



## Office of the Arizona Attorney General “Fight Scam Calls” Pilot Program

### FREQUENTLY ASKED QUESTIONS

Q: What is the “Fight Scam Calls” pilot program?

A: *The Arizona Attorney General’s Office understands that receiving bothersome unwanted calls including scam calls and recorded phone calls (“robocalls”) is a continuing problem for Arizona seniors. Call blocking devices are one way to block unwanted calls. The Consumer Protection and Advocacy Section is asking senior volunteers to test the device and inform the office on the effectiveness of call blocking devices to reduce unwanted calls.*

Q: How will people be selected?

A: *Applicants will be selected on a first come, first served basis and must meet the following requirements:*

- Be 60 years or older and reside in Pima County
- Have a land line phone and Caller ID through their current phone service provider
- Receive unwanted calls and would like to reduce the number of these calls
- Be willing to complete a pre and post-survey, and complete a simple call log for the 90 day test period
- Do not have a call blocking device

Q: Is there a fee to participate?

A: *No. And, when you complete and return the post survey, you are able to keep the device.*

Q: Tell me more about the device?

A: *The CPR V5000 Call Blocker pre-programmed numbers and is easy to install. Additional phone numbers can be programmed to the device that the person receiving calls wants to recognize to receive or number they prefer to block. A User Guide and technical assistance on its use will be provided to participants.*

Q: What is my commitment to participate in the program?

A: *Participants agree to complete a short pre-survey at the beginning of the testing period, a short post-survey at the end of the 90 day testing period, and maintain an optional, simple call log during the testing period. This will inform the Attorney General’s Office on the effectiveness of call blocking devices to reduce unwanted calls.*

Q: When will I learn if I have been selected?

A: *The deadline to apply is May 31, 2017. Applications will be reviewed and people contacted in June. Participants will be provided information on receiving the device, technical assistance on its installation and other participant instructions. The testing period will last 90 days after you receive the device.*

Q: If I have other questions before applications are selected, who do I contact?

A: *Please email [fightscamcalls.gov](mailto:fightscamcalls.gov) or call 520-628-6648. Staff will make every effort to respond within two business days.*

The call blocking device was selected for testing purposes only.  
The Arizona Attorney General does not endorse any product or services.