

Dear Members of the Board,

House Parent Brian proposes a modification in hostel operations regarding the hostel's phone.

I. Problem Statement

The hostel landline is currently limited as a one-way communication device because it can only call numbers that start with 907.

II. Proposal

House Parent Brian recommends switching our current landline contract with GCI to Dialpad. This change would allow us to:

- 1) Retain a 907 number and the same number.
- 2) Call and text all phone numbers in the USA and Canada as part of their service.

III. Necessary Steps

The following actions are required:

- 1) Sign up for Dialpad.
- 2) Set up Dialpad voicemail and account settings.
- 3) Train Brian, Joey, and Joseph on how to use the system.
- 4) Update the phone number on the website and in Google search results.

House Parent Brian is committed to completing steps 1, 2, and 4 within 24 hours of signing up for Dialpad. Any delays in completing these steps will be his responsibility.

IV. Expected Benefits, Outcomes & Conclusion

Expected Benefits:

- 1) Lower cost for more features: Dialpad at \$19.47 per month vs. GCI at \$40.34 per month.

PHONE		\$40.34
Description	Service Name	Amount
Basic Phone Service	(907) 586-9559	\$20.00
Alaska Universal Service Fund Surcharge		\$2.58
E911 Surcharge		\$1.90
Federal Excise Tax		\$1.11
Federal Universal Service Fund Surcharge		\$2.25
Network Access Fee		\$5.75
Regulatory Cost Charge		\$0.24
Subscriber Line Charge		\$6.50
Universal Access Surcharge		\$0.01
		\$40.34
Flex Calling	(907) 586-9559	\$0.00
TOTAL for Phone Service	Year total 484.08	\$40.34

Dialpad Yearly Breakdown		
Total: \$233.69		
AI Voice \$126		
Fees - \$59.76		Tax - \$47.93
\$47.88 Compliance & Admin	\$9.36 Sales tax	\$1.69 AK Universal Access service fund
\$11.88 e991 Service	\$0.06 AK Universal Access surcharge	\$22.80 911 Surcharge
	\$13.21 Federal Universal Service Fund	\$0.81 Federal Cost recovery

- 2) Additional features: caller ID, transcribed voicemails, and the ability to call or text guests back.
- 3) If hostel guests don't have a phone they can call non-907 number with our phone, which is currently not possible.

Expected Outcomes:

- 1) Easier management of voicemails and callbacks for house parents, who currently use their own phones to call back guests.
- 2) Cost savings for the hostel.

Conclusion:

A full-featured phone setup (call, voicemail, caller ID, call back, and text options) vs current multiple device (voicemail and all communication using our own device) setup would be a much simpler feature complete process and would lead to less frustrating shift duty's.

House Parent Brian kindly requests the Board's approval for this proposal.

Sincerely,

Brian

Dialpad Board Questions of 7/31

Q1) Are there any hidden fees on top of the base of \$15?

Yes, thanks for asking, Bruce. I am ashamed to admit, there were more errors in my original proposal around this than I initially thought.

See Below:

Billing Period: Yearly

\$126.00 (annual base fee)

\$59.76 (extra fees)

\$47.93 (tax fees)

Total: \$233.69/year vs current GCI \$484.08/year

Extra Fees:

\$47.88 - Compliance and Administrative Cost Recovery Fee

\$11.88 - e911 Service

Tax Breakdown:

\$9.36 - COUNTY SALES TAX- TELECOM

\$0.06 - AK UNIVERSAL ACCESS SURCHARGE

\$1.69 - ALASKA UNIVERSAL SERVICE FUND SURCHARGE

\$22.80 - JUNEAU CO. 911 SURCHARGE

\$13.21 - FEDERAL UNIVERSAL SERVICE FUND

\$0.81 - FEDERAL COST RECOVERY FEE

Q2) Can we use our existing phone number?

Yes, here are the steps:

- 1) Contact Dialpad and submit a request to use our phone number.
- 2) Dialpad will forward the request to GCI.
- 3) Once both providers accept the virtual "transfer handshake," our number will be supported under Dialpad.

Note: Once step 3 is completed the number begins working right away.