

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
- Secondary Contact www.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
- Specialist Areas Regional TAM (Television Audience Measurement) licensing

Nielsen TAM

- Primary Contact Helpdesk 1800 555 020
- Secondary Contact helpdesk.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
- Specialist Areas Anything related to Mediaocean / SpectraMD / PF

L&J Nielsen

- Primary Contact lj.support@nielsen.com
- Secondary Contact www.lj-oz.com/
- Specialist Areas Software & analysis support, training, reach & frequency support

Broadcast Map (TV Map)

- Primary Contact VOZhelp@tvmap.com.au
- Secondary Contact www.tvmap.com.au
- Specialist Areas TVMap training, support & resources, VOZ insights, analysis

Day8

- Primary Contact support@day8.com.au
- Secondary Contact Suzanne.Magill@day8.com.au
- Specialist Areas General Day8 support / sales, analysis / tracking support

TechEdge

- Primary Contact support@grouptechedge.com
- Secondary Contact www.grouptechedge.com/ or +65 6602 8114
- Specialist Areas Technical or installation, interpreting results & training