Hubdialer Phone-Bank Instructions

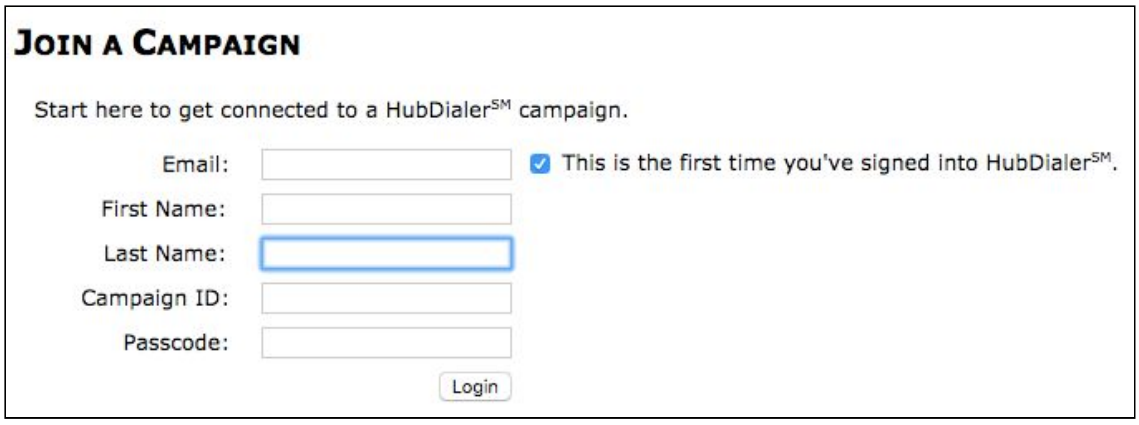
Background:
Today we will be making calls to constituents of priority U.S. Senators that may be able to block Brett Kavanaugh's confirmation to the U.S. Supreme Court by rejecting his nomination. These priority Senators represent many states, and we will be calling people in these states to urge them to contact their Senator directly and ask them to oppose Kavanaugh. We will be using Hubdialer, an online phone banking service that makes calls as efficient and easy as possible.

This campaign is available 9am-6pm PCT.

Thank you for taking action to prevent Brett Kavanaugh's lifetime appointment to the Supreme Court!

To Log-In and Get Started:

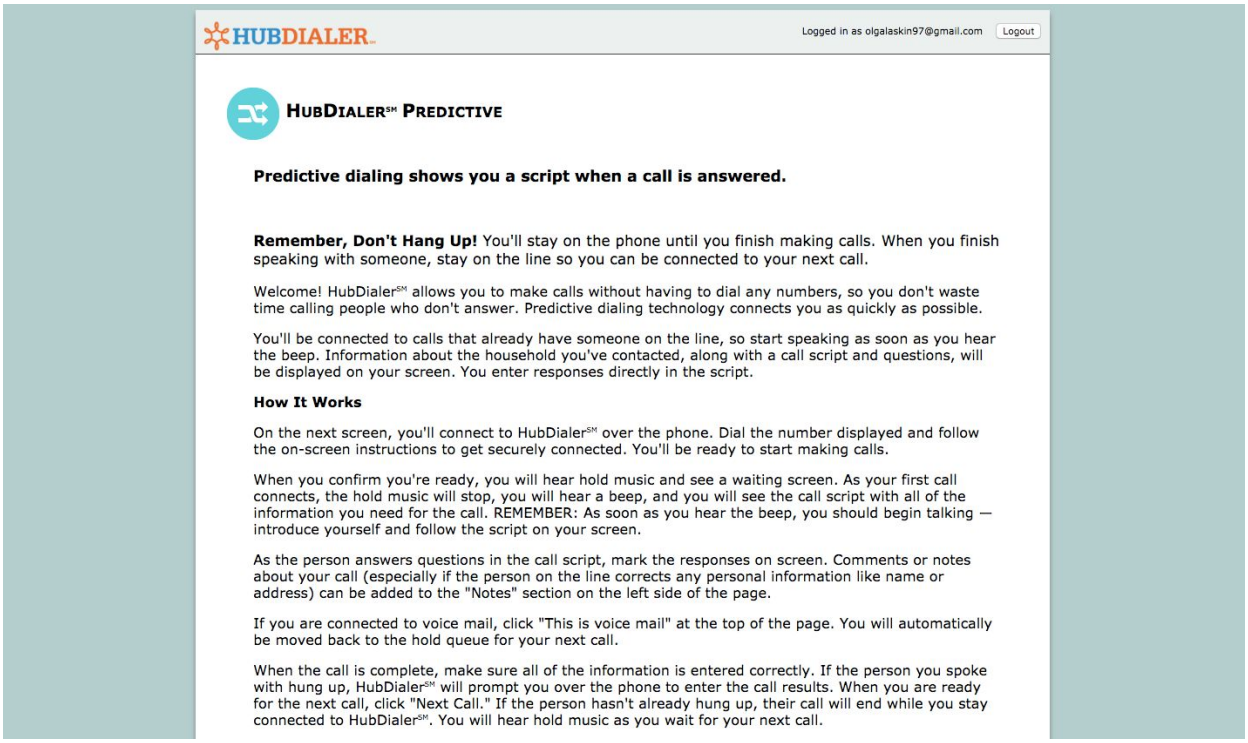
- Go to website login page - http://www.hubdialer.com/agent/
- Please enter the information below:
    - Email: your email
    - Campaign ID: 13192
    - Passcode: 153421
- If this is your first time signing into Hubdialer, please check the box next to the email data field. This will prompt you to add your name to the information displayed below.



Introduction to the Script and Hubdialer Instructions:

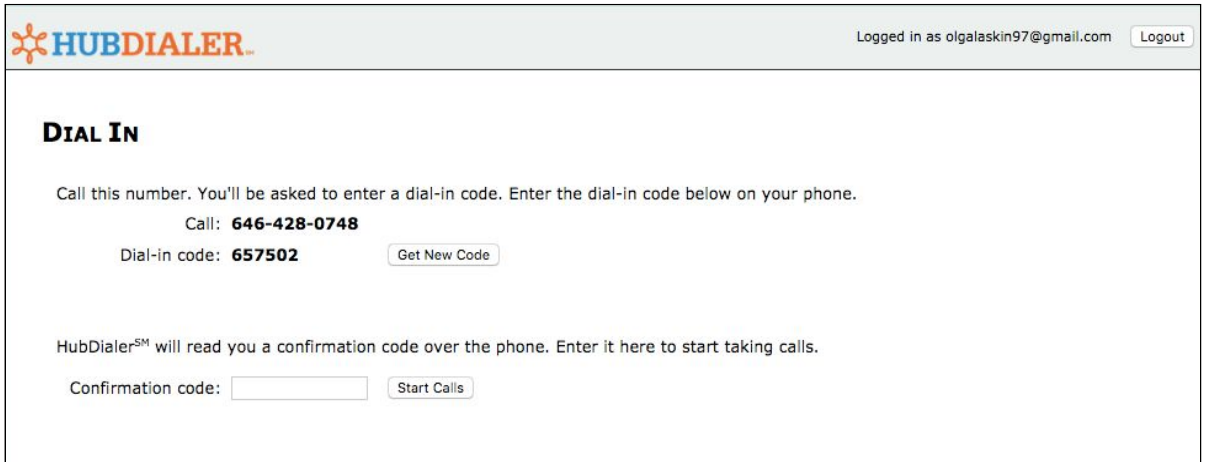
The next page of Hubdialer will introduce you to the script you will be using today in addition to instructing you how to move through your calls. **Read through the entire page and take your time to get familiar with the script. You'll only see it again once you're**

already on the phone with your first caller. Once you feel ready, press the "*Let's Get Started*" button at the bottom of the screen. **You won't begin making calls just yet.**



Connecting Your Phone to the Database:

- Call the provided number on the phone you will be using to make calls
    - Note that this is a temporary code that will become invalid after 5 minutes
- When prompted over the phone, enter the provided Dial-in code on your keypad, and then press pound
- Once you type in the Dial-in code, a confirmation code will be read aloud to you over the phone
    - This code will be read twice, so don't worry if you miss it the first time
- Enter the confirmation code in the provided box, and then click "Start Calls" to connect to your first call.
    - **Get ready!** As soon as you click "*Start Calls*", Hubdialer will automatically begin calling constituents - so make sure you are prepared. You are on the line with a caller as soon as the music stops and your screen changes to show a caller script.
- **<u>Before you begin however, we want to introduce you to the rest of the database format!</u>**



Making Your Calls:

- The screen below is the one you will see between your calls. If you see this screen, you are not connected to anyone at this time; Hubdialer is automatically calling through a list of numbers until someone answers.
- You will return to this screen, and its music (!), after every call you complete while Hubdialer searches for the next person to connect you to.
- Please pay close attention while on this page as you will not receive a warning as to when the next call is!

Connecting with a Member/Voter:

- Once you connect with someone on a call, this is the page that will appear. You will hear a beep when you are connected.
    - This page includes your call script, the name of the person you are calling in bolded text, political information and potential questions, as well as a data field where you will enter the outcome of your call. You can fill out the caller's responses during or after the call.
- Keep in mind that when you hear the beep, <u>it means the person on the other line has already answered the phone and said hello.</u> **This means you can start talking as soon as you hear the beep!**
- The top portion of the page is your main script. You will use this script when someone answers the phone:

Note: you will see the name of the person you are calling AND where they live. Refer to the list of priority senators by state to know which Senator you will ask the caller to contact

This caller lives in ME

AK: Murkowski **AL:**Jones **ME:**Collins **MO:**McCaskill **MT:**Tester **ND:**Heitkamp **WV:**Manchin

Hello is this **Michelle**? Hi **Michelle**, my name is _____ and I'm calling with NARAL Pro-Choice America with an urgent ask to call Senator [their priority senator for **ME**] to urge them to oppose Trump's Supreme Court nominee. The anti-choice movement has known all along that a Trump Supreme Court nominee is their best chance at gutting Roe, criminalizing abortion, and punishing women. Trump's nominee--Brett Kavanaugh--is their chance to do just that.

This is not a drill, we need you to call Senator [their priority senator] right now and urge them to reject Kavanaugh. Can I count on you to make that call?

Can we count on you to make a call tonight? I can connect you right now. Clear this question's answer

- ○ Yes
- ○ No

- If the individual says **yes**, please follow the script "If YES" script below, and then choose "*Yes*" in the box that reads "*Can we count on you to make a call tonight*?"
    - Then patch them through to their Senator by pressing "Go!" at the bottom of the page
- If the individual definitively says **no, please politely thank them for their time and hang up**, and then choose "No" in the box that reads "*Can we count on you to make a call tonight*?"
    - <u>It is not effective or worth your time to try to convince people who say no!</u>
- If the individual says anything other than yes or no, **if they are unsure or have questions**, please refer to the latter sections of the script that explain how to answer certain questions/responses
    - Answer their questions to the best of your ability
    - If you do not know the answer, that is okay! We do not want you to give false information. Offer to take down the person's information and let them know we can follow up with them later with a response.

IF YES: Wonderful! Please let your Senator know your name, that you are a NARAL member and what city/town you are calling from and urge them to vote no on Kavanaugh. Also say YOU oppose Trump's anti-choice nominee and YOU support access to safe and legal abortion, and ask your Senator to show leadership in this fight. I will connect you right now, you should not hang up. You will be sent to NARAL's call-tool which will ask for your zip code and then patch you through to your senator's office. If it goes to voicemail, leave one. Please hold while I connect you.

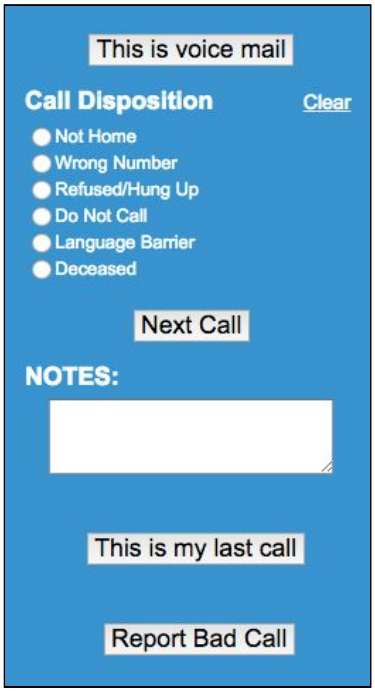
IF ALREADY CALLED: Thank you so much for already committing to this fight. We are asking that everyone keeps calling every day to make sure the Senator knows that we won't give up. Can I count on you to make the call now? (If yes, refer above for YES script.)

IF MAYBE: This fight will determine if we will still have legal abortion access in this country moving forward. I can connect you now and it takes 30 seconds, we need you. Can you prioritize making this call? (If yes, refer above for YES script.)

IF "MY SENATOR WILL NEVER VOTE NO": I understand how frustrating it can be when our reps don't listen to us. 7 in 10 Americans support abortion access. Thanks for being one of them! It is still important

- **We are not leaving messages for this campaign!** If you hear a voicemail, simply click "*This is voicemail*" and you will be transferred to your next call.
- Once you have finished the call, **DO NOT HANG UP!** Hubdialer will connect and disconnect you from calls accordingly. You will not have to hang up until the very end of your session.

Documenting the outcome of your call:



- Indicate the outcome of your call in the blue sidebar on the left of your screen.
    - If you spoke to a person and they said Yes/No **please document this information in both the blue side bar and the data field imbedded in the script** titled "*Would you be willing to call your state rep*?" If the person was patched through to their legislator's office directly, you will not need to enter information into the sidebar as you will automatically be put on your next call
    - The options offered in the sidebar aren't always a perfect fit, so use your best judgement!
    - If you spoke to a person and have entered the outcome accordingly, click "*Next Call.*" You will be put back in the que to wait for another call.
- When you have completed your hubdialer session or you want to take a break from making calls, click "*This is my last call*" in the blue sidebar or hang up.
    - If you wish to begin making calls again, follow the steps above to reconnect with the database. Thank you so much for making these calls!

Extra Tips:

- Remember to sound confident!
    - You're making an impact and working to protect reproductive rights nationwide. That is work you should be proud of. People are more likely to respond positively when you sound energized about connecting them to their Senator.
- Speak clearly and not too quickly
    - Make sure the person you are calling can understand you! There's no need to rush through the script. If the person is not interested, they will let you know.
- Use your script but don't live by it
    - Become comfortable with the script and feel free to read directly from it, but it is also okay to speak how you normally would!
    - Even if its call #50, try to act as though its your first call.
- Don't take things personally!
    - Often times you catch someone at an off moment. This isn't about you but about what happening for them at that time. While everyone you call may not be nice, understand that their anger or frustration isn't about anything you've done. If someone is being rude, thank them for their time and end the phone call.
- If a caller is trying to engage negatively:
    - There is no need to stay on the phone with someone who trying to argue. We are working to connect those who share our values to opportunities for action. If they are not interested, you do not need to engage further. Thank them for their time and end the phone call.
- One last time, THANK YOU!
    - The calls you are making tonight will impact the future of reproductive freedom in our country for generations to come. Your time is impactful, and appreciated!