional TAM

- Primary Contact Helpdesk 1800 555 026
- Secondary Contact [regionalinfo.tam.au@nielsen.com](mailto:regionalinfo.tam.au@nielsen.com)
- Specialist Areas Regional TAM (Television Audience Measurement) licensing

## Nielsen TAM

- Primary Contact Helpdesk 1800 555 020
- Secondary Contact [heldesk.tam.au@nielsen.com](mailto:heldesk.tam.au@nielsen.com)
- Specialist Areas BCM or VOZ Training, VOZ methodology

## Mediaocean

- Primary Contact Your agency's business platforms manager
- Secondary Contact [apacmd@mediaocean.com](mailto:apacmd@mediaocean.com)
- Specialist Areas Anything related to Mediaocean / SpectraMD / PF

## L&J Nielsen

- Primary Contact [lj.support@nielsen.com](mailto:lj.support@nielsen.com)
- Secondary Contact <https://www.lj-oz.com/>
- Specialist Areas Software & analysis support, training, reach & frequency support

## Broadcast Map (TV Map)

- Primary Contact [VOZhelp@tvmap.com.au](mailto:VOZhelp@tvmap.com.au)
- Secondary Contact [www.tvmap.com.au](http://www.tvmap.com.au)
- Specialist Areas TVMap training, support & resources, VOZ insights, analysis

## Day8

- Primary Contact [support@day8.com.au](mailto:support@day8.com.au)
- Secondary Contact [Suzanne.Magill@day8.com.au](mailto:Suzanne.Magill@day8.com.au)
- Specialist Areas General Day8 support / sales, analysis / tracking support

## TechEdge

- Primary Contact [support@grouptechedge.com](mailto:support@grouptechedge.com)
- Secondary Contact <https://www.grouptechedge.com/> or +65 6602 8114
- Specialist Areas Technical or installation, interpreting results & training