



Potential changes to Federal Universal Service Fund could unintentionally devastate over 2,000 small businesses and costs tens of thousands of jobs!

With Congress considering long awaited changes to the Universal Service Fund (USF), there are many unforeseen issues that will have a direct impact on the business sector that relies heavily on direct inward dial (DID) numbers.

The Association of TeleServices International (ATSI) does not oppose changes to the USF but asks Congress to ensure that any additional costs assessed to the contributors, AND ESPECIALLY the end rate users, is **FAIR, EQUITABLE** and **NON DISCRIMINATORY** and does not place an unfair burden on this industry. A straight “numbers” based methodology would inadvertently cost small businesses in our industry thousands of dollars more EACH MONTH!

By the numbers:

- The industry provides services to an estimated **1,388,893 customers**, each of these accounts requiring the use of a direct inward dial (DID) number.
- The industry processes an estimated **3.6 billion** call transactions annually.
- The industry estimates there are over **2,700 companies** operating businesses in the United States.
- The industry estimates the average sales of an individual company in the telephone answering service industry is **\$552,170**.
- Estimated gross sales of the industry are **\$1,516,216,000 annually**.
- There are an estimated **44,711** full-time employees in the industry.
- The estimated annualized telephone charges are **\$152,273,925**.

Founded in 1942, the Association of TeleServices International (ATSI) represents 400 of the most sophisticated telephone answering service companies in the world. With over 350,000 customers in the U.S. alone, the members generate revenue in excess of \$1.5 billion. The industry provides vital diligence to the 24/7 communications links required between the public and professional, commercial and government clients of the industry and includes telephone answering services, voice-mail services and any other business which provides enhanced communication services.