

Georgia Regional Service Committee's *Public Relations Subcommittee* 2018 Tech Budget

Helplines, Websites, & Tools for Trusted Servants



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graph TD; A[PR Tech Services] --> B[Helpline]; A --> C[Web Hosting & Email]; A --> D[File Sharing]; B --> E[Telzio Phone Service]; C --> F[InMotion Hosting]; D --> G[NextCloud hosted by Hostiso];
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PR Tech Services

Helpline

Telzio Phone
Service

Web Hosting &
Email

InMotion
Hosting

File Sharing

NextCloud
hosted by
Hostiso

Helpline Service Choices

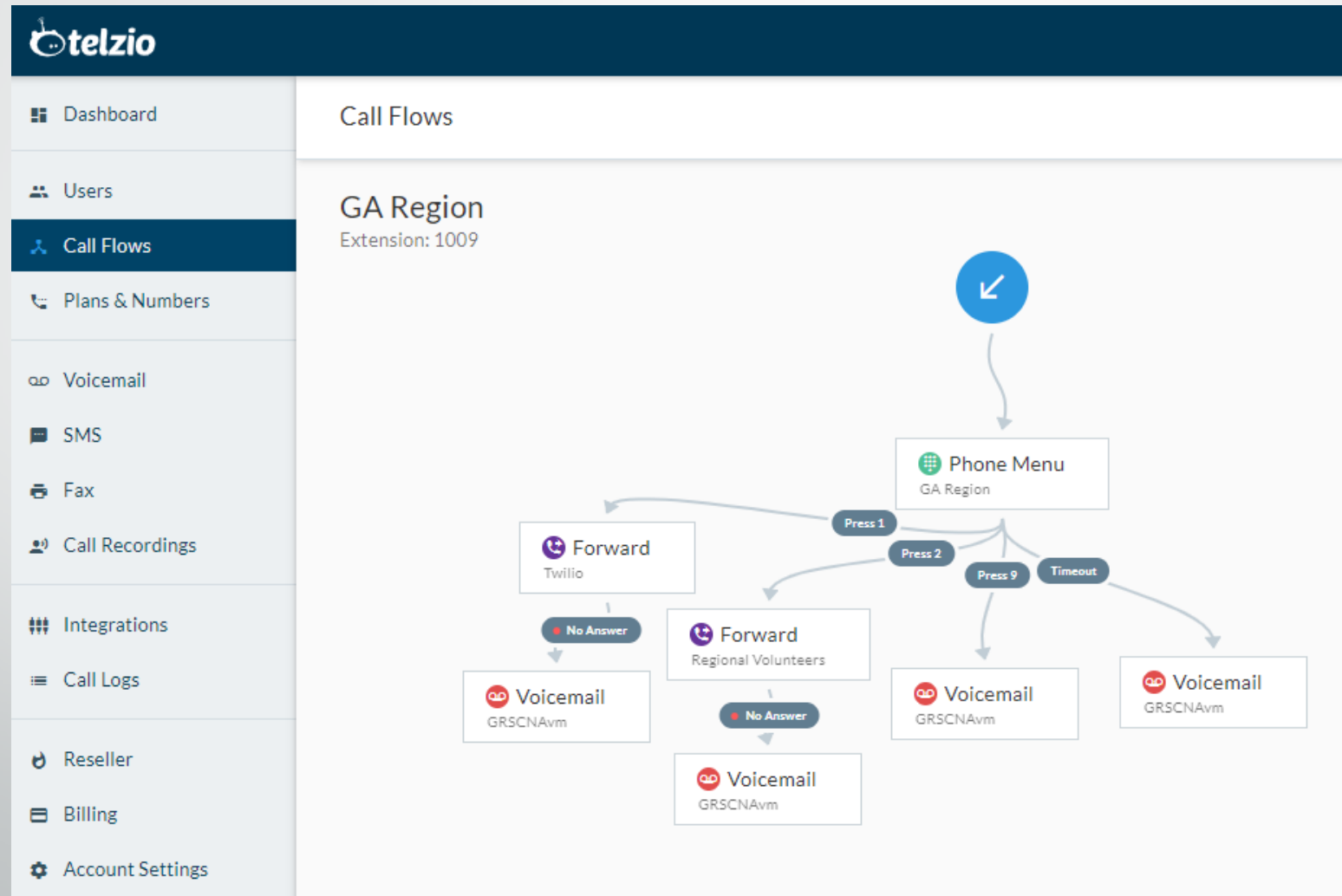
Old Way	New Way
Each area had a cellphone	Internet phone service routes calls to volunteers
<ul style="list-style-type: none">• Service was reliable but...cost at least \$30 a month for 1 person to carry phone at a time	<ul style="list-style-type: none">• Discount service Multitel unreliable; Telzio is cheapest of well-reviewed internet phone service providers (see itclick.com)
<ul style="list-style-type: none">• 1 person had cellphone at a time so availability a problem	<ul style="list-style-type: none">• Calls routed to as many volunteers as exist
<ul style="list-style-type: none">• Voicemail left on cellphone	<ul style="list-style-type: none">• Voicemail transcribed and emailed to committee
<ul style="list-style-type: none">• Each area paid at least \$30 a month with all fees	<ul style="list-style-type: none">• 17 service bodies share an account for \$114.92 a month, or \$6.76 a month per service body
<ul style="list-style-type: none">• Meeting info was either not available to caller or PR had to manually read meeting info and record to sound file	<ul style="list-style-type: none">• Meeting info read and texted to caller by connecting phone service to meeting database server

Why Helpline Cost Increased

- Discount phone service Multitel was UNRELIABLE BUT CHEAP (all incoming calls were free)
- Internet phone services usually charge \$10 - \$30 a month per service body & we have 18 in Georgia (\$10-30 before fees, addons, and minutes)
- Telzio is.... \$114.92 a month (was \$85 a mo but with more areas need 2,000 minutes a mo)
 - a newer internet phone service (not per extension, only \$1 a mo for extra numbers)
 - Gets excellent reviews (yelp, capterra.com, whichvoip.com rate at least 4 out of 5)
 - is reasonably priced (cheaper than Vonage, Ringcentral, Nextiva, Mitel, etc.)
- Phone.com would cost \$12 more a month (used by the Extreme Northern Area)
- Other equal services cost \$300-400 a month

Helpline Call Flows ...

What Happens to a Call



Helplines with Phone Menus

- Phone Menus can be added to a Call Flow Diagram

The screenshot shows the Telzio Phone Menu configuration interface. On the left is a sidebar with navigation links: Dashboard, Users, and Call Flows. The main area is titled 'Phone Menu' and 'GA Region'. It features a 'Current Greeting' section with a play button and a timer (00:00 / 00:14). To the right of the greeting are buttons for 'Add New Greeting', 'Record', 'Upload', and 'Type'. Below these are 'Keypad Options' and 'Advanced Options'.

“Thanks for calling the Georgia Region of Narcotics Anonymous. Press 1 for Meeting Information. Press 2 to speak with a Helpline Volunteer. Press 9 to leave a voicemail message. Again thanks for calling.”

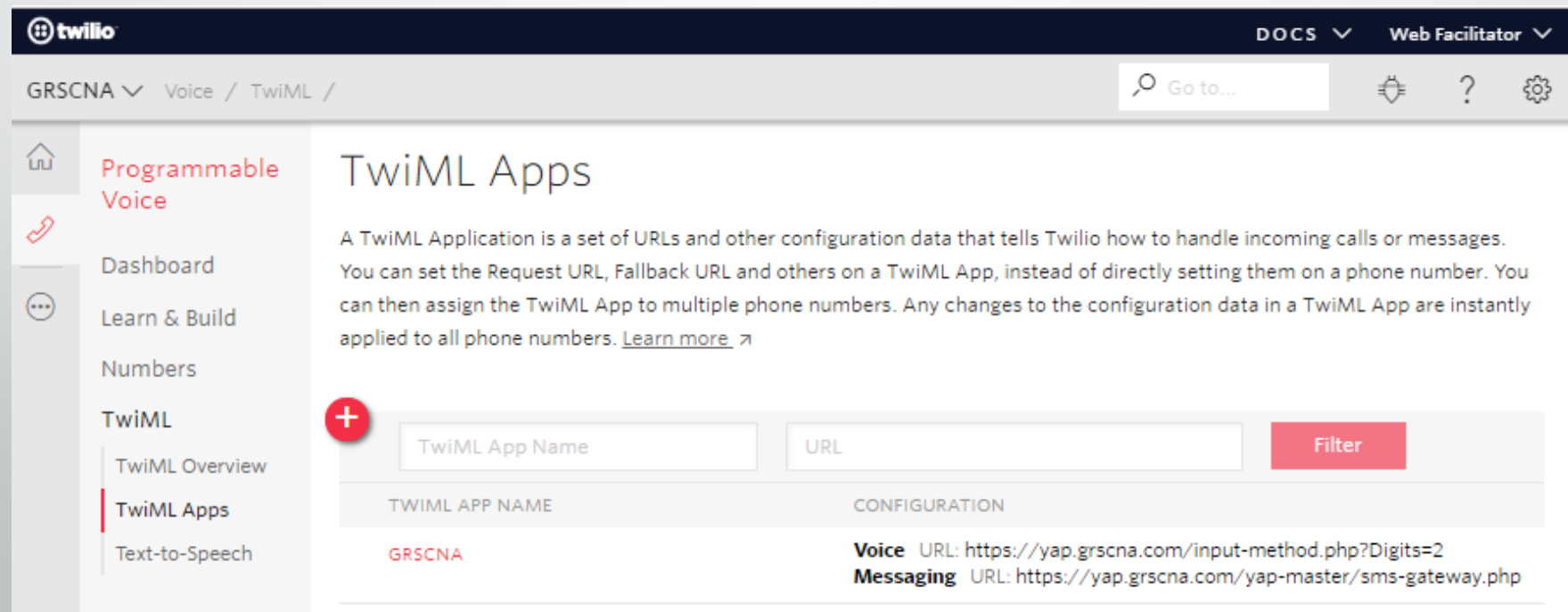
The keypad options are displayed as a 4x3 grid of buttons. The buttons for 1, 2, and 9 are highlighted in blue. Arrows point from the text overlay to these buttons: one from 'Press 1 for Meeting Information' to button 1, one from 'Press 2 to speak with a Helpline Volunteer' to button 2, and one from 'Press 9 to leave a voicemail message' to button 9.

The advanced options include:

- ☒ Allow Extensions
- ☒ Timeout Action
- Timeout: 7 sec.
- Repeat Greeting: 2 times
- Go To Previous Menu: Not Selected

Helplines providing Meeting Info

- Twilio is a service linking Telzio phone service to our meeting database (BMLT)
- Twilio allows caller to speak the city or zip code desired for meeting info
- Twilio then reads out loud and texts to caller the 5 closest meeting matches
- Twilio charges per usage but is averaging \$10 a month



The screenshot shows the Twilio web interface. The top navigation bar includes the Twilio logo, 'DOCS', and 'Web Facilitator'. The breadcrumb trail is 'GRSCNA > Voice > TwiML'. The left sidebar contains links to 'Programmable Voice', 'Dashboard', 'Learn & Build', 'Numbers', 'TwiML', 'TwiML Overview', 'TwiML Apps' (which is highlighted), and 'Text-to-Speech'. The main content area is titled 'TwiML Apps' and contains a description: 'A TwiML Application is a set of URLs and other configuration data that tells Twilio how to handle incoming calls or messages. You can set the Request URL, Fallback URL and others on a TwiML App, instead of directly setting them on a phone number. You can then assign the TwiML App to multiple phone numbers. Any changes to the configuration data in a TwiML App are instantly applied to all phone numbers. [Learn more](#)'. Below this is a form with a red '+' icon, a 'TwiML App Name' input field, a 'URL' input field, and a red 'Filter' button. At the bottom, a table lists the TwiML Apps.

TWIML APP NAME	CONFIGURATION
GRSCNA	Voice URL: https://yap.grscna.com/input-method.php?Digits=2 Messaging URL: https://yap.grscna.com/yap-master/sms-gateway.php

Why Web Hosting Cost Increased

- Shared web hosting plans are unreliable for us now
 - ✓ We had an unlimited \$20 a month shared plan that was great
 - ✓ Once our hosting service added enough other customers to share the same server it became slow & began running out of resources, causing sites to be inconsistent

The Difference Between **Shared** and **VPS Hosting** in a Nutshell. Simply put, **shared hosting** means your site will share the same **server** as many other sites. It's usually the cheapest option but comes with limited bandwidth, administration, and performance capabilities.



6 Key Differences — "Shared Hosting vs. VPS Hosting" (2018 Guide ...

<https://www.hostingadvice.com/how-to/shared-hosting-vs-vps-hosting/>

InMotion Hosting's Managed Virtual Private Servers

- InMotion Hosting provides Wordpress specific hosting and 24/7 tech support
 - InMotion upgraded us to a small web server (\$30 a month for 1st year)
 - InMotion maintains the web server
 - Year 2 & beyond the cost will be \$40 a month (4 GB's RAM, 75 GB's Storage, 4 TB's bandwidth, managed server)

Plan	Price	Original Price	Discount	RAM	Storage	Bandwidth	SSLs
VPS-1000HA-S	\$29 ¹⁹ /mo.	\$39.99/mo	27% OFF!	4GB [†]	75GB	4TB	Free
VPS-2000HA-S (BEST VALUE)	\$47 ³⁹ /mo.	\$79.99/mo	40% OFF!	6GB [†]	150GB	5TB	Free
VPS-3000HA-S	\$69 ³⁴ /mo.	\$144.99/mo	52% OFF!	8GB [†]	260GB	6TB	Free

Alternatives to InMotion Hosting

PC

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What are you looking for?

#WhyAxis #AmazonEcho #1CoolThing #GeForceRTX2080Ti #iPhoneXSMAXReview

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The Best VPS Web Hosting Services of 2018

Virtual private server hosting offers more server power than basic shared hosting, yet it costs considerably less than ultra-powerful dedicated hosting. These 10 top VPS web hosts can help you scale up without costing you heavy coin.

By Jeffrey L. Wilson June 14, 2018 9:58AM EST

118 SHARES

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	\$59.95/ 1 year	\$79.95 starting 2nd mo	\$55/ month	\$40/ month	\$99/ month	\$69.99/ month	\$39.99/ month	\$29.99/ month	\$59.99/ month	\$100/ month
Product	HostGator Web Hosting	TMDHosting Web Hosting	DreamHost Web Hosting	Hostwinds Web Hosting	Liquid Web Hosting	GoDaddy Web Hosting	InMotion Web Hosting	1&1 Web Hosting	Bluehost Web Hosting	Media Temple Web Hosting
Lowest Price	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT	SEE IT
Editors' Rating	EDITORS' CHOICE	EDITORS' CHOICE	EDITORS' CHOICE	EDITORS' CHOICE	EDITORS' CHOICE					

Regional PR tried 1&1 Hosting and it was difficult to implement and their customer service was bad.

Domain Registrations

Offered to all service bodies to protect from accidental domain cancellations due to servant rotation

[My Account](#) > Domain Management

Domain Management

Domain
grscna.net
negana.org
northatlantana.org
grscna.com
cfrana.com
eeascna.org
metroatlana.com
weascna.org
southatlana.com

BILLING SNAPSHOT

[Upcoming Payments - Pay Now](#)

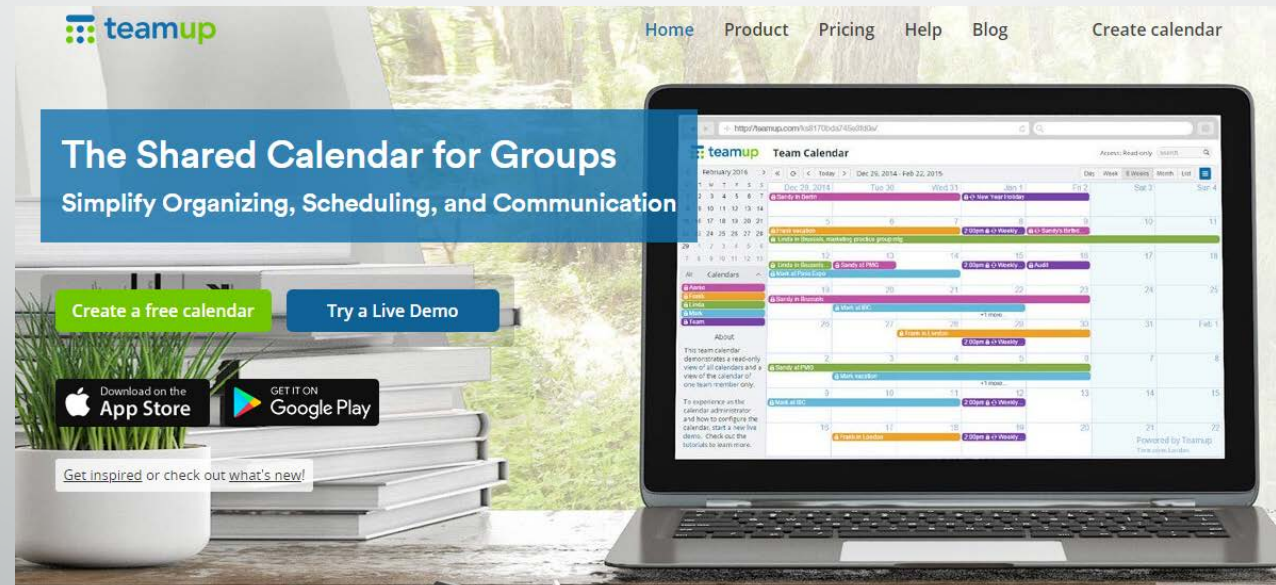
cfrana.com

Next Payment Amount	\$15.99
Due Date	Oct 27, 2018
Product	Domain Registration
Term	1 year
Credit Card Expires	10/2020
Credit Card	****1014

9 ea at \$16 a year
could double to
18 service bodies
at \$16 a year


Calendars for Service Bodies


- Google Calendar has not worked ... requires users to login to grscna.com Google accounts
- Trusted servants already have personal Gmail accounts
- Switching back and forth between Google accounts too challenging
- TeamUp's Calendar allows adding events from website without logging in



TeamUp Cost

We have 18 service bodies so we need the Premium plan.

HomeProductPricingHelpBlogCreate calendar

<div>FREE</div> <div>\$0</div> <div>Basic</div> <div>Try</div> <div>For small teams or small operations, unlimited evaluation or use as long as you need.</div> <div>Free basic plan includes:</div> <ul style="list-style-type: none">• Unlimited # of users• Up to 8 sub-calendars• 1 year of historical data	<div>PLUS</div> <div>\$8</div> <div>Per month. Billed annually.</div> <div>3 days free trial</div> <div>Upgrade</div> <div>You can upgrade from an existing free calendar.</div> <div>Plus includes everything in Free, and:</div> <ul style="list-style-type: none">• Password protection• Daily Agenda• Up to 12 sub-calendars	<div>PREMIUM</div> <div>\$20</div> <div>Per month. Billed annually.</div> <div>3 days free trial</div> <div>Upgrade</div> <div>Monthly billing: \$24 (contact us)</div> <div>Premium includes everything in Free, Plus, and:</div> <ul style="list-style-type: none">• File and image upload• Up to 50 sub-calendars (contact us for 50+)	<div>ENTERPRISE</div> <div></div> <div>Starting at \$80/month</div> <div>Contact us</div> <div>For organizations that need multiple master calendars or have unique configuration requirements. See sample use cases and benefits.</div> <div>Enterprise includes everything in Plus or Premium, and:</div> <ul style="list-style-type: none">• Multiple calendars• Consolidated billing• Volume discount
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Cloud Storage

- What Region currently has...a free Google G Suite account with a total of 15 GB's of storage, which is for all email accounts at grscna.com
- Region needs a shared file storage solution...but has 37 email accounts

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[#1CoolThing](#)
[#GeForceRTX2080Ti](#)
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	Dropbox Business	Egnyte Business	Amazon S3	Google Drive for Work	Microsoft OneDrive for Business	Box (for Business)	Jungle Disk	MozyPro for Business	ADrive Business	Livedrive for Business
Product	Per user Per mo	Per user Per mo	Per Usage	Per user Per mo	Per user Per mo	Per user Per mo	Per user Per mo	Per user Per mo	Per user Per mo	Per 3 users Per mo
Lowest Price	\$15.00 MSRP	\$8.00 MSRP	\$11.50/month MSRP	\$5.00 MSRP	\$5.00 MSRP	\$15.00 MSRP	\$8.00 MSRP	\$13.98 MSRP	\$2.50 MSRP	\$50.00 MSRP
Editors' Rating	 EDITORS' CHOICE	 EDITORS' CHOICE	 No support							

Cloud Storage for Many Users

Best Free Cloud Services For Linux in 2018

Last updated August 26, 2018 By [Abhishek Prakash](#) — [67 Comments](#)

Which is the best cloud storage service for Linux? We list several free cloud storage services that you can use in Linux.

Nextcloud is a free and open source cloud storage and collaboration platform that you can install on your own server.

Nextcloud is a complete document management platform for small and medium sized businesses. Apart from the cloud storage, you can also use Nextcloud for mails, contacts, calendars for users in your organization.

That's not it. Nextcloud also has tools for chat, calls and web meetings. It's a complete productivity suite that can be hosted on the servers of your organization.

Pros	Cons
<ul style="list-style-type: none">• Free and Open Source software• Complete control on your data• A complete productivity suite• Useful for small and midsize organizations as well as individuals	<ul style="list-style-type: none">• Not a managed cloud service• You'll need your own server and manage it manually



MANAGED NEXTCLOUD HOSTING

Fully managed and optimized NextCloud hosting,
powered by cPanel® with FREE SSL, Backups, Domain and
more!

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Fully managed shared hosting with free domain, SSL, backups, premium support and more.

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Best
Nextcloud
Provider

Basic
Small to medium traffic personal sites

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Unlimited Domains
100 GB RAID 10 Storage
Unmetered Premium Bandwidth

Powered by cPanel®
FREE SSL & Domain
FREE App Installer & Backups
1x Processing Power & Memory

ORDER NOW

MOST POPULAR

Business
High traffic corporate sites

\$6.99 / month for year payment

Unlimited Domains
500 GB RAID 10 Storage
Unmetered Premium Bandwidth

Powered by cPanel®
FREE SSL & Domain
FREE App Installer & Backups
2x Processing Power & Memory

ORDER NOW

Pro
Enterprise content management

\$9.99 / month for year payment

Unlimited Domains
Unlimited RAID 10 Storage
Unmetered Premium Bandwidth

Powered by cPanel®
FREE SSL & Domain
FREE App Installer & Backups
3x Processing Power & Memory

ORDER NOW

Product/Service	Pricing	Due	Status
Pro grscna.work	\$15.00 USD Monthly	08.10.2018	Active

NextCloud Free Add-In Apps

All apps

Customization

Files

Games

Integration

Monitoring

Multimedia

Office & text

Organization

Search

Security

Social & communication

Tools


Rating

Rating (recent)

Latest

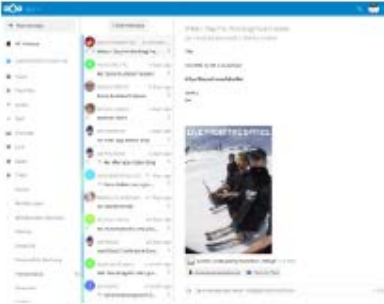
▼ Alphabetical

☒ Featured




Talk

Video & audio-conferencing using WebRTC




Mail

IMAP web client



Contacts


A contacts app for Nextcloud




Circles

Bring cloud-users closer together.

If All Trusted Servants in Georgia Were Included, our NextCloud Hosting could be upgraded to...



4 CPU Intel® Xeon®	8 GB DDR4 RAM	500 GB SSD RAID 10	6000 GB Premium Bandwidth	\$49.99 Monthly	 ORDER NOW
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VPS Hosting Features

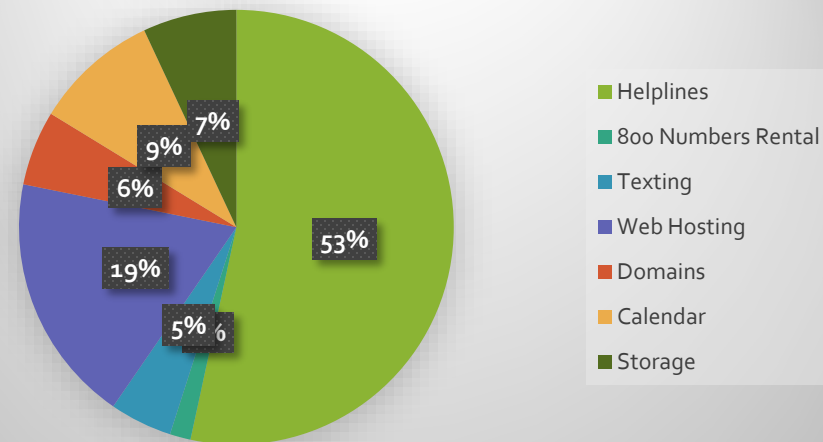
We preinstall and maintain all the software you need on your server.

- ✓ SSL & Domain
- ✓ Backups & Support
- ✓ WHM & cPanel
- ✓ Softaculous Autoinstaller
- ✓ Fully Managed Servers
- ✓ Auto-Scalable Resources
- ✓ Free CDN & Multiple Locations
- ✓ PHP 5.6 and up
- ✓ Apache/Lightspeed & CentOS
- ✓ MariaDB & PostgreSQL
- ✓ Emails Spam Filtering
- ✓ SSH, FFMPEG, Git, Redis ...

Cost Summary

Regional PR Annual Tech Budget					
	2018	2018	2017	2017	
Specific Services	Likely	Possible	Budget	Actual	
Helplines	\$1,379.04	\$1,379.04	\$200.00	\$360.00	Multitel
800 Numbers Rental	\$40.00	\$40.00	\$0.00	\$12.00	only 1 x 1 800 #
Texting	\$120.00	\$240.00	\$0.00	\$0.00	N/A
Web Hosting	\$479.88	\$479.88	\$1,200.00	\$500.00	1st term discount
Domains	\$143.91	\$287.82	\$0.00	\$130.00	1 less domain
Calendar	\$240.00	\$240.00	\$0.00	\$120.00	Started Jan
Storage	\$180.00	\$599.88	\$0.00	\$0.00	N/A
	\$2,582.83	\$3,266.62	\$1,400.00	\$1,122.00	

Likely Costs 2018



PR Tech Budget Conclusions

- Our costs have gone up because we are doing a lot more and providing vastly superior services to what Region has used in the past
- Is the year to year increase likely to continue? NO.
 1. We are nearing the end of the PR Tech Committee's original upgrade plan.
 2. The last piece is the NextCloud Intranet at grscna.work for trusted servants.
- Could our budget DECREASE in the future? Yes
 1. The software that allows the Twilio service to text meeting info is a program written by a member called Yap.
 2. Yap also provides a volunteer routing program like Telzio using Twilio pricing
 3. PR is waiting for Yap to be fully developed and to offer mobile apps like Telzio
 4. What would Yap/Twilio cost in place of Telzio? \$30 a month as compared to \$114.92 a month