



# GOASCNA Helpline Report

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**ASC Date:** 2/12/2017

**Meeting Date:** 1/27/2017 6:06 PM

**Members Present:** 0

**Location:** Panera

Opened the meeting with a moment of silence followed by the Serenity Prayer. The 12 Traditions were read./{waived)

## **General Report**

It was suggested to me @ Last ASC that I attend Regions to get any experience strength & hope about the dropped calls; I did that and passed on the experiences(St.Petes'Area) of the OneBox system

and suggestions( one suggestion from Region Helpline chair to join Statewide Helpline( "Grasshopper") which does not have an "easy access" for a Spanish speaking member.

*Also we did get a new member to the Helpline that Speaks Spanish only for those that prefer to speak Spanish*

Because There have been complaints from the phone carriers of some possible dropped calls and other challenges as an example the name of person who is calling isn't given an opportunity to say their name no clear reasons from OneBox. So we as a Subcommittee have delegated some "focus" groups to look into costs of other PBX systems and do comparisons... i.e.looking to find other PBX systems(i.e.:"eVoice")

## **Elections**

None....possible talk of a Vice Chair(.."more will be revealed")

## **Concerns or Needs**

Looking for new meeting place

## **Upcoming Events**

None

## **In Loving Service,**

Kevin M.Chair, ILS.