



Who's Really on the Line? An AARP National Survey of Adults 18+ about Robocalls and Spoofing

Annotated Questionnaire

Conducted by NORC at the University of Chicago for AARP

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Interviews: 4/8-4/19/2019

1,852 adults

Margin of error: 3.30 percentage points at the 95% confidence level among all adults

NOTE: All results show percentages among all respondents, unless otherwise labeled.

Percentages may not always sum to 100%.

"" indicates less than 0.5%*

"-" indicates 0%

Q1. Which of the following types of phones do you have?

[SELECT ALL THAT APPLY]

<i>4/8-4/19/2019</i>	Total
Landline phone	39
Mobile phone or smart phone (e.g., Android, iPhone, Blackberry or other device)	97
Other, please specify	2
SKIPPED ON WEB	*

n=1,852

Q2. Do any of the phones that you have allow you to see the name, phone number or other kinds of information about who is calling you?

<i>4/8-4/19/2019</i>	Total
Yes	97
No	3
SKIPPED ON WEB	*

n=1,852

Q3. Do you subscribe to a caller ID service on any of your phones?

<i>4/8-4/19/2019</i>	Total
Yes	35
No	51
Not sure	13
SKIPPED ON WEB	*

n=1,852

Q4. To your best recollection, when was the last time you answered a call or received a voicemail that started with a pre-recorded message?

<i>4/8-4/19/2019</i>	Total
Within the last 24 hours	53
More than 24 hours ago, but within the last week	25
More than a week ago, but within the last month	12
More than a month ago, but within the last year	5
More than a year ago	2
Never	3
SKIPPED ON WEB	*

n=1,852

Q5. How likely are you to answer an incoming call if your phone displayed the following caller information?

[GRID ITEMS RANDOMIZED]

<i>4/8-4/19/2019</i>	Very likely	Somewhat likely	Not too likely	Not at all likely	SKIPPED ON WEB
A toll-free number	5	13	25	56	1
A local area code	20	39	19	21	1
An area code (different from your own) where close friends and/or family live	14	30	24	31	1
An area code and prefix (i.e., the first 6 numbers) that match your telephone number	13	23	22	41	1
The name of a business or organization with whom <u>you have</u> a relationship	44	42	7	5	1
The name of a business or organization with whom <u>you do not</u> have a relationship	7	12	33	47	1
The name and number of a family member or friend	77	15	3	3	1

n=1,852

Q6. How likely are you to answer an incoming call if the following messages were displayed on your phone?

[GRID ITEMS RANDOMIZED]

<i>4/8-4/19/2019</i>	Very likely	Somewhat likely	Not too likely	Not at all likely	SKIPPED ON WEB
"Unknown Name/Number"	5	8	16	70	1
"No Caller ID"	5	9	17	69	1
"Number Withheld"	4	6	15	74	1
"Restricted"	5	7	15	73	1
"Private Number"	5	10	15	69	1

n=1,852

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip

Q7. How often, if at all, do you answer incoming calls from phone numbers that you do not know or recognize?

<i>4/8-4/19/2019</i>	Total
Always	4
Usually	8
About half the time	16
Seldom	45
Never	27
SKIPPED ON WEB	1

n=1,814

Q8. Imagine you have answered the telephone. For each of the following scenarios, please indicate how likely you would be to ask for more information.

[GRID ITEMS RANDOMIZED]

<i>4/8-4/19/2019</i>	Very likely	Somewhat likely	Not too likely	Not at all likely	SKIPPED ON WEB
I have good news! You have been selected as the winner of the lottery.	11	6	13	70	1
There is a warrant out for your arrest for missing jury duty.	14	8	10	68	1
There was an error on your tax return and you are actually owed money from the IRS.	13	8	10	67	1
We believe that your credit card has been compromised.	20	19	15	45	1
You qualify for a one-time all-inclusive trip of your choice to one of our Caribbean resorts.	10	8	12	69	1
Your social security number has been compromised and may be associated with a crime.	14	14	14	56	1
You qualify for a lower interest rate on your credit card.	10	10	13	66	1
Microsoft has detected suspicious activity running on your computer.	10	9	15	66	1
The IRS is investigating mistakes with your previous tax return.	12	10	12	65	1
You can earn extra income as an Amazon Affiliate.	7	10	17	65	1
You are eligible for a new government program that can reduce your energy bill by 14%.	8	12	16	64	1
You are eligible for a free back or knee brace paid by the government.	7	6	11	75	1

	Very likely	Somewhat likely	Not too likely	Not at all likely	SKIPPED ON WEB
You were selected for a free entry into tonight's \$200 cash giveaway of your choice to Wal-Mart, Target, or Walgreens. All you need to do is answer some basic lifestyle questions.	7	11	12	69	1
This is an automated call from Google security. We have detected over 25 suspicious login attempts and over 100 attempts to reset the password on your account in the last 24 hours.	10	15	15	59	1

n=1,852

Q9. In a typical week, how many robocalls would you estimate you get, whether you answer them or not?

[HALF SAMPLE SHOWN RESPONSE OPTIONS IN REVERSE ORDER]

<i>4/8-4/19/2019</i>	Total
Eleven or more	28
Seven to ten	21
Three to six	29
One or two	17
None	5
SKIPPED ON WEB	*

n=1,852

Receives robocalls weekly in Q9

Q10. And, in a typical week how many of these robocalls would you estimate you answer and/or listen to on voicemail, even briefly?

[HALF SAMPLE SHOWN RESPONSE OPTIONS IN REVERSE ORDER]

<i>4/8-4/19/2019</i>	Total
All	4
Most	8
Some	14
A few	38
None	36
SKIPPED ON WEB	1

n=1,760

Q11. When was the last time you received a robocall?

<i>4/8-4/19/2019</i>	Total
Within the last 24 hours	49
More than 24 hours ago, but within the last week	29
More than a week ago, but within the last month	12
More than a month ago, but within the last year	6
More than a year ago	1
Never received a robocall	2
SKIPPED ON WEB	*

n=1,852

Received robocall within last month in Q11

Q12. Thinking about the robocalls you have received in the last 30 days, which two words below best characterize your experiences with robocalls?

[SELECT TWO THAT APPLY]

<i>4/8-4/19/2019</i>	Total
Annoying	94
Informative	3
Disruptive	90
Helpful	2
Harmful	9
Beneficial	3
SKIPPED ON WEB	*

n=1,686

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip

Q13. Generally, how frequently do you “block” phone numbers that you do not know or recognize?

<i>4/8-4/19/2019</i>	Total
Always	20
Usually	22
About half the time	17
Seldom	23
Never	18
SKIPPED ON WEB	*

n=1,814

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip

Q14. Thinking about calls you receive that have names and/or numbers you do not recognize; in your opinion, how likely are the area codes and pre-fixes shown on your phone the actual area codes and pre-fixes that the calls originate from?

[HALF SAMPLE SHOWN RESPONSE OPTIONS IN REVERSE ORDER]

4/8-4/19/2019	Total
Very likely	6
Somewhat likely	22
Not very likely	44
Not at all likely	27
SKIPPED ON WEB	1

n=1,814

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip and has received robocall within last month in Q11

Q15. In the last 30 days, have you received a call that appeared to come from a local area code and prefix, but turned out to be a robocall from a solicitor?

4/8-4/19/2019	Total
Yes	74
No	8
Not sure	17
SKIPPED ON WEB	*

n=1,655

Received robocall within last month in Q11

Q16. Among the robocalls that you received in the last 30 days, what were they about?

[SELECT ALL THAT APPLY/RESPONSE OPTIONS RANDOMIZED]

4/8-4/19/2019	Total
Sales calls for a product or service (e.g., health insurance, money making opportunity, car warranties)	50
Offers for a free estimate (e.g., free estimates for solar panels, free home security check)	25
Notifying you about products or programs for which you may qualify (e.g., lower credit card interest rate, student loan forgiveness program, program to reduce your electric bill costs, free back or knee brace)	57
Notifying you about something you have won or were selected for (e.g., a free trip, a free gift card, a chance to enter a lottery)	34

Notifying you about a loss or theft (e.g., someone stole your Social Security card)	13
A charitable solicitation	26
Notifying you about something wrong with your computer or computer software (e.g., you have a computer virus)	22
A debt collection (e.g., money you owe the IRS)	24
Notifying you about an upcoming event (e.g., a school delay or closing, a teletown hall with a politician)	10
Information from an organization of which you are a member	6
A request to respond to a survey	17
Other, please specify	9
Did not listen closely enough/cannot remember	20
None of the above	2
SKIPPED ON WEB	*

n=1,686

Has ever received a robocall in Q11

Q17. Thinking about all the robocalls you have ever received, which of the following would you say best characterizes the majority of their messages?

[RESPONSE OPTIONS RANDOMIZED]

4/8-4/19/2019	Total
The messages claimed something <u>bad</u> has happened or will happen if you don't respond (for example, you owe money, your credit card was compromised, you are in legal trouble)	25
The messages claimed something <u>good</u> has happened or will happen if you do respond (for example, you have won a prize, you are eligible for a lower interest rate, you are eligible for a travel offer)	36
The messages were <u>neutral</u> in nature (for example, notifying you about an upcoming meeting, informing you about a school delay or closing).	11
Not Applicable: I received an equal proportion of all three types of messages.	26
SKIPPED ON WEB	1

n=1,807

Received robocall within last month in Q11

Q18. Thinking about all the robocalls you have received in the last 30 days, how many of them did you suspect were scams?

[HALF SAMPLE SHOWN RESPONSE OPTIONS IN REVERSE ORDER]

<i>4/8-4/19/2019</i>	Total
All	51
Most	31
Some	11
A few	5
None	1
SKIPPED ON WEB	*

n=1,686

Has ever received a robocall in Q11

Q19. Now, thinking about all of the robocalls you have answered or called back, did you ever give out personal information (either accidentally or intentionally) to the caller?

<i>4/8-4/19/2019</i>	Total
Yes	3
No	92
Not sure	5
SKIPPED ON WEB	*

n=1,807

Gave out personal information in Q19

Q20. After giving the caller some of your personal information, either accidentally or intentionally, did you ever worry later that you might have put your identity or credit at risk?

<i>4/8-4/19/2019</i>	Total
Yes	67
No	31
Not sure	1
SKIPPED ON WEB	2

n=49

Q21. Do you currently use a robocall blocking service?

<i>4/8-4/19/2019</i>	Total
Yes	14
No	77
Not sure	9
SKIPPED ON WEB	1

N=1,852

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip

Q22. How often, if at all, do you look up a telephone number you do not recognize on a website to determine if the call is a scam?

<i>4/8-4/19/2019</i>	Total
Always	11
Usually	13
About half the time	18
Seldom	31
Never	26
SKIPPED ON WEB	1

n=1,814

Q23. Are any of your current phone numbers registered with the National Do Not Call Registry?

<i>4/8-4/19/2019</i>	Total
Yes, all of them are	35
Yes, some of them are	16
No	26
Not sure	23
SKIPPED ON WEB	1

n=1,852

Has ever received a robocall in Q11

Q24. Have you ever contacted any of the following agencies to report a telemarketing robocall you received because they called you repeatedly, even after you asked them to stop calling?

[SELECT ALL THAT APPLY/RESPONSE OPTIONS RANDOMIZED]

<i>4/8-4/19/2019</i>	Total
National Do Not Call Registry	15
Federal Trade Commission	3
Federal Communications Commission	4
Attorney General's Office	3
Other, please specify	1
I have not contacted any agency to report a telemarketing robocall	79
SKIPPED ON WEB	1

n=1,807

Has phone that shows caller information in Q2 or in Q3 has caller ID, not sure, or web skip

Q25. Have you ever contacted any of the following agencies to report a call with a fake or misleading displayed number?

[SELECT ALL THAT APPLY/RESPONSE OPTIONS RANDOMIZED]

<i>4/8-4/19/2019</i>	Total
National Do Not Call Registry	7
Federal Trade Commission	3
Federal Communications Commission	3
Attorney General's Office	3
Other, please specify	1
I have not contacted any agency to report a call with a fake or misleading displayed number	85
SKIPPED ON WEB	2

n=1,814

Q26. And, have you ever contacted any of the following agencies to report an attempted telephone scam?

[SELECT ALL THAT APPLY/RESPONSE OPTIONS RANDOMIZED]

<i>4/8-4/19/2019</i>	Total
National Do Not Call Registry	7
Federal Trade Commission	3
Federal Communications Commission	3
Attorney General's Office	3
Other, please specify	2
I have not contacted any agency to report an attempted telephone scam	84
SKIPPED ON WEB	2

n=1,852

Q27. Have you ever been a victim of a telephone scam?

<i>4/8-4/19/2019</i>	Total
Yes	11
No	79
Not sure	9
SKIPPED ON WEB	1

n=1,852

Q28. To what extent do you agree or disagree that lawmakers should do more to help reduce the number of fake or misleading robocalls that consumers receive on their home and cellular phones?

[HALF SAMPLE SHOWN RESPONSE OPTIONS IN REVERSE ORDER]

<i>4/8-4/19/2019</i>	Total
Strongly agree	67
Somewhat agree	23
Somewhat disagree	5
Strongly disagree	4
SKIPPED ON WEB	1

n=1,852

SURV_LANG. Survey interview language

<i>4/8-4/19/2019</i>	Total
English	100
Spanish	-

n=1,852

SURV_MODE. Survey interview mode

<i>4/8-4/19/2019</i>	Total
Online	100
Phone	-

*n=1,852***DEVICE. Device**

<i>4/8-4/19/2019</i>	Total
Desktop	38
Smartphone	55
Tablet	6
Unknown	-

*n=1,852***GENDER. Gender**

<i>4/8-4/19/2019</i>	Total
Male	48
Female	52

*n=1,852***AGE4. Age – 4 categories**

<i>4/8-4/19/2019</i>	Total
18-29	18
30-44	29
45-59	24
60+	29

*n=1,852***AGE7. Age – 7 categories**

<i>4/8-4/19/2019</i>	Total
18-24	8
25-34	21
35-44	17
45-54	15
55-64	18
65-74	16
75+	5

n=1,852

RACETHNICITY. Combined race/ethnicity

<i>4/8-4/19/2019</i>	Total
White, non-Hispanic	65
Black, non-Hispanic	12
Other, non-Hispanic	1
Hispanic	16
2+, non-Hispanic	2
Asian, non-Hispanic	4

*n=1,852***EDUC. Education (highest degree received)**

<i>4/8-4/19/2019</i>	Total
No formal education	-
1 st , 2 nd , 3 rd , or 4 th grade	*
5 th or 6 th grade	*
7 th or 8 th grade	*
9 th grade	1
10 th grade	1
11 th grade	2
12 th grade, no diploma	2
High school graduate – high school diploma or equivalent (GED)	33
Some college, no degree	19
Associate degree	9
Bachelor's degree	19
Master's degree	9
Professional or doctorate degree	4

*n=1,852***EDUC4. 4-level education**

<i>4/8-4/19/2019</i>	Total
No high school diploma	6
High school graduate or equivalent	33
Some college	28
Bachelor's degree or above	32

n=1,852

MARITAL. Marital status

<i>4/8-4/19/2019</i>	Total
Married	52
Widowed	5
Divorced	12
Separated	2
Never married	21
Living with partner	8

n=1,852

EMPLOY. Current employment status

<i>4/8-4/19/2019</i>	Total
Working (NET)	63
Working – as a paid employee	55
Working – self-employed	8
Not working (NET)	37
Not working – on temporary layoff from a job	1
Not working – looking for work	5
Not working – retired	19
Not working – disabled	6
Not working – other	6

n=1,852

INCOME. Household income

<i>4/8-4/19/2019</i>	Total
Less than \$50,000 (NET)	41
Less than \$5,000	3
\$5,000 to \$9,999	4
\$10,000 to \$14,999	4
\$15,000 to \$19,999	3
\$20,000 to \$24,999	5
\$25,000 to \$29,999	6
\$30,000 to \$34,999	5
\$35,000 to \$39,999	4
\$40,000 to \$49,999	8
\$50,000 or more (NET)	59
\$50,000 to \$59,999	10
\$60,000 to \$74,999	10
\$75,000 to \$84,999	7
\$85,000 to \$99,999	10
\$100,000 to \$124,999	9
\$125,000 to \$149,999	5

\$150,000 to \$174,999	3
\$175,000 to \$199,999	1
\$200,000 or more	3

n=1,852

REGION4. Region – 4 level

<i>4/8-4/19/2019</i>	Total
Northeast	18
Midwest	21
South	38
West	24

n=1,852

REGION9. Region – 9 level

<i>4/8-4/19/2019</i>	Total
New England	6
Mid-Atlantic	12
East North Central	14
West North Central	7
South Atlantic	21
East South Central	6
West South Central	11
Mountain	8
Pacific	16

n=1,852

STATE. State of residence

<i>4/8-4/19/2019</i>	Total
AK Alaska	*
AL Alabama	2
AR Arkansas	*
AZ Arizona	2
CA California	13
CO Colorado	3
CT Connecticut	1
DC District of Columbia	-
DE Delaware	*
FL Florida	9
GA Georgia	3
HI Hawaii	*
IA Iowa	1
ID Idaho	1

IL Illinois	3
IN Indiana	2
KS Kansas	1
KY Kentucky	2
LA Louisiana	1
MA Massachusetts	2
MD Maryland	1
ME Maine	1
MI Michigan	3
MN Minnesota	2
MO Missouri	2
MS Mississippi	*
MT Montana	*
NC North Carolina	4
ND North Dakota	*
NE Nebraska	1
NH New Hampshire	1
NJ New Jersey	3
NM New Mexico	1
NV Nevada	*
NY New York	5
OH Ohio	4
OK Oklahoma	1
OR Oregon	*
PA Pennsylvania	4
RI Rhode Island	*
SC South Carolina	1
SD South Dakota	1
TN Tennessee	2
TX Texas	9
UT Utah	1
VA Virginia	2
VT Vermont	*
WA Washington	2
WI Wisconsin	2
WV West Virginia	*
WY Wyoming	*

n=1,852

METRO. Metropolitan area flag

<i>4/8-4/19/2019</i>	Total
Non-metro area	12
Metro area	88

n=1,852

INTERNET. Household internet access

<i>4/8-4/19/2019</i>	Total
Non-internet household	9
Internet household	91

n=1,852

HOUSING. Home ownership

<i>4/8-4/19/2019</i>	Total
Owned or being bought by you or someone in your household	70
Rented for cash	28
Occupied without payment of cash rent	2

n=1,852

HOME_TYPE. Type of building of panelists' residence

<i>4/8-4/19/2019</i>	Total
A one-family house detached from any other house	69
A one-family house attached to one or more houses	9
A building with 2 or more apartments	19
A mobile home or trailer	4
Boat, RV, van, etc.	*

n=1,852

PHONESERVICE. Telephone service for the household

<i>4/8-4/19/2019</i>	Total
Landline telephone only	5
Have a landline, but mostly use cellphone	29
Have a cellphone, but mostly use landline	10
Cellphone only	54
No telephone service	1

n=1,852

HHSIZE. Household size (including children)

<i>4/8-4/19/2019</i>	Total
1	15
2	30
3	18
4	13
5	9
6+	15

n=1,852

HH01. Number of HH members age 0-1

<i>4/8-4/19/2019</i>	Total
0	96
1	4
2	*

n=1,852

HH25. Number of HH members age 2-5

<i>4/8-4/19/2019</i>	Total
0	86
1	7
2	5
3	1
4	1
5	*

n=1,852

HH612. Number of HH members age 6-12

<i>4/8-4/19/2019</i>	Total
0	81
1	9
2	8
3	1
4	1
5	*
6	*

n=1,852

HH1317. Number of HH members age 13-17

<i>4/8-4/19/2019</i>	Total
0	85
1	8
2	5
3	1
4	1
5	*

n=1,852

HH180V. Number of HH members age 18+

<i>4/8-4/19/2019</i>	Total
1	19
2	47
3	19
4	8
5	4
7	1
6	1
8	*
9	*
10	*

n=1,852