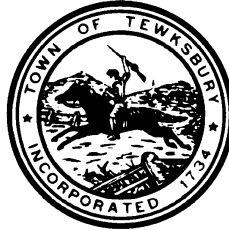


Tewksbury Public Schools

139 Pleasant Street
Tewksbury, Massachusetts 01876



To: All Members of the Tewksbury Public Schools Community
From: Dave Libby – Data Processing Coordinator
Re: One Call Now Phone System

February 3, 2009

Please be advised that a School Committee policy has been created to allow parents/guardians and staff to determine how they are contacted by the School Department's automated phone service, One Call Now (OCN). Each person will be given 3 options as to how they will be contacted in the future, using OCN. The School Department will make an OCN phone call to each member on:

Thursday, February 5, 2009 beginning at 6:00pm

During this message, you will be given 3 options to select how you would like to be notified. OCN will record your response. These responses will be used to create "subgroups" of members to be used by the school department appropriately for future OCN messages.

Below is a summary listing of your options:

Please press	You will receive calls for....
3	Emergencies - Critical incidents, unscheduled early release days, school closings Routine school business - School-wide functions, absenteeism Town-related information – Upcoming Town Meeting and Election dates
2	Emergencies - Critical incidents, unscheduled early release days, school closings Routine school business - School-wide functions, absences
1	Emergencies ONLY- Critical incidents, unscheduled early release days, school closings

NOTE: The default setting for the district will be "1" – Emergencies ONLY. This means that should you miss the call on February 5, or do not respond to the prompt, you will be placed in the Emergencies ONLY subgroup.

As you may or may not know, OCN can call two numbers per member. You will receive the February 5 call ONLY on your primary phone number. Please see the reverse for some Frequently Asked Questions about OCN.

If you have any questions regarding this policy and/or its' use please contact Dave Libby at dlibby@tewksbury.k12.ma.us

FAQ's Regarding One Call Now

How many numbers can members receive OCN calls on?

Two numbers are permitted per member.

Can a member receive OCN differently for their different numbers?

No. The current system can only create subgroups by member name. For example, Joe Smith cannot have his home phone receive calls for emergencies only (option 1), but have his cell phone receive calls for emergencies, routine school business and town elections (option 2). Both of Joe Smith's phone numbers must receive calls the same way. (EITHER option 1, 2 or 3)

How can members respond to a poll if the message reached their machine?

Since some calls will go to voice mail or answering machines, members can 'call in and vote'. Members can call 877-698-3261, and One Call Now™ will re-play the message and record their response. (For calls sent in past few days only.)

Who should I contact at the school department to change my OCN information?

Please contact Dave Libby via e-mail with any OCN information updates. Please be sure to include your members name and/or phone number that you are updating. The e-mail address is: dlibby@tewksbury.k12.ma.us