

# 800 # Voice Mail Committee Report

## The Committee

The 800 # Voice Mail Committee came together as a volunteer group in response to the following:

- a. the initial survey of the G.S.A. community, which mandated that an 800# meeting information hotline was the community's top priority, and
- b. the need of the G.S.A. Conference and Board of Trustees for more information on this matter.

## Committee's Findings

Over the last year, the committee has researched 12 potential couriers and from these investigations suggests three possible companies. The attached chart outlines features offered by the three voice mail suppliers that most closely meet our criteria. American Voice Mail is the committee's 1st choice.

- a. They have previous experience with CA & NA.
- b. We found their sales staff responsive.
- c. They appear to be willing to negotiate prices.

## Next Steps according to MCI WorldCom

- a. Gary G. releases 888-473-9743 (GREYSHEET) to G.S.A. in letter to Eric Holland, MCI WorldCom local customer service, 1-888-208-2729.
- b. The number is attached to a local (212, 646, 917, etc.) number.
- c. Setup with American Voice Mail (or chosen carrier).
- d. Furnish proof of non-profit status.
- e. Determine source of payment.
- f. Determine mode of payment and address for bills.

## Notes

- g. If an MCI (1-800-754-4780) plan is used, charge is \$.07 to \$.10 per minute for incoming calls.

800# monthly charge is \$5.00 per month with MCI long distance service or \$10.00 per month without MCI long distance.

**800 VOICE MAIL INFORMATION**

<b>Company info</b>	<b>Use 800#?***</b>	<b>Post 20 1-3 Minute Announcements?</b>	<b>Voice Recognition?</b>	<b>Fax Out?</b>	<b>Handle All Of Bill?</b>	<b>Ability To Expand?</b>	<b>Need Checking Account?</b>	<b>Non-Profit Proof Req.?</b>	<b>Cost of Voice Mail Service</b>
<b>American Voice Mail</b> 800-347-2861, ext. 838 Contact: Gerard Pepe 7am-noon Pacific	Yes	Yes; mailbox extensions 2 min. each, as many as needed (pay for each)	No	Yes; fax on demand	No; there will be a bill from *ring to number* given by AVM	Yes	No	Yes	\$9.95/mo. Main box \$4.95/mo. Each additional; can waive communications tax; no charge per minute or on line; \$108.95/mo. based on 20 extensions; set-up cost is \$199.00 (last month plus \$5 each box activation fee (1st month waived). ****
<b>Professional Communications Messaging Services</b> 888-776-2661 Contact: Jeff Slater	Yes	Yes	No	Yes; fax on demand	No; pay 800# rental & usage separately	Yes	No	Yes	\$15.00/mo. Main line \$5.00/mo. Per extension No charge on line or time \$115.00/mo. Based on 20 extensions Minimum \$15.00/mo. Charge Set-up fee \$25.00 for package plus first and last month = \$225.00 ****
<b>Automated Call Processing</b> 415-474-6099 Contact: Monica Madrid An interactive voice response system	Yes	Yes	Yes	Yes	Yes	Yes	Maybe	Yes	Set-up fee varies according to job; every change afterward costs \$?; charged per minutes used: Up to 100,000 min/mo. = \$.28/min. 100,000 - 500,000 min/mo. = \$.27/min., etc.
<p>*** Notes:</p> <ol style="list-style-type: none"> <li>Our recommended package might look like the following example: American Voice Mail + Local Telephone Carrier (e.g. AT&amp;T, Verizon, etc.) + MCI WorldCom (provides 800# &amp; per min. usage) = 800# INFO HOTLINE</li> <li>All quoted prices are subject to change.</li> <li>Service is for domestic use only, and cannot be used by international callers.</li> </ol>									**** Additional charges will be incurred for telephone services.

Respectfully submitted by Colette C., Jason D., Judi B., and Linda R., 8/27/2001