

IGNITION INTERLOCK DEVICE INQUIRY CALL

INSTRUCTIONS QUESTIONNAIRE

Call a company that installs IIDs (ignition interlock devices) in vehicles after a DUI (driving under the influence), and role-play as needing information after a recent DUI. This shop requires asking questions related to the installation process, fees, etc. The call is expected to take 5-10 minutes.

Before You Begin

- Know the city/state/zip to present from
- Know your scenario/reason for calling
- Know your assigned vehicle specs
- Print/have the list of required questions
- Be prepared to take notes

Don't Forget!

- Use your assigned city/state/zip
- Present the correct scenario
- Use your assigned vehicle specs
- Ask all required questions
- Write down all quoted pricing



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Check your shop confirmation for the following:
 - ✓ Approved hours to make the call
 - ✓ City, state, and zip code to say you live in – price rates vary by state
 - ✓ Vehicle specs to use (make/model/year and if it's push button start or key start)
- Make the call using a cell phone you will have access to later. The company you call may capture your phone number via their caller ID and use it to follow up with you.
- Submit your report to shopperhub.cxgroup.com on the 6th day after you complete the shop.
 - Save all contact attempts from the company you called for 5 calendar days.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot have ever worked for a company that installs ignition interlock devices.



Shop Instructions

Step #1: Have the list of required questions available

- [Click here](#) to access the list of required questions to ask.
- Have this document in front of you before you call. Print it out or pull it up on a computer.
- Take notes on this document or on a separate piece of paper to remember what was said.

Step #2: Choose one scenario and one reason for calling

- **Scenario Option 1:** You are calling on behalf of yourself.
- **Scenario Option 2:** You are calling on behalf of your son/daughter or wife/husband/partner.
- **Call Reason Option 1:** This is my/their first DUI, and I'm trying to figure out my/their options.
- **Call Reason Option 2:** This is my/their first DUI. I've heard IIDs are expensive, and I'm looking for the best deal possible.

Step #3: Call the location, and ask all required questions

- Check your shop confirmation for the phone number and when to call.
- Present your selected scenario and reason for calling, and indicate you have some questions about options and installation.
 - If you are re-directed or asked to call another number to have any questions answered, you must accept the transfer or call the other number to complete the shop.
- When asked for your city, state, or zip code, respond with the information found in your shop confirmation.
 - If asked, provide your real phone number and email address so you can capture follow-up attempts made by the company during the 5 calendar days after the call.
- When asked what make/model/year your vehicle is, respond with the vehicle specs as listed in your shop confirmation.
- Ask all required questions.
 - If you forget to ask a question, call back to get the answer.
 - If the representative can't or won't respond to a question, move on to the next question.
 - The most important items to write down are the installation and removal fees, lease and other usage fees, and any promotions or coupons being offered.
- If asked if you have a court date, say yes, but you don't have it with you. You're just researching the process because someone said you'll likely need a device.
- If asked who is requiring you to have the device, state, "I was talking to someone who has a device, and I'm told the DMV will probably order it, so I'm starting my research now."

Unable to reach a representative (unsuccessful shops)

- If you cannot complete the call on the first attempt because the call is disconnected, you reached voicemail, you received notice the office is closed, or you received a busy signal, make at least one more call attempt before submitting your report as unsuccessful.
 - Your second call attempt must be on a different day during listed call hours. If you are unable to speak to someone at the office after two call attempts on two different days during allowed hours, submit your report.

Step #4: Submit your report on the 6th day after your conversation with a representative

- In your report, upload a screenshot showing each contact attempt (preferred) or transcribe all follow-up voicemails, emails, or text messages received in the 5 calendar days after the call.



QUESTIONNAIRE

Shop date:

Start time:

End time:

IID Information

1. Vehicle type:

- *Vehicle type can be found in your shop confirmation.*
- *Only select 'N/A – call was not successful' if you were unable to speak with a representative to ask your questions. Do not select this response if the representative answered some of your questions but not all.*

Push button start

N/A – call was not successful

Key start

2. How was the lease fee quoted?

Select all that apply.

Weekly

None of the above

Biweekly

N/A – call was not successful

Monthly

3. If weekly, enter the lease fee given:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if a weekly fee was not quoted.

4. If biweekly, enter the lease fee given:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if a biweekly fee was not quoted.

5. If monthly, enter the lease fee given:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if a monthly fee was not quoted.

6. What was said about the lease fee?

If the lease fee was quoted in a different way (daily, quarterly, annually, etc.), please specify.

7. What is the initial out-of-pocket cost (on the day of installation or prior to installation)?

Enter the total cost provided without the dollar sign (ex: 15.99). If the representative also gave a breakdown of what each component cost (installation fee, first lease fee payment, etc.), please specify.

8. Were you given one price or a price range for installation?

One price

Rep refused to answer or did not know

Price range

N/A – call was not successful

Installation is free

9. One price: How much does it cost to install?

Enter the price without the dollar sign (ex: 15.99). Enter N/A if a price range was given.

10. Price range: How much does it cost to install (low cost)?

Enter the low fee quoted in the price range without the dollar sign (ex: 15.99). Enter N/A if a single price was given.

11. Price range: How much does it cost to install (high cost)?

Enter the high fee quoted in the price range without the dollar sign (ex: 15.99). Enter N/A if a single price was given.

12. Were you given one price or a price range for removal?

- One price Rep refused to answer or did not know
 Price range N/A – call was not successful
 Removal is free

13. One price: How much does it cost to remove?

Enter the price without the dollar sign (ex: 15.99). Enter N/A if a price range was given.

14. Price range: How much does it cost to remove (low cost)?

Enter the low fee quoted in the price range without the dollar sign (ex: 15.99). Enter N/A if a single price was given.

15. Price range: How much does it cost to remove (high cost)?

Enter the high fee quoted in the price range without the dollar sign (ex: 15.99). Enter N/A if a single price was given.

16. What was said about the installation and removal of the device?**17. Which of the following other fees did the representative provide the cost for?**

Select all that apply.

- Calibration fee None of the above
 Lock-out fee N/A – call was not successful
 Device replacement/insurance fee

18. Calibration fee quoted:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if no calibration fee was quoted.

19. Lock-out fee quoted:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if no lock-out fee was quoted.

20. Device replacement/insurance fee quoted:

Enter the price without the dollar sign (ex: 15.99). Enter N/A if no device replacement/insurance fee was quoted.

21. Which of the following promotions/discounts are available?

Select all that apply.

- Discounted setup fee Other
 Discounted first payment(s) No promotions/discounts are available
 Discounted/free install N/A – call was not successful
 Discounted lease rate

22. What promotions/discounts are available?

Describe any promotions or discounts you were told about and what the offer was.

23. Were weekend hours (Sat/Sun) available to speak to a representative?

- Yes Rep refused to answer or did not know
 No N/A – call was not successful

24. If yes, what were the weekend hours?**25. Smart Start & Low Cost brands only: Did the representative mention the personal breathalyzer device?**

- Yes, general mention (no details provided) N/A – not a Smart Start or Low Cost brand
 Yes, mentioned with details N/A – call was not successful
 No, did not mention at all

26. Additional comments:

- *Enter N/A if you have no additional comments.*
- *If you were never able to speak with a representative, explain why and include the date, time, and outcome of all call attempts made.*

27. What city did you tell the representative you live in?

If you did not provide a city to the representative, enter N/A.

28. What state did you tell the representative you live in?

If you did not provide a state to the representative, enter N/A.

29. What zip code did you tell the representative you live in?

If you did not provide a zip code to the representative, enter N/A.

Follow-Up**30. After the initial call, did anyone follow up with you?**

- Yes N/A – call was not successful
 No

31. How long after the call did the first follow-up attempt occur?

- Within 24 hours 5 days after the call
 2 days after the call No follow-up within 5 days after the call
 3 days after the call N/A – call was not successful
 4 days after the call

32. What method was used to follow up on the first attempt?

- Phone call No follow-up within 5 days after the call
 Text N/A – call was not successful
 Email

33. How many total times did the company attempt to follow up with you within the 5 days?

- 1 5 or more
 2 No follow-up within 5 days after the call
 3 N/A – call was not successful
 4

34. After the first follow-up attempt, what methods were used to attempt to contact you?

Select all that apply.

- Phone call Only 1 follow-up attempt occurred
 Text No follow-up within 5 days after the call
 Email N/A – call was not successful

35. If you received any follow-up emails, texts, or calls/voicemails, upload a screenshot showing each contact attempt (preferred), or enter a transcription of each message:

If transcribing messages, please include the date and time of each contact attempt. Enter N/A if your call was unsuccessful, you did not receive follow-up, or you only received phone calls without voicemail messages.

END OF QUESTIONNAIRE