

1-800 Phone System

caller calls local numbers
- call is forwarded to 800
number

caller calls 800
number

caller chooses from the
following options

0
to hear a
recording of
meeting
times,
locations,
and
contacts

1
to speak to AA
in Sandpoint,
Priest River,
Priest Lake,
Hope, Clark
Fork Idaho
area

2
to speak
to AA in
Libby,
Troy,
Noxon
Montana
area

3
to speak
to AA in
Bonners
Ferry,
Ellmira
Idaho
area

4
to speak to
AA in
Newport,
Blanchard,
Oldtown,
Cusik, Usk
Washington
area

caller
chooses
which town
they would
like meeting
information

the call is simultaneously forwarded to the phone numbers of 9 alcoholics for the area the caller chose. All numbers ring simultaneously until one of these 9 alcoholics answers the call. If no one answers, the system loops and forwards the call to the 9 numbers again, until someone answers the call. For each time slot, 9 AA-ers may sign up to answer the calls. An AA member can sign up for as many or few shifts as desired. If for any reason an AA-er cannot answer the phone during a shift, they need to tell the phone committee so someone else can take that shift.

the caller
hears a
recording of
meeting
information
for the area
chosen,
taken from
the
schedule,
including
contact
phone
numbers

The responding AA member says:

"Thank you for calling AA. I'm a member of AA and I would like to have another AA member call you back so we can keep this phone line open. Would you tell me your first name and phone number so someone can call you right back."

It is very important for the responding AA member have a female alcoholic call women and a male alcoholic call men. AA members answering the 800 number will have a list of 12-steppers for each of the areas, and will find one to call the caller back immediately, working first from the closest areas to the callers location. If no one is available to take the 12-step call, the responding AA member should call the caller back themselves.