

## **Chapter Three: AA and Electronic Communications**

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2. Email
3. Bulk Email (Spam)
4. Conference Calls
5. Electronic Communications Liaison Officer
6. The AA GB Website
7. Local Websites
8. Online Responder Service (ORS)
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### **3:8 Online Responder Service (ORS)**

AAGB provides an online response help desk where members of the public can make enquiries about AA, AA meetings etc. by sending an email to [help@aamail.org](mailto:help@aamail.org). This service is administered by the ECSC.

The aim of this helpdesk is to encourage the sufferer to call the national helpline number and to attend local meetings.

The helpdesk enquiries are answered by a team of on-line responders.

Qualifications for online responder are:

- Two years' continuous sobriety;
- Experience of service within AA;
- A thorough understanding of the program of AA and a good understanding of the Traditions;
- Computer literacy, particularly with experience and familiarity of email across the Internet.

Full training is provided before those new to ORS are expected to act as responders.

The ECSC will review ORS annually, taking care to ensure that the service is sufficiently resourced, has appropriate leadership in the form of an Administrator and has a succession plan in place for when the Administrator rotates out. The Administrator will hold a position on the ECSC, and may also appoint an assistant to help with training and other administrative functions.

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Delete the existing section 3:8 and replace with:

### **3:8 Online Responder Service and Chat Now Service**

AAGB provides two online response helpdesks where members of the public can make enquiries about AA, AA meetings etc.

- Online Response Service (ORS). An email is sent to [help@aamail.org](mailto:help@aamail.org).
- Chat Now Service (CNS). Certain pages of our website allow a visitor to open a keyboard chat.

These services are administered by the ECSC.

The aim of these helpdesks is to encourage the sufferer to call the national helpline number and to attend local meetings.

The helpdesk enquiries are answered by teams of online responders.

Qualifications for online responder are:

- Two years' continuous sobriety;
- Experience of service within AA;
- A thorough understanding of the program of AA and a good understanding of the Traditions;
- Computer literacy:  
ORS requires experience and familiarity with email across the Internet.  
CNS requires the ability to answer queries quickly and succinctly.

Full training is provided before those new to ORS or CNS are expected to act as responders.

The ECSC will review ORS and CNS annually, taking care to ensure that the services are sufficiently resourced, have appropriate leadership in the form of Administrators and have succession plans in place for when the Administrators rotate out. The Administrators will hold positions on the ECSC, and each may also appoint an assistant to help with training and other administrative functions.

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