**TSR/CSR RULES AND PROTOCOL FOR POLITICAL POLLING**

Our company has an agreement with our client(s) to protect the integrity and quality of the work that we have been contracted to preform for them. Per this agreement:

* You CANNNOT give the individuals who are contacted during the survey any personal information, including but not limited to, your phone number or your address
* You CANNOT give out the COMPANY NAME that you work or its CITY, STATE, ADDRESS, or PHONE NUMBER. If some asks where you are calling from your response should be “A call center and I apologize but we are not allowed to give the exact location for security reasons”
* You can ONLY say that you are calling on behalf of the campaign as indicated on the script. If the person called demands more information, you must get a supervisor to handle the call
* You must read the script word for word, in clear, easily understood English. You cannot engage in any conversation other than what is written on the script
* Do NOT give your own individual opinion or results to your own opinion
* Many Campaigns require that you speak to an individual who’s name appears on screen, or a registered voter over the age of 18. Follow all scripted instructions regarding specific voter campaigns
* You must accurately code each call with the appropriate status code

If someone is upset or requests to be put on the DO NOT CALL list…. DO NOT REBUTTAL OR ARGUE with the voter, apologize for the inconvenience and get out of the call.

REMEMBER

Always be professional and polite

Thank you for your cooperation