

**NA Boulder Helpline
Summary Report
May 7, 2017**

Apologies for my not attending this month's BASC meeting, but here is a summary report for the NA Helpline:

- The next NA Boulder Helpline Subcommittee meeting is scheduled for this Wednesday, May 10th at 7pm at Yurihana Sushi Bar in Gunbarrel. The subcommittee would love to have more input from members, so please attend if you are able to!**
- I have the following update on the issue that was discussed last month at area, regarding our phone service provider (AlphaPage) recording calls:**
 - On 04/19/17, I spoke with AlphaPage's Director of Operations, and asked if it was possible to not record any calls that are answered for our phonenumber, and was told "we will find out if that feature can be turned off and will get back to you." Later that day, I was informed (in writing) that the recording feature for our services had been turned off.**
- Regarding the issue of AlphaPage not being able to list our phonenumber in Information (411):**
 - This issue was discussed at the March subcommittee meeting, and multiple solution options were discussed. One option that was suggested was to purchase a second phone line to list, and have it forwarded to our current phonenumber. CenturyLink was contacted, and the option of a second phone line was discussed with an agent.**
 - We can purchase what is called a "market expansion line" for approximately \$25/month, and we could have that phonenumber simply link directly to our current helpline number, so that when an addict calls 411, and asks for "Boulder Narcotics Anonymous" they could be given a number to call. (Currently, when anyone calls 411 and asks for Boulder NA, they are told that no number is listed, because AlphaPage owns the phone number and told me they cannot list the number as Boulder NA.)**
 - The \$25/month will depend on the number of calls transferred, so the amount could potentially increase or decrease, depending on the number of callers.**
 - I would like to propose that BASC purchase this extra line for listing, which will cost approximately \$25 per month, in addition to our approximate \$108 per month phone bill**

(our total each month for the helpline will be approximately \$133 per month.

- **If it is recommended that we hold off, and consider changing our helpline provider due to the extra cost, here is a breakdown of the monthly costs and services for three additional providers that are used by various regions:**
 - **OneBox (used by Mile High fellowship) approximately \$90 per month, recording feature can be turned off.**
 - **RingCentral (used by Peninsula fellowship) approximately \$70 per month, recording feature can be turned off.**

Google Voice (used by Four Corners fellowships) \$0 per month, however they do record calls.