

TELEPHONE ANSWERING SERVICE
(HOW IT WORKS)

District 3 pays a professional answering service to process Al-Anon calls. Calls are received by this service 24 hours a day, 7 days a week.

Our TAS operates between the hours of 8am and 11pm, seven days a week. There are 21 time slots for each week consisting of 5 hours each.

When an Al-Anon call is received by the professional service the operator takes down the name and phone number, and informs the caller that someone will call them back. The operator puts that information into the automated messenger system, which then calls the volunteer on duty at that time.

Al-Anon messages are held in the voice mail for only 45 minutes. If the volunteer does not pick up the calls within that time frame, the operator from the answering service will call someone on the revert list. These calls often represent a person's first exposure to Al-Anon. It is important that these calls be returned promptly.

It is not necessary for the volunteers to stay at home to carry the Al-Anon message of hope. The system can be used from any touch-tone phone at any location.

The only requirements for volunteers is a willingness to serve, a touch-tone phone, and 6 month of program.

If you have any questions, please contact

~~922-444-4444 (home) or 922-444-4444 (work) to leave a message.~~
Telephone Answering Service (TAS) Chairperson