

National Communication Policy

Communication is critical to the success of the networked game. Members are encouraged to use their local ST chain to communicate with National Staff. The **only** official method of communication to the NST Staff is through their office email (see link below). Emails to these individuals should be direct; issues related to plot should include an RST team member. It is important that members do not jump straight to the National Staff with inquiries that can be handled at a lower level. Please utilize your storyteller chain. If you do not do so, the National Staff may refer you back down the chain.

For inquiries that reach the NST office, AANSTs and NPC Portrayers are generally the first line of communication. If there is no response after 7 days, the player originating the communication should "cc" the ANST over the position and ask for an update. Again, if there is no response after 7 days, the player should email the ANST and "cc" the NST and ANST Chief of Staff (CoS). After 7 days, the NST or CoS will respond, even if only to notify the player or ST that the staff has received the email. Given the workload of the NST and CoS, players and STs are encouraged to send emails after a week if they have not heard from either.

Likewise, storytellers and members may require interactions with their Regional staff. Members are encouraged to approach the RSTs assistants for first time interactions, though RSTs are encouraged to set their own parameters for staff interaction. If the member or storyteller does not receive a response from the RST after 7 days, they may "cc" the NST.

All Regional and National officers must have good communication skills. Repeated communication issues may be grounds for removal.

The current National Staff email addresses can be found [here](#).