



extinction  
rebellion

# REBEL RINGER STARTER PACK

We call on everyone (and call everyone) to come and join us. Rebel for life. For the planet. For all our futures. There is much work to be done.

We need to contact, inform and engage as many people about XR as we can. This Starter Pack provides all the information you need to become a Rebel Ringer: independently at home when you have a spare moment; or as part of a Party of Rebel Ringers in your community.

# CONTENTS

<b>WHAT IS REBEL RINGING?.....</b>	<b>P3</b>
<b>REBEL RINGER SIGN-UP.....</b>	<b>P4</b>
<b>XRUK &amp; GLOBAL REBEL RINGERS.....</b>	<b>P7</b>
<b>CALLHUB.....</b>	<b>P8</b>
<b>REBEL RINGER SUPPORT &amp; TIPS.....</b>	<b>P13</b>
<b>REBEL RINGER PARTIES.....</b>	<b>P16</b>
<b>START A REBEL RINGER CAMPAIGN.....</b>	<b>P18</b>
<b>FINAL THOUGHTS.....</b>	<b>P19</b>

# WHAT IS REBEL RINGING?

Rebel Ringers are the Phone Bank wing of XR! Their mandate is to contact, inform and engage as many people (current and potential Rebels) about XR as we can!

It's all about that personal touch; real human interaction is impactful and empowering. XR volunteers have already made thousands of calls, creating many wonderful connections.

Rebel Ringing is a flexible way to help - all you need is a phone with free calling minutes, a laptop/tablet, and a free hour or two.

Once you're up and running you can encourage others to get involved!

# SIGN-UP: VIDEO WALK- THRU

**WATCH** an 4 min video guiding you through the whole Sign-up process (steps #1-6) [HERE](#)

**Note:** we've added a "Web of Trust" step (step #5) which means to get onto CallHub you'll need to be vouched for by another Rebel, preferably a Local Group co-ordinator.

*This is to be as careful, caring and responsible with our fellow Rebel's personal data. #RegenerativeCulture*

# SIGN-UP:

5

## 1. REGISTER

register with XR as a  
Rebel Ringer [HERE](#)

## 2. TELEGRAM

join the group [HERE](#) for  
instant support & queries

## 3. FACEBOOK

follow our own FB page [HERE](#)  
for the latest news & events

## 4. DATA AGREEMENT

complete the  
form [HERE](#)

## 5. WEB OF TRUST

“vouch” from your  
Local Group co-ord

## 6. CALLHUB LOGIN

via auto email  
from step #4

## 7. PRACTICE CALL

try a call to  
a friend

## 8. REBEL RINGING

vive la  
rebéllion !!

# SIGN-UP: EASY AS ABC

6

A) Agree to the XR Data Protection Agreement (step #4)

B) Contact your Local Group co-ord and ask for your Rebel Ringer “vouch” to be emailed to [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) (step #5)

C) Once approved you'll receive your CallHub login via email entitled “*Welcome to CallHub – Activate your agent account now!*” (step #6)

... when you've clicked the link in the email and set up a password, you're all signed up to be a XRUK Rebel Ringer !!

# XRUK & GLOBAL REBEL RINGERS

Extinction Rebellion is a decentralised, global movement, however this starter pack is for the XR UK Rebel Ringers.

If you are part of another XR Branch or Country please feel free to email us on [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) and we will help you setup your own Rebel Ringer instance...

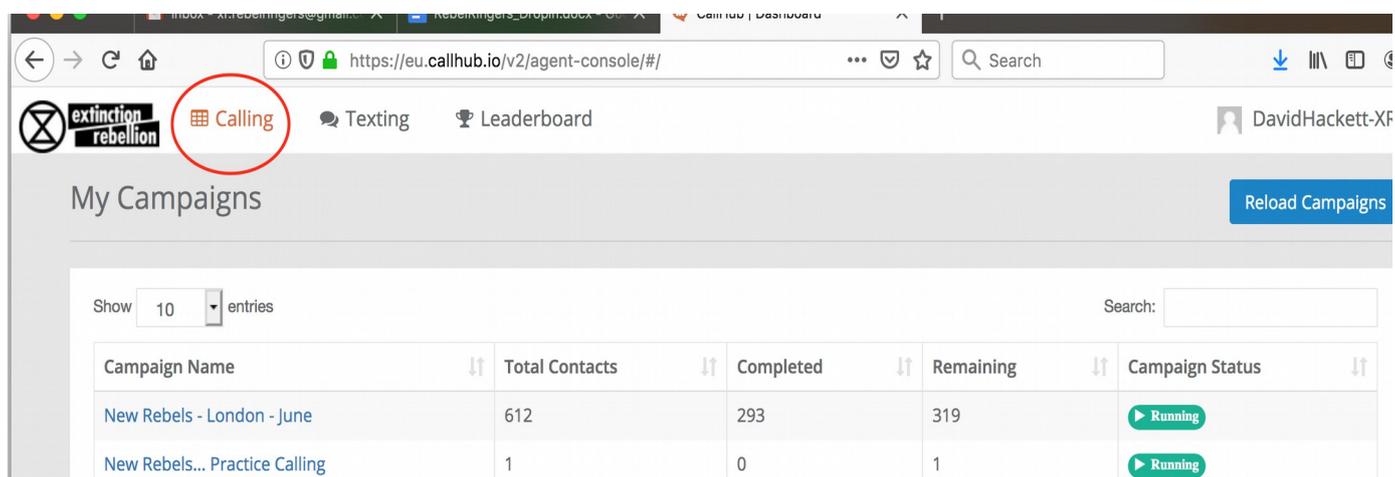
*... we are keen to share our experiences, guides, webinars, learning loops, stuff that works, stuff we need to improve on, metrics, stuff we can collaborate on, mistakes we've made... and to add you to the Global Rebel Ringers channel on Mattermost where we can connect together as a Global community.*

# CALLHUB: CAMPAIGNS

Login to CallHub via:

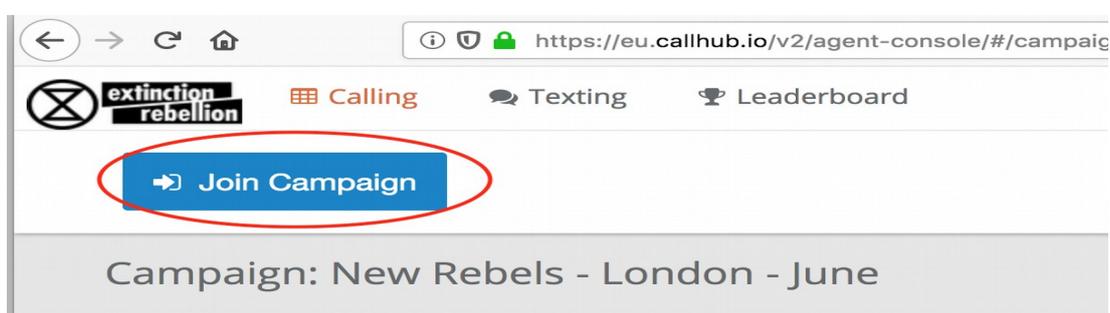
<http://app.callhub.io/>

The CallHub homepage lists all our Campaigns.



... to get back home anytime, just click the Calling icon (circled above)

Click on the Campaign Name and then hit the blue Join Campaign button highlighted below

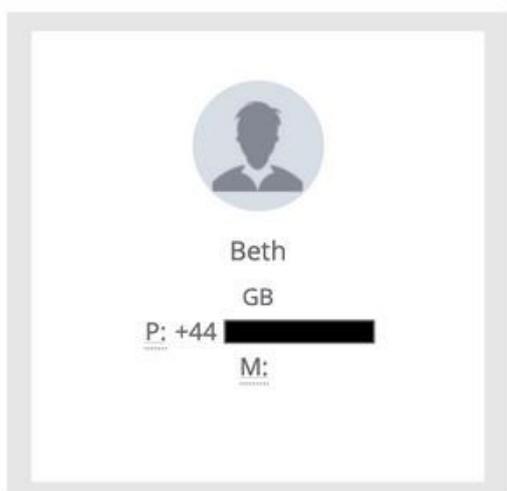


# CALLHUB: SCRIPTS

Each Campaign Script has the following:

- 1. NUANCE DOC:** this is a link to a doc with everything you need to know about the campaign; any topics involved, campaign goals, nuances, further reading, FAQs & more!
- 2. LEFT MESSAGE:** this is a suggested voicemail or text message to send to Rebels who do not answer your call.
- 3. MAIN SCRIPT:** this is the skeleton guidance for your chat with your fellow Rebel.  
It has guidance for everything from your “hello” right into the information we need to pass onto our Rebels to help grow the Movement.

# CALLHUB: MAIN SCRIPT



Once you've joined a Campaign, on the left hand side is a box like this. Beth is the next person in the call list.

The script itself will take the form of “a hello”, some info to pass on, Q&As to gather and then “a goodbye”.

The script Q&As are dropdown lists to input your fellow Rebels' response.

Would you like us to send you an email with these local groups details in it?

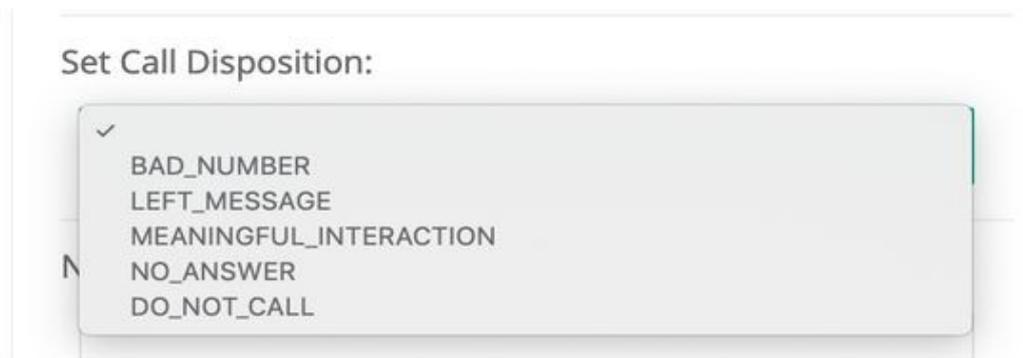
Yes

No

Have you been able to attend a "Introduction to XR talk?"

# CALLHUB: CALL DISPOSITION

At the end of your call set the call outcome (aka “Call Disposition”) via the dropbox



Set Call Disposition:

- ✓ BAD\_NUMBER
- LEFT\_MESSAGE
- MEANINGFUL\_INTERACTION
- NO\_ANSWER
- DO\_NOT\_CALL

**BAD\_NUMBER:**

the number you dialled was not recognised

**LEFT\_MESSAGE:**

use this if you left them a voicemail or text message

**MEANINGFUL\_INTERACTION:**

the default outcome if the recipient engaged with you

**NO\_ANSWER:**

if they don't answer or ask you to call back later

**DO\_NOT\_CALL:**

if the caller does not want to be contacted for any reason

Finally, when you are ready to move on to your next call click

Save and Next →

# CALLHUB: SUMMARY

**A) JOIN A CAMPAIGN:** pick a Campaign you might want to make Join

**B) READ NUANCE:** read the linked Nuance doc to arm yourself with as much campaign intel as you can. Any Qs comment on the doc!

**C) GO OVER THE SCRIPT:** read over the script a few times and see how it feels. Think about which parts you'll put your own slant on and how!

**D) PRACTICE & RING:** make a couple practice calls, then get calling!

**E) DELETE NUMBERS:** remove called numbers from your phone's call history

# REBEL RINGERS: HELP IS HERE!

**WATCH** a 7 minute **video** walk-thru of  
CallHub and Calling (steps #6-7) [HERE](#)

**WATCH** a 10 second **video** showing you how  
to remove called numbers from your  
phone's call history [HERE](#)

**WEBINAR** come to our weekly webinar and  
ask any questions. We'll also role play calls, sign  
up [HERE](#)

**TELEGRAM** join our Telegram Phone app  
support group chat and ask any questions or just  
chat 24/7, invite is [HERE](#)

# TIPS. DO...

**DO KNOW THE SCRIPT BEFORE YOU START:** familiarise yourself with the flow and content. Take the time to practice out loud before you make your first call, or do a practice call with a friend.

**DO TALK SLOWLY:** we are easier to understand and come across as more relaxed and trust worthy when we speak calmly and slowly.

**DO SMILE WHILE YOU DIAL:** it may seem silly but it's true! If you smile while you're calling it will help your tone sound friendly and help you quickly build rapport with the person on the other end.

**DO BE PROUD AND CONFIDENT:** you are doing a noble thing here, you are doing the right thing – and you are connecting with and enabling people who also want to do the noble and right thing.

**DO CONNECT WITH EACH PERSON:** imagine that they're sitting across the table from you. Engage them by genuinely connecting and asking questions to create a natural back and forth. The more familiar you are with the script, the easier this will be.

**DO SPEAK IN THE 3RD PERSON ABOUT XR:** what “is happening” and what people “are doing” and not “what I think”

# TIPS. DON'T...

**DON'T FEEL YOU HAVE TO STICK RIGIDLY TO THE SCRIPT** in fact we encourage riffing on it, this is a tool to allow Rebels connect – let's enjoy it!

**DON'T LET NO ANSWERS GET YOU DOWN:** most of the time people aren't able to talk or won't pick up. On average only 1 in 4 calls will result in conversation, so have that expectation! Rebel Ringing is not a numbers game, but a way to make a connection with another sacred being who is concerned about the future of life on this planet.

**DON'T APOLOGISE** you are doing a noble thing here, people want to be called and helped into the movement – be proud and happy.

**DON'T MAKE ASSUMPTIONS** about their age, race, gender, or how much they support Extinction Rebellion.

**DON'T PRESSURE:** Rebel Ringing is not like fund raising or other call centre based work, if now isn't a good time for someone to be involved, we respect that - let's be the Regenerative Culture we want to see.

**DON'T FORGET TO DELETE:** the people's numbers you have called from your phone's caller history.

**DON'T BLUFF:** if you don't know something during the call,

# WHAT IS A PHONE BANK?

A Phone Bank is... a group of friends, activists or volunteers making phone calls to reach out to other activists or members of the public – to inform and engage them in a movement.

Working alone, I could reach 10 people in an hour. With four friends we could collectively reach 50.

**Rebel Ringer Parties...** are even better; a host provides a friendly space for a couple of hours of calling - it's a great way to get to know or catch-up with your affinity group or other local Rebels.

# REBEL RINGER PARTIES!

## **REBEL RINGING IS BETTER WITH FRIENDS.**

Running a Rebel Ringer Party with your friends, affinity group or local XR Rebels is not only a lot of fun - it is also a key tool for growing and strengthening the Movement.

If you are interested in being a Rebel Ringer Party Host we can help!... please ask on the Telegram group or send an email to [rebelringers@rebellion.earth](mailto:rebelringers@rebellion.earth) and we'll give you all the info and tips you will need to get hosting!

With a strong base of Rebel Ringers ready to spring into action, we can quickly contact tens of thousands of people to encourage them to join us on the streets for the next big Rebellion!

In the meantime Rebel Ringers will continue to provide that personal connection to let Rebels know about local actions and to ensure that as many people as possible join their XR local groups, get trained up and start organising.

To get your friends, family and neighbours involved get them to complete the Rebel Ringer Sign-Up process at the start of this Guide, i.e. Pages 3+4.

# START A CAMPAIGN

To get a Rebel Ringer campaign started for your Local Group or Action you simply need to fill in [THIS FORM](#)

**WATCH** the tutorial video on it [HERE](#)

Rebel Ringing is a “High Touch” form of outreach, i.e. it is not a numbers game!... it is about having caring and meaningful conversations with fellow Rebels.

Some numbers to keep in mind:

- A Rebel Ringer will have ~4 “Meaningful Interactions” per hour.

i.e. ~10 mins per chatty call =  $4 * 10 \text{ mins} = 40 \text{ mins}$

&& [12 no answers/ left message =  $12 * 1.5 \text{ mins} = 18 \text{ mins}$

- Call 100 Rebels == 25 Rebel Hours == 5 Rebels, 5 hours each

- Call 500 Rebels == 125 Rebel Hours == 20 Rebels, ~6 hours each

- Call 1000 Rebels == 250 Rebel Hours == 50 Rebels, 5 hours each

# FINAL THOUGHTS

**HOW YOU MAKE YOUR CALLS IS UP TO YOU:**

**THERE IS NO RIGHT OR WRONG WAY TO DO THIS.**

**99.999%\* OF CALLS ARE ENTIRELY POSITIVE EXPERIENCES AND LEAVE YOU, THE CALLER, UPLIFTED AND ENGAGED.**

**CONNECTING WITH OTHERS BUILDS COURAGE AND POWER, THIS IS HOW THINGS CHANGE.**

**WE HOPE YOU HAVE AS MUCH FUN WITH YOUR CALLS AS WE HAVE HAD SO FAR.**

\* Not the actual percentage, we don't keep such stats – but honestly, nearly all our calls are positive... you're going to love it!

**DO YOU COMMIT  
TO NONVIOLENCE?**

**DO YOU AGREE  
TO FOLLOW OUR  
PRINCIPLES?**

**[HTTPS://REBELLION.EARTH/THE-TRUTH/ABOUT-US/](https://rebellion.earth/the-truth/about-us/)**

**IF SO YOU ARE  
EXTINCTION  
REBELLION AND  
YOU CAN ACT  
IN OUR NAME.**