



Anchorage Alaska Intergroup
Effective Date: 09, 2015

AAI Policy #: Undetermined
Adopted: 12, 2014
Revised: 09, 2015

Telephone Hotline Answering Service

Purpose:

The purpose of explaining the process for creating and maintaining the Telephone Hotline Answering Service.

Additional Authority:

None

Scope:

Anchorage Alaska Intergroup

Responsible Party:

Anchorage Alaska Intergroup

POLICY

AAI shall provide a forward telephone hotline answering service for newcomers, queries, and parties interested in OA or AAI. This service will include both local and 800 numbers so that we can improve our ability to communicate with people outside the Anchorage area.

PROCEDURE

AAI set up a telephone forward hotline answering service with meetings. Each meeting that sends a group rep to the monthly AAI meeting (including calling into the meeting) will take part in the rotation of answering the telephone. After missing two consecutive AAI meetings, the group is removed from the rotation list. Each meeting answers the telephone hotline for a month and then the service is rotated and forwarded to the next meeting in line on the AAI Telephone Answering List.