

What Call Recipients Need to Know About One Call Now Updated 9-30-2019

The **One Call Now** system, which we have adopted as an automated notification system, allows us to list up to four phone numbers for each unit—typically, but not necessarily, 1-2 land-line phones and 1-2 cell phones, depending on what information is in the master resident spreadsheet currently maintained by Amy Campbell, Assistant Corporate Secretary.

Note: The system calls residents, not non-resident owners. The exception is non-resident owners whose units are vacant; they will be called. We realize that some non-resident owners may be vitally interested in Beaverdam Run affairs, but we cannot accept the added cost and administrative complexity of contacting more than one family group per unit. If you are a non-resident owner, you may wish to ask your renter to notify you as seems advisable.

The system allows us to designate one phone number as “primary,” and this is the number that will be called in most cases. Unless advised otherwise, we will designate as “primary” the number that you have agreed to publish in the phone/email list maintained and distributed by Jane Campbell; you may designate a different number.

If the sender designates the message as “urgent,” the system will call all numbers we have for you to maximize the chance that we will reach you in a timely way.

In either case, if a machine or voice mailbox picks up, the system will leave the message on the machine or in the voice mailbox.

An obvious problem is that what the sender deems “urgent”—say, “our roads are icy”—may not seem urgent to those of you sunning yourselves in Florida. Partly for that reason, we have divided the system’s roster into two parts—one for “full-time” residents, the other for “part-time” residents. The message sender will have the burden of deciding whether to send to the entire roster or only to full-time residents (or possibly, in a rare case, only to part-time residents).

It would be an administrative nightmare to keep track of when part-timers leave, return, or just drop in for a week. Therefore, we have decided, arbitrarily, that for the purposes of this system, part-timers leave on November 1 and return on April 30. Thus, from May 1 to October 30 part-timers will receive the same messages that full-timers receive.

If desired, a part-timer may ask to be put in the full-time group for the purposes of this system. In that case, we will ignore complaints about “too many messages.”

A caveat: When you get a call, at the end the system asks you to press “1” if you want to “opt out.” The system designers were obviously trying to help people who continued to receive calls after they no longer were part of the community. DO NOT “opt out” unless you want to cut yourself off from the BR community. We do a pretty good job of keeping track of who is, and who is not, a member of the community, and the system (in an attempt to forestall harassment) will not let us restore your connection if you “opt out.” If you do, mistakenly, “opt out,” YOU MUST contact “support” at One Call Now — by phone at **1-877-698-3262**, menu **option 3**, or by email to support@onecallnow.com and ask to be restored to the group.

Finally, for those of you who rely on Caller ID to screen calls, the caller ID for this system is the phone number 828-252-6819 (our clubhouse).