

## **PRANK CALLER GUIDE**

Although not as often, calls from a man making obscene or threatening phone calls continue to occur in Orange County AA Answering Service. The man disguises himself as an alcoholic who needs to talk about his drinking problem in order to speak with a woman, and derives pleasure from upsetting her with lewd and aggressive language. It is suggested that all phone service volunteers, especially women, have this guide available when answering the hotline, and follow it closely. If all volunteers handle these calls the same way every time, it's likely he will call less or stop calling altogether. It is suggested that women do not do the overnight time slots. However, he has called during the daytime hours.

**HOW TO RECOGNIZE** - The calls usually show up on caller id as "NO CALLER ID". He speaks in a low voice with an accent. He tells a different story most of the time, but usually wants to talk about alcoholism.

### **WHAT TO SAY**

**Caller** – Hi, my name is \_\_\_\_\_, I've been sober for a few months. I went to a meeting, but I am having urges to drink and need to talk to someone.

**Volunteer** – Okay, give me your number and location and I will have a man call you.

**Caller** – I don't have a number where I can be reached. I don't have a number that accepts incoming calls, or no I can't receive calls on this line. Can't I just talk to you? I am having urges.

**Volunteer** – No, I am the answering service but I can have a man call you to talk to you.

At this point, the caller usually says "no" and hangs up. If he does not, just restate some form of the same sentence from above.

**DO NOT CONFRONT HIM.** Do not tell him that you recognize his voice or that you know he's called before. Do not tell him you know his real motives or indicate in any way that you're on to his scam. HE BECOMES IRATE when confronted.

**DO NOT ENGAGE HIM** In any kind of conversation whatsoever.

**DO NOT TRY TO HELP HIM OR COUNSEL HIM.** Don't give suggestions or share your experience with him. Do Not give him any personal information. Don't give your name. You are the answering service.

**DO NOT SHOW EMOTION.** Speak courteously but directly. Do not show him if you become angry or irritated. His goal is to upset you and he will call obsessively once he thinks he's done this.

If you need help with a call or to be relieved of your phone service responsibilities, call a man in your group or use the anytime numbers on the confidential list to ask a male to take over your time slot. **If you're not able to do this, then disconnect from the hotline by following the instructions on the automated system. PLEASE** let your phone rep know you disconnected. If you have questions, call Willoe 845-534-7261 or Rita @ 845-541-4925.

**TELL YOUR GROUP PHONE REP IF YOU RECEIVE AN OBSCENE CALL OF THIS TYPE, RECORD THE DATE AND TIME.**