

Phone call – you should know - best practices

1. Speak clearly, give them enough details on your position and act cool - don't be nervous, it might not seem that way, but MEPs are human too ;)
2. It is very possible that no one will pick up the first time you call - keep insisting
3. If someone actually picks up, then it's probably the MEPs assistant – be sure to remember his/her name.

If he/she tells you that he/she is not in charge with the dossier, write down the name of the person responsible of the copyright file and kindly ask to connect you to that person. Or if he/she cannot put you through the correct phone line, ask for the schedule and when it would be a good time to come back.

4. Especially if you're an NGO they will ask to send your comments in writing as well. We suggest sending a follow up mail with 2 links: this [legal analysis](#) of the dangers posed by Article 13 and this [shorter one](#) for those with little
5. Most important: don't get disappointed if some MEPs or assistants are not very well prepared on the details of this file. This means there are actually better chances for them to listen carefully to what you have to say!
6. Don't get your hopes up and be realistic. They are receiving phone calls, e-mails and requests all the time! That's why they may be dismissive sometimes, but that's not a reason to be intimidated or to give up! Remember that you're part of a collective action, and the number of phone calls MEPs will receive will definitely send a strong message.

FREE TOOL to call MEPs in the JURI Committee: <https://www.liberties.eu/en/news/copyright-campaign-call-your-mep/14733>