

Arkansas Regional Service Committee - Phonenumber Committee Report  
March 30, 2003

Hello Family!

This will be my "end of term" report and I want to thank you all so very much for the opportunity to serve as your Regional Phonenumber Chairperson. I have fulfilled the duties of this position during my two terms and since the election and eventual resignation of our last chairperson. It has been a rewarding position and I am extremely grateful to finally be able to pass these responsibilities on to Doug after 4+ years. As always, I will be available for any help that is needed and plan to remain as an active member of this committee.

There were no nominations for the Vice Chair or Secretary positions and no Area Phonenumber Committee reports were given.

Charges for the answering service for February and March were \$78.59 and \$77.70 respectively, including sales tax, patches or miscellaneous phone charges with monthly electronic fund transfers of \$82.00 made leaving us with a \$22.21 credit balance. The service received 105 calls in January/February costing \$115.16 and 78 calls in February/March costing \$76.09 in toll-free service charges.

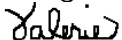
I recently spoke with Leigh from AT&T Customer Care requesting a copy of our January statement that was never received. This representative offered that up to 10 additional toll-free numbers could be available to us at no extra cost. These could be used to tracking inbound calls from specific departments or areas. I don't see a reason to confuse the committee or the ARSCNA body with too much detail but if we see a need in the future, we know that this option is available. A review of our account ensued. As of the end of 2002, the 15% competitive advertised discount is no longer offered. Based on our needs and past usage, Leigh offered the All-In-One program which would decrease waiving our long distance service in excess of \$50.00 (total calls) to in excess of \$25.00, inbound 800 service from \$15.00 to \$10.00/month, per minute cost from 40¢/minute to 28¢/minute, and we would lose the current 30% volume discount. I quickly did a little math and decided that we would save 10-40%. Based on these findings, I chose to have our service changed without committee approval. Summaries of AT&T Toll Free Service charges for 2002 and the 1<sup>st</sup> quarter of 2003 are attached.

During my extended term, as chairperson and sole working member of the committee, I have:

1. Provided a forum for area Phonenumber subcommittees to share their experience, strength and hope
2. Utilized NA conference-approved suggestions as put forth in "A Guide To Phonenumber Service" and maintained the Phonenumber provided by Your Message Center, a professional answering service
3. Developed and maintained an instructional package of procedures, policies and guidelines for phonenumber operation by Your Message Center (*We have yet to conduct any periodic presentations for orientation of answering service personnel*)
4. Maintained a roster of contacts of Regional Administrative and Standing Committee Officers and kept Your Message Center informed as changes occurred
5. Maintained communication with Your Message Center, AT&T and pertinent NA World Services contacts to ensure availability of the most current information
6. Developed a Phonenumber Orientation Package for the use of phonenumber and twelfth-step volunteers and provided training for such volunteers
7. Hosted a Phonenumber Workshop at an area function in an attempt to attract phonenumber/twelfth-step volunteers and conducted 4 Phonenumber Volunteer Workshops
8. Developed, revised and distributed a regional phonenumber flyer indicating NA group responsibility for updates to meeting information and provided current lists of meetings as reported by Your Message Center to the Regional Outreach Committee for publication of the Regional Meeting List

One last item, the Committee archives have been turned over to Doug today.

In Loving Service,



Valerie Mc., ARSCNA Phonenumber Chairperson, appointed

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ARSCNA Phonenumber - AT&T Summary 2002

	January	February	March	April	May	June
LD Service	\$9.95	\$9.95	\$9.95	\$9.95	\$11.95	\$11.95
Waived > \$35	(\$9.95)	(\$9.95)	(\$9.95)	(\$9.95)		
Waived > \$50					(\$11.95)	(\$11.95)
Inbound 800	\$10.00	\$10.00	\$10.00	\$15.00	\$15.00	\$15.00
Eligible for Discount						
Interstate	\$45.93	\$34.95	\$33.17	\$33.58	\$48.30	\$58.42
In-state	\$57.93	\$63.45	\$71.84	\$43.36	\$65.95	\$54.39
IntraLATA		\$0.62			\$0.62	
International	\$2.32	\$8.12			\$1.26	
Canada			\$5.80	\$2.52		
Ineligible for Discount						
- pay phone originated calls	5	2	5	2	5	2
Interstate	\$0.26	\$0.52	\$0.26	\$0.26	\$1.04	\$0.26
In-state	\$1.04		\$1.04	\$0.26	\$0.26	\$0.26
IntraLATA						
International						
Canada						
Volume Discount	(\$37.16)	(\$37.50)	(\$38.78)	(\$27.81)	(\$34.84)	(\$33.84)
Competitive Discount - 15%	(\$15.93)	(\$16.07)	(\$16.62)	(\$11.92)	(\$17.42)	(\$16.92)
Other - Rate Change Charge				\$2.00	\$2.00	
Waived - Volume					(\$2.00)	
Regulatory Fees	\$3.65	\$3.35	\$3.15	\$3.74	\$4.58	\$4.54
Tax	\$3.02	\$2.99	\$3.06	\$2.75	\$4.11	\$3.97
Total COST	\$71.06	\$70.43	\$72.92	\$63.74	\$88.86	\$86.08
Number of Calls						
Interstate	55	45	49	40	58	57
In-state	77	65	71	48	53	61
IntraLATA		2			1	
International	2	7			1	
Canada			5	2		
Total CALLS	134	119	125	90	113	118
Duration of Calls						
Interstate	1:49:00	1:23:00	1:16:00	1:13:00	1:45:00	2:07:00
In-state	3:07:00	3:25:00	3:52:00	2:20	3:33:00	2:27:00
IntraLATA		2:00			2:00	
International	2:00	7:00			1:00	
Canada			5:00	2:00		
Total DURATION	4:58:00	4:57:00	5:13:00	3:35:00	5:21:00	4:34:00

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	July	August	September	October	November	December
LD Service	\$11.95	\$11.95	\$11.95	\$11.95	\$11.95	\$14.95
Waived > \$35						
Waived > \$50	(\$11.95)	(\$11.95)	(\$11.95)	(\$11.95)	(\$11.95)	(\$14.95)
Inbound 800	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
Eligible for Discount						
Interstate	\$68.53	\$41.44	\$52.00	\$92.07	\$33.00	\$49.42
In-state	\$95.83	\$102.86	\$60.31	\$48.84	\$46.99	\$29.23
IntraLATA	\$1.48	\$4.07		\$1.11		\$0.37
International			\$1.38		\$1.38	
Canada						
Ineligible for Discount						
- pay phone originated calls	3	3	8	0		1
Interstate	\$0.78	\$0.52	\$0.52		\$0.26	
In-state			\$1.56		\$0.26	\$0.26
IntraLATA		\$0.26				
International						
Canada						
Volume Discount	(\$49.75)	(\$44.51)	(\$34.11)	(\$42.61)	(\$24.41)	(\$23.71)
Competitive Discount - 15%	(\$24.88)	(\$22.26)	(\$17.05)	(\$21.30)	(\$12.21)	\$0.00
Other - Rate Change Charge						\$1.20
Waived - Volume						(\$1.20)
Regulatory Fees	\$5.13	\$3.67	\$4.31	\$6.30	\$3.28	\$4.76
Tax	\$5.39	\$4.89	\$4.01	\$4.89	\$3.04	\$3.68
Total COST	\$117.51	\$105.94	\$87.93	\$104.30	\$66.59	\$79.01
Number of Calls						
Interstate	67	55	53	39	38	44
In-state	75	75	64	51	44	32
IntraLATA	2	3		1		1
International			1		1	
Canada						
Total CALLS	144	133	118	91	83	77
Duration of Calls						
Interstate	2:29:00	1:28:00	1:44:00	3:04:00	1:06:00	1:31:00
In-state	4:19:00	4:38:00	2:43:00	2:12:00	2:07:00	1:19:00
IntraLATA	4:00	11:00		3:00		1:00
International			1:00		1:00	
Canada						
Total DURATION	6:52:00	6:17:00	4:28:00	5:19:00	3:14:00	2:51:00

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ARSCNA Phonenumber - AT&T Summary 2003

	January	February	March
LD Service	\$14.95	\$14.95	\$14.95
Waived > \$25			
Waived > \$50	(\$14.95)	(\$14.95)	(\$14.95)
Inbound 800	\$15.00	\$15.00	\$15.00
Eligible for Discount			
Interstate	\$49.42	\$44.27	\$40.83
In-state	\$29.23	\$81.40	\$31.45
IntraLATA	\$0.37	\$0.74	
International		\$1.56	\$3.12
Canada			
Ineligible for Discount			
- pay phone originated calls	1	4	2
Interstate		\$0.52	\$0.26
In-state	\$0.26	\$0.52	\$0.26
IntraLATA			
International			
Canada			
Volume Discount	(\$23.71)	(\$38.39)	(\$22.62)
Competitive Discount - 15%	N/A	N/A	N/A
Other - Rate Change Charge	\$1.20		
Waived - Volume	(\$1.20)		
Regulatory Fees	\$4.76	\$4.57	\$4.42
Tax	\$3.68	\$4.97	\$3.37
Total COST	\$79.01	\$115.16	\$76.09
Number of Calls			
Interstate	44	49	41
In-state	32	54	35
IntraLATA	1	1	
International		1	2
Canada			
Total CALLS	77	105	78
Duration of Calls			
Interstate	1:31:00	1:18:00	1:12:00
In-state	1:19:00	3:40:00	1:25:00
IntraLATA	1:00	2:00	
International		1:00	2:00
Canada			
Total DURATION	2:51:00	5:01:00	2:39:00