



WATCH TOWER

BIBLE AND TRACT SOCIETY OF BRITAIN

THE RIDGEWAY LONDON NW7 1RN

TELEPHONE 020 8906 2211

December 20, 2009

TO ALL BODIES OF ELDERS

Re: Use of answering machines at Kingdom Halls

Dear Brothers:

Many congregations now have their Kingdom Hall telephone numbers listed in the public directory. In order to provide the best service for those calling this number to obtain information about the Kingdom Hall location and meeting times, we would like to encourage you to have an answering machine at the Kingdom Hall.

Using an answering machine, you can include a recorded announcement to callers, giving the Kingdom Hall address, brief directions to the Kingdom Hall (if such is deemed necessary), and meeting times. During the Memorial season, the day, time, and location of the Memorial observance(s) should also be given. The information should be provided in the languages of all major language groups using the Kingdom Hall. Effort should be made to respond promptly to any recorded message. To facilitate the needs of larger Kingdom Halls used by multiple language groups, you may choose to purchase an answering machine that features multiple outgoing messages and mailboxes. So that personal contact may be made, the recorded announcements should, if possible, include an option for the callers to remain on the line or to press a specified button so that the caller may speak to someone who may be present at the Kingdom Hall at the time of their call.

The announcements should be approved by the Congregation Service Committee(s) of the congregation(s) using the Kingdom Hall. Careful advance thought will ensure that the messages are well composed and that their content and tone are gracious, thus representative of Jehovah and his organization. The messages should be spoken in a relaxed, friendly, warm, and pleasing manner, with a slow and clear delivery, using sufficient volume.

As many people continue to “go up to the mountain of Jehovah,” it is hoped that arrangements for answering machines at Kingdom Halls will be of assistance to them. (Isa. 2:3) We thank you for your prompt attention to this request and send warm Christian love and best wishes.

Your brothers,

Watch Tower B. & J. Society
OF BRITAIN

cc: Travelling overseers

PS to the secretary: This letter should be retained in the congregation permanent file of policy letters. You may wish to update the congregation copy of *Index to Letters—For Bodies of Elders* (S-22) at this time as well.