

**A statement is being added to the phone system introductions saying that the OMB Control Number and expiration date for the data collection are available upon request.**

Message 2000: REPORTING CATCH for swordfish and billfish;

Effective October 17<sup>th</sup>, 2007, NOAA Fisheries is implementing a new internet based reporting system for recreational non-tournament landings of North Atlantic swordfish and billfish at <http://www.hmspermits.gov>. All recreational non-tournament landings of swordfish and billfish, including those landed on a charter or headboat, must be reported. Recreational non-tournament landings must be reported by the permitted owner of the vessel landing the fish, or their designee. A landed fish means a fish that is kept and has been brought to shore. All billfish and swordfish landed during a tournament must be reported by the tournament operator directly to the NOAA Fisheries Southeast Fisheries Science Center on forms available from the Center.

Vessels landing Billfish and Swordfish in North Carolina and Maryland must report their landings through the landing cards provided by those states, all other states including Puerto Rico and the U.S. Virgin Islands, must report using the internet reporting site or this call-in system within 24 hours of landing.

To report a swordfish or billfish landed in the non-tournament recreational fishery via the internet, please go to <http://www.hmspermits.gov> and fill in the required landings information as prompted. NOAA Fisheries will maintain and monitor the current toll-free reporting line as a backstop to the internet reporting site and to assist those vessel owners who do not have access to the internet.

To report a swordfish or billfish landed in the non-tournament recreational fishery via telephone, choose that option at the end of this message. To ensure the accuracy of your report, we recommend that you write down the following instructions or play them back before recording your report. When reporting via telephone, please leave your name, HMS Permit number, and telephone number. Or if you prefer, you can, provide all of the following information. It is extremely important to provide a contact name and number so that National Marine Fisheries Service can conduct a follow-up call to validate reports and provide you with a confirmation number. Please provide the vessel name, permit number, phone number and fish species with lower jaw fork length for marlins, sailfish and swordfish, as well as date, and location caught. Vessel owners may also report cleithrum-to-caudal keel length or weight, for swordfish that are landed.

If you have additional questions about reporting your billfish catch, please call (727) 824-5399.

(pause)

For tunas:

To report recreationally landed bluefin tuna please call the 888-USA-TUNA line at 888-872-8862.

Or to obtain information on the Large Pelagic Survey, or information on Maryland and North Carolina landing tag requirements, please call 301-713-2328.

To repeat the reporting instructions press \*

To record, please speak slowly and clearly.

To record now, press 1.

To return to the main menu press 0."

Message for extension 188

Hello, you have reached Highly Migratory Species catch reporting

Effective October 17<sup>th</sup>, 2007, NOAA Fisheries is implementing a new internet based reporting system for recreational non-tournament landings of North Atlantic swordfish and billfish at <http://www.hmspermits.gov>.

To report a swordfish or billfish landed in the non-tournament recreational fishery via the internet, please go to <http://www.hmspermits.gov> and fill in the required landings information as prompted. NOAA Fisheries will maintain and monitor the current toll-free reporting line as a backstop to the internet reporting site and to assist those vessel owners who do not have access to the internet.

To report a swordfish or billfish landed in the non-tournament recreational fishery via telephone, please leave your name, telephone number, HMS permit number, species landed, and trip dates after the tone. We will get back to you as soon as we can.

**A statement is being added to the phone system introductions saying that the OMB Control Number and expiration date for the application data collection are available upon request.**

(As this script is for several purposes, the landings initial choice, and beginning and end of landings script are highlighted in yellow).

NMFS IVR Call Script 4\_2009

m0100\_mainmenu\_b

Welcome to the National Marine Fisheries Voice activated System where you can speak your choices. Here's what I can help you with. You can say "Fishing Permits", "Report Landings" or "Tournament Information". You can also say "More choices".

m0100\_mainmenu\_a

We're back at the main menu. You can say "Fishing Permits", "Report Landings", "Tournament Information" or "More choices".

m0100\_mainmenu\_noinput1

Please say "Fishing Permits", "Report Landings", "Tournament Information" or "More choices". <1.5 second pause> To speak with a customer service representative say "operator"

m0100\_mainmenu\_noinput2

Let's try once more using your keypad. To renew, change or check the status of a fishing permit press 1. To Report a landing press 2. For Tournament Information press 3. To hear more choices press 4. To speak with a customer service representative press 0

m0100\_mainmenu\_nomatch1

Sorry, which one? <1.5 second pause> "Fishing Permits", "Report Landings", "Tournament Information" or "More choices". <1.5 second pause> To speak with a customer service representative say "operator"

m0100\_mainmenu\_nomatch2

Let's try once more. To renew, change or check the status of a fishing permit press 1. To Report a landing press 2. For tournament information press 3. To hear more choices press 4. To speak with a customer service representative press 0

m0100\_disconfirm1

My Mistake, Let's try again. Say "Fishing Permits" or press 1, "Report Landings" or press 2, "Tournament Information" or press 3, "More Choices" or press 4. To speak with a customer service representative press 0

m0100\_mainmenu\_help

To renew, change or check the status of a fishing permit press 1. To Report a Landing press 2. For Tournament Information press 3. For regulation updates, Tuna ID guides or permit applications press 4. To speak with a customer service representative press 0

m0150\_tournament\_info

From here you can listen to tournament rules or you can have a tournament package mailed to you. Now say "Tournament Rules" or "Tournament package"

m0150\_tournament\_info\_noinput1

Say "Tournament Rules" or "Tournament package". You can also say "Main Menu"

m0150\_tournament\_info\_noinput2

To hear tournament rules press 1. To have a tournament package mailed to you press 2. To return to the main menu press 3. To speak with a customer service representative press 0.

m0150\_tournament\_info\_nomatch1

Sorry, which one? <1.5 second pause> Say "Tournament Rules" "Tournament package" or "Main Menu".

m0150\_tournament\_info\_nomatch2

Lets try once more. To hear tournament rules press 1. To have a tournament package mailed to you press 2. To return to the main menu press 3. To speak with a customer service representative press 0.

m0150\_disconfirm1

My Mistake. Let's try again. Say "Tournament Rules" or press 1. "Tournament package" or press 2. "Main Menu" or press 3. "Operator" or press 0.

m0150\_tournament\_info\_help

I can either play tournament rules over the phone for you or help you get a tournament package. To hear tournament rules press 1. To have a tournament package mailed to you press 2. To return to the main menu press 3. To speak with a customer service representative press 0.

m0200\_tournament\_rules\_a

Registration is required for any fishing tournament involving the catch and or landing of Atlantic highly migratory species, including Atlantic tunas, shark, sword fish or billfish. Regulations require that a tournament operator notify National Marine Fisheries of the purpose, date and location of the tournament if it is conducted from a port in an Atlantic coastal state. This includes Puerto Rico and the US Virgin Islands. The tournament must be reported at least 4 weeks prior to commencement of the event. National Marine Fisheries will notify the tournament operator, in writing, when his or her tournament has been selected for reporting. The tournament operator must maintain and submit to National Marine Fisheries a record of catch and effort using forms provided by National Marine Fisheries. Tournament operators must submit completed forms within 7 days of the conclusion of the tournament and must attach a copy of the tournament rules.

m0200\_tournament\_rules\_b

To hear that again say "Repeat that". If you'd like to receive a tournament registration package say "Tournament package"

m0200\_tournament\_rules\_noinput1

To hear tournament rules again say "Repeat that". Otherwise say "Tournament Package". You can also say "Main Menu".

m0200\_tournament\_rules\_noinput2

To repeat the tournament rules press \*. To have a tournament packaged mailed to you press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0200\_tournament\_rules\_nomatch1

Sorry, what was that? <1.5 second pause> Say "Repeat That" "Tournament package" or "Main Menu". You can also say "Operator"

m0200\_tournament\_rules\_nomatch2

Let's try once more. To repeat the tournament rules press \*. To have a tournament packaged mailed to you press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0200\_disconfirm1

My mistake. Let's try again. To repeat the tournament rules press \*. To have a tournament packaged mailed to you press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0200\_tournament\_rules\_help

To repeat the tournament rules press \*. To have a tournament package mailed to you press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0250\_permits\_menu

From here you can say. "New Permits" "Permit Renewals", or "Check permit status". To apply by mail say "Permit Package". Please note: Not all permits are transferable between vessels. <2.0 second pause> To update your address or phone number, or to change vessel ownership say "operator".

m0250\_permits\_menu\_2nd

Were back at the Permits Menu. You can say "New Permits" "Permit Renewals", or "Check permit status". To apply by mail say "Permit Package". <2.0 second pause> To update your address or phone number, change vessel ownership or to speak with a customer service representative say "operator".

m0250\_permits\_menu\_noinput1

Please say "New Permits" "Permit Renewals", or "Check permit status". To apply by mail say "Permit Package". To update your address or phone number, change vessel ownership or to speak with a customer service representative say "operator"

m0250\_permits\_menu\_noinput2

Let's try once more. For new permits press 1. To renew an existing permit press 2. To check the status of a permit press 3. To have a Permit Package mailed to you press 4. To update your address, phone number or to change vessel ownership press 0. To return to the main menu press #

m0250\_permits\_menu\_nomatch1

Sorry, what was that? <pause> Say "New Permits" "Permit Renewals", or "Check permit status". To apply by mail say "Permit Package". You can also say "Operator"

m0250\_permits\_menu\_nomatch2

Let's try once more. For new permits press 1, To renew an existing permit press 2. To check the status of a permit press 3. To have a Permit Package mailed to you press 4. To update your address, phone number or to change vessel ownership press 0 to speak with an operator.

m0250\_disconfirm1

My Mistake. Let's try again. Say "New Permits" or press 1. "Permit Renewals" or press 2. "Check permit status" or press 3. To apply by mail say "Permit Package" or press 4. To update your address or phone number, change vessel ownership or to speak with a customer service representative say "operator" or press 0. For the main menu press #.

m0250\_permits\_menu\_help

For new permits press 1, To Permit Renewals press 2. To check the status of a permit press 3. To have a Permit Package mailed to you press 4. To get a copy of a permit, update your address, phone number or to change vessel ownership press 0 to speak with an operator. To return to the Main menu press #.

m0300\_renewal

You can use this system to renew the following 3 types of permits only. Atlantic Tuna, Atlantic HMS Angling, or Atlantic HMS Charter/Headboat . To renew one of these permits say "Continue". Otherwise say "Other Permits"

m0300\_renewal\_noinput1

If you're calling to renew an Atlantic tuna, an Atlantic HMS, or an Atlantic HMS Charter/Headboat permit, say "Continue". If not, say "Other Permits".

m0300\_renewal\_noinput2

Here are the permits you can renew using this system. The Atlantic tuna. The Atlantic HMS Angling, or the Atlantic HMS Charter/Headboat . If you're calling to renew one of these permits press 1. For information on how to renew other types of permits press 2.

m0300\_renewal\_nomatch1

Pardon? <1.5 second pause> To renew an Atlantic tuna, Atlantic HMS Angling, or Atlantic HMS Charter/Headboat say "Continue". Otherwise say "Other Permits"

m0300\_renewal\_nomatch2

Let's try once more. To renew a Atlantic tuna, Atlantic HMS Angling, or Atlantic HMS Charter/Headboat permit press 1. For other permits press 2.

m0300\_disconfirm1

My Mistake. Let's try again. If your calling to renew an Atlantic tuna, an Atlantic HMS Angling, or an Atlantic HMS Charter/Headboat permit say "Continue" or press 1. If not press 2.

m0300\_renewal\_help

Currently we can renew Atlantic tuna, Atlantic HMS Angling, or Atlantic HMS Charter/Headboat permits. To renew one of these permits say "Continue". Otherwise say "Other Permits"

m0325\_other\_permits

In the next few years, National Marine Fisheries plans to make other permits renewable through this system. Until then please contact one of the following permitting offices. You'll have a chance to hear this information again. To contact the Northeast permitting office please call 978-281-9438. For the Southeast permitting office please call 727-824-5326.

m0325\_other\_permits\_noinput1

You can say "Repeat that" or "Main Menu"

m0325\_other\_permits\_noinput2

To hear the numbers again press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0325\_other\_permits\_nomatch1

Sorry, what was that? <1.5 second> Say "Repeat that" or "Main Menu".

m0325\_other\_permits\_nomatch2

Let's try once more. To hear the phone numbers again press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m0325\_other\_permits\_help

To contact the Northeast permitting office please call 978-281-9438.

For the Southeast permitting office please call 727-824-5326.

y0350\_owner\_initial

Are you the owner/operator of this vessel OR fully authorized by the owner/operator to renew this permit?

y0350\_owner\_noinput1

Please say yes if you are the owner/operator of this vessel OR fully authorized by the owner/operator to renew this permit. If not, say "No".

y0350\_owner\_noinput2

If you are the owner/operator of this vessel OR if you are fully authorized by the owner/operator to renew this permit press 1. Otherwise press 2.

y0350\_owner\_nomatch1

Was that yes or no?

y0350\_owner\_nomatch2

If you are the owner/operator of this vessel OR if you are fully authorized by the owner/operator to renew this permit Press 1. Otherwise press 2.

y0350\_owner\_help

Please say Yes if you are the owner/operator of this vessel OR if are fully authorized by the owner/operator to renew this permit. If not say "No"

a0400\_get\_permit\_renewal\_initial

Ok, please enter your 8-digit permit number followed by the pound sign, or say it one digit at a time.

a0400\_get\_permit\_renewal\_2

Please enter your 8-digit permit number followed by the pound sign <1.5 second pause> If you don't know the number say "I don't have it".

a0400\_get\_permit\_renewal\_noinput1

Please enter your 8-digit permit number followed by the pound sign. <1.5 second pause> You can find the number on the upper left side of your permit. <1 second pause> You can also say "I don't have it".

a0400\_get\_permit\_renewal\_noinput2

To renew your permit, please enter the 8-digit permit number followed by the pound sign or say "I don't have it".

a0400\_get\_permit\_renewal\_nomatch1

Please enter or say the number again. <1.5 second pause> You can also say "I don't have it".

a0400\_get\_permit\_renewal\_nomatch2

Let's try once more. Please enter your 8-digit permit number followed by the pound sign or say "I don't have it".

a0400\_get\_permit\_renewal\_help

Please say or enter your 8-digit permit number, one digit at a time followed by the pound sign. You can also say "I don't have it".

s0450\_pls\_hold

Hold one moment.

s0525\_not\_found

I didn't find that permit number, let's try again.

s0625\_not\_renewable

Sorry, your permit is not renewable. One moment.

m0650\_read\_permit\_initial\_2nd

Once again

m0650\_read\_permit\_initial\_a

This permit is <Pause>

m0650\_read\_permit\_initial\_b

With a gear type of <pause>

m0650\_read\_permit\_initial\_c

<Pause> To hear that again say "Repeat that" <pause>

m0650\_read\_permit\_initial\_d

To renew this permit without making any changes say "Renew it now". <1.5 second pause> Otherwise to make a change you can say "Change the Category" or "Change the Gear type" <1.5 second pause> To enter a different permit number say "start over".

m0650\_read\_permit\_noinput1

To renew now without making changes press 1. To change the category of this permit press 2. To change just the gear type press 3. To enter a different permit number press 4. To hear this permit type again press \*.

m0650\_read\_permit\_noinput2

To renew this permit without changing it Press 1. To change the category press 2. To Change the Gear type Press 3. <1.5 second pause> To enter a new permit number press 4. To speak with a customer service representative press 0.

m0650\_read\_permit\_nomatch1

Sorry, What was that? <1.5 second pause> You can say "Renew it now". "Change the Category" or "Change the Gear type" <1.5 second pause> You can also say "Repeat that" or "Start Over".

m0650\_read\_permit\_nomatch2

Let's try once more. If you're ready to renew this permit press 1, To change the category press 2. To change just the gear type press 3. To speak with a customer service representative press 0.

m0650\_disconfirm1

My mistake, Let's try once more. Say "renew it now" or press 1. "Change the category" or press 2. "Change the gear type" or press 3. "Repeat that" or press \*.

m0650\_read\_permit\_help

If you're ready to renew this permit without making any changes press 1, To change the category press 2. To change just the gear type press 3. To speak with a customer service representative press 0.

s0680\_no\_changes\_a

Sorry, you can't make changes to a Long Line or Purse Seine Permit.

s0680\_no\_changes\_b

Sorry, the only gear type for a Harpoon Permit is Harpoon.

m0700\_category\_initial

Here are the 5 Atlantic permit Categories. When you hear the one you want just say it. "Tunas General", "HMS Angling", "HMS Charter Headboat", "Tunas Harpoon" or "Tunas Trap".

m0700\_category\_noinput1

Please say "Tunas General", "HMS Angling", "HMS Charter Headboat", "Tunas Harpoon" or "Tunas Trap".

m0700\_category\_noinput2

Here are the categories once more. To select Tunas General press 1. For HMS Angling press 2. HMS Charter Headboat press 3. Tunas Harpoon press 4. Tunas Trap press 5. <pause> To speak with a customer service representative press 0

m0700\_category\_nomatch1

Sorry what category? <1.5 second pause> Say "Tunas General", "HMS Angling", "HMS Charter Headboat", "Tunas Harpoon" or "Tunas Trap"

m0700\_category\_nomatch2

Let's try once more. To select Tunas General press 1. HMS Angling press 2. HMS Charter Headboat press 3. Tunas Harpoon press 4. Tunas Trap press 5. <pause> To speak with a customer service representative press 0

m0700\_disconfirm1

My Mistake. Let's try again. Say "Tunas General" or press 1. "HMS Angling" or press 2. "HMS Charter Headboat" or press 3. "Tunas Harpoon" or press 4. "Tunas Trap" or press 5. To speak with a customer service representative press 0

m0700\_category\_help

Here are the categories to choose from. To change your category to Tunas General press 1. For HMS Angling press 2. HMS Charter Headboat press 3. Tunas Harpoon press 4. Tunas Trap press 5. <pause> To speak with a customer service representative press 0

m0800\_charter\_initial

Please note: To qualify for this permit, you must be a licensed captain or have one aboard on every HMS trip. If persons aboard a vessel with a Charter/Headboat permit are fishing for, or are in possession of, Atlantic tunas, sharks, swordfish, or billfish, the operator of the vessel must carry either a valid Merchant Marine License or an Uninspected Passenger License issued by the U.S. Coast Guard. This license must be carried on their person.

To hear that again say "Repeat that". If you'd still like a charter headboat permit say "Continue". Otherwise say "Choose a new category".

m0800\_charter\_noinput1

If you'd still like a charter headboat permit say "Continue". If not, say "Choose a new category". To hear the charter headboat rules again say "Repeat that".

m0800\_charter\_noinput2

To select the charter headboat category press 1. To choose a different category press 2. To hear the rules again press \*. To speak with a customer service representative press 0.

m0800\_charter\_nomatch1

Pardon? <1.5 second pause> Say "Continue" or "Choose a new category". To hear the information again say "Repeat that"

m0800\_charter\_nomatch2

Let's try once more. If you'd still like to select this category press 1. To choose a different category press 2. To hear the charter headboat rules again press \*. To speak with a customer service representative press 0.

m0800\_disconfirm1

My Mistake. Let's try again. If you'd still like a charter headboat permit say "Continue" or press 1. If not, say "Choose a new category" or press 2. To hear the charter headboat rules again say "Repeat that" or press \*. To speak with a customer service representative press 0.

m0800\_charter\_help

Please note: To qualify for this permit, you must be a licensed captain or have one aboard on every HMS trip. If persons aboard a vessel with Charter/Headboat permit are fishing for, or are in possession of, Atlantic tunas, sharks, swordfish, or billfish, the operator of the vessel must carry either a valid Merchant Marine License or an Uninspected Passenger License issued by the U.S. Coast Guard. This license must be carried on their person.

m0900\_general\_tuna\_gear\_initial

Ok, Tunas General. Now, please select a gear type. You can say "Rod and Reel" "Handline" "Harpoon" or "Bandit Gear"

m0900\_general\_tuna\_gear\_noinput1

Please say "Rod and Reel" "Handline" "Harpoon" or "Bandit Gear"

m0900\_general\_tuna\_gear\_noinput2

Here are the gear types again. For Rod and Reel press 1. For Handline press 2. For Harpoon press 3. For Bandit Gear press 4. To speak with a customer service representative press 0.

m0900\_general\_tuna\_gear\_nomatch1

Could you repeat the gear type? <1.5 pause> Say "Rod and Reel" "Handline" "Harpoon" or "Bandit Gear"

m0900\_general\_tuna\_gear\_nomatch2

Let's try once more. For Rod and Reel press 1. For Handline press 2. For Harpoon press 3, for Bandit Gear press 4. To speak with a customer service representative press 0.

m0900\_general\_tuna\_gear\_help

You'll need to select a gear type for this permit. To select Rod and Reel press 1. For Handline press 2. For Harpoon press 3. For Bandit Gear press 4. To speak with a customer service representative press 0.

m0925\_charter\_gear\_initial

Ok, please select a gear type. Say, "Rod and Reel", "Handline" or "Bandit Gear".

m0925\_charter\_gear\_noinput1

Please say "Rod and Reel" "Handline" or "Bandit Gear"

m0925\_charter\_gear\_noinput2

Here are the gear types again. For Rod and Reel press 1. For Handline press 2. For Bandit Gear press 3. To speak with a customer service representative press 0.

m0925\_charter\_gear\_nomatch1

Could you repeat the gear type? <1.5 pause> Say "Rod and Reel" "Handline" or "Bandit Gear"

m0925\_charter\_gear\_nomatch2

Let's try once more. For Rod and Reel press 1, for Handline press 2, for Bandit Gear press 3. To speak with a customer service representative press 0.

m0925\_charter\_gear\_help

You'll need to select a gear type for this permit. To select Rod and Reel press 1. For Handline press 2. For Bandit Gear press 3. To speak with a customer service representative press 0.

m0950\_angling\_gear\_initial

Ok, HMS Angling. Now, please select a gear type. Say, "Rod and Reel" or "Handline".

m0950\_angling\_gear\_noinput1

Please say "Rod and Reel" or "Handline".

m0950\_angling\_gear\_noinput2

Here are the gear types again For “Rod and Reel” press 1, for “Handline” press 2. To speak with a customer service representative press 0.

m0950\_angling\_gear\_nomatch1

Could you repeat the gear type? <1.5 second pause> Say “Rod and Reel” or “Handline”.

m0950\_angling\_gear\_nomatch2

Let’s try once more. For “Rod and Reel” press 1, for “Handline” press 2. To speak with a customer service representative press 0.

m0950\_angling\_gear\_help

You’ll need to select a gear type for this permit. For “Rod and Reel” press 1, for “Handline” press 2. To speak with a customer service representative press 0.

rod\_and\_reel

rod and reel

handline

handline

m0955\_tuna\_trap\_gear\_initial

Ok, Tuna Trap. Now, please select a gear type. Say, “Pound Net” or “Fish Weir”.

m0955\_tuna\_trap\_gear\_noinput1

Please say, “Pound Net” or “Fish Weir”.

m0955\_tuna\_trap\_gear\_noinput2

Here are the gear types again For “Pound Net” press 1, for “Fish Weir” press 2. To speak with a customer service representative press 0.

m0955\_tuna\_trap\_gear\_nomatch1

Could you repeat the gear type? <1.5 second pause> Say, “Pound Net” or “Fish Weir”.

m0955\_tuna\_trap\_gear\_nomatch2

Let’s try once more. For “Pound Net” press 1, for “Fish Weir” press 2. To speak with a customer service representative press 0.

m0955\_tuna\_trap\_gear\_help

You’ll need to select a gear type for this permit. For “Pound Net” press 1, for “Fish Weir” press 2. To speak with a customer service representative press 0.

y1000\_confirm\_renewal\_initial\_a

To confirm: you’d like to renew this

y1000\_confirm\_renewal\_initial\_b

... permit with a gear type of <pause>

y1000\_confirm\_renewal\_initial\_c

Is that right?

y1000\_confirm\_renewal\_noinput1

Please say “Yes” to renew. Otherwise say “No” and we’ll start again.

y1000\_confirm\_renewal\_noinput2

To renew this permit say press 1. Otherwise press 2. To speak with a customer service representative press 0.

y1000\_confirm\_renewal\_nomatch1

Was that Yes or No? <1.5 second pause> Please say “Yes” to renew. Otherwise say “No” and we’ll start again.

y1000\_confirm\_renewal\_nomatch2

To renew this permit say press 1. Otherwise to select a new category or gear type say press 2. To speak with a customer service representative press 0.

y1000\_confirm\_renewal\_help

To renew this permit say press 1. Otherwise to select a new category or gear type say press 2. To speak with a customer service representative press 0.

m1025\_delivery\_initial

Ok, how should I send your new permit. You can say “By mail”. “By fax” or for an extra \$4.80 (4 dollars and 80 cents) say “Priority mail”.

m1025\_delivery\_noinput1

Say “By Mail” “By Fax” or “Priority Mail”

m1025\_delivery\_noinput2

I can send your renewal by mail or by fax. To receive your permit by regular mail press 1. To receive a fax press 2 For priority mail at an additional cost of four dollars and 80 cents press 3. To speak with a customer service representative press 0.

m1025\_delivery\_nomatch1

Could you repeat your choice? <1.5 second pause> Say “By Mail” “By Fax” or “Priority Mail”

m1025\_delivery\_nomatch2

Let's try once more. For regular mail press 1. To receive a fax press 2. For priority mail press 3. To speak with a customer service representative press 0.

m1025\_delivery\_help

I can deliver your renewal by mail or by fax. I can use the address on your current permit or you can provide a new one. For regular mail press 1. To receive a fax press 2. For priority mail press 3. To speak with a customer service representative press 0.

y1150\_address\_file\_initial

Should I mail it to the address on your permit?

y1150\_address\_file\_noinput1

To have this mailed to the address on your permit say "Yes". Otherwise to provide a different address say "No".

y1150\_address\_file\_noinput2

Press 1 for yes or press 2 for no.

y1150\_address\_file\_nomatch1

Was that Yes or No? <1.5 second pause> To have this mailed to the address on your permit say "Yes". Otherwise to provide a different address say "No".

y1150\_address\_file\_nomatch2

Let's try once more. Press 1 for yes or press 2 for no.

y1150\_address\_file\_help

If you'd like to provide an address other than the one on your permit say "no" and I'll have a customer service representative collect your new address.

y1225\_use\_card\_initial

Should I use the same credit card you used for the last renewal?

y1225\_use\_card\_noinput1

To use the card you provided earlier say Yes, Otherwise say No and I'll get your new card number.

y1225\_use\_card\_noinput2

Press 1 for yes, press 2 for no. To speak with a customer service representative press 0

y1225\_use\_card\_nomatch1

Was that Yes or no? <1.5 second pause> To use the same card you provided earlier say Yes, Otherwise say NO and I'll get your new card number.

y1225\_use\_card\_nomatch2

Let's try once more. To use the same card you provided earlier press 1. To use a different card press 2. To speak with a customer service representative press 0

y1225\_use\_card\_help

To use the same card you provided earlier press 1. To use a different card press 2. To speak with a customer service representative press 0

a1250\_get\_credit\_card\_initial\_a

Ok, The renewal charge is ~~\$28.00~~ \$16.00. <pause> Now, I'll need your credit card information.

a1250\_get\_credit\_card\_initial\_2

Please enter the credit card number followed by the pound sign. or say it one digit at a time.

a1250\_get\_credit\_card\_2

Sorry, that's not a valid card number. Please enter your credit card number followed by the pound sign or say it one digit at a time.

a1250\_get\_credit\_card\_noinput1

If you need extra time to find your card say "Wait" or press the Star key. Otherwise, please enter your credit card number followed by the pound sign or say it one digit at a time.

a1250\_get\_credit\_card\_noinput2

Please enter your credit card number followed by the pound sign.

a1250\_get\_credit\_card\_nomatch1

Please enter your credit card number again, followed by the pound sign. or say it one digit at a time.

a1250\_get\_credit\_card\_nomatch2

Let's try once more using your keypad. Please enter the credit card number followed by pound sign.

a1250\_get\_credit\_card\_help

If you need extra time to find your card say "wait". I wait 10 seconds before I ask for the number again.

m1255\_wait

Ok, When you're ready press 1. <10 seconds of silence>

a1275\_get\_expiration\_initial

What's the expiration date?

a1275\_get\_expiration\_noinput1

Please say the expiration date, for example you could say June ~~2009~~ 2011.

a1275\_get\_expiration\_noinput2



Please enter the expiration date using your keypad. For example June 2011 would be entered as 0 6 1 1.

a1275\_get\_expiration\_nomatch1

What's the expiration date? (upward inflection)

a1275\_get\_expiration\_nomatch2

Let's try once more. Please enter the expiration date using your keypad. For example June 2011 would be entered as 0 6 1 1.

a1275\_get\_expiration\_help

Please say the expiration date, for example you could say June 2011 or enter it on your keypad. For example June2011 would be entered as 0 6 1 1.

a1275\_get\_expiration\_success

Thanks, one moment while I process your order.

s1350\_card\_process\_error

Sorry we're experiencing technical difficulties and can't process your credit card at the moment. Let me get someone to assist you.

m1375\_not\_approved\_initial

I'm sorry, but I wasn't able to process that card. Please contact the issuing bank for more information. You can say "Try another card" or to speak with a customer service representative say "Operator" <1.5 second pause> You can also say "Main Menu"

m1375\_not\_approved\_noinput1

Please say "Try another card", "Operator" or "Main Menu".

m1375\_not\_approved\_noinput2

To enter a different credit card press 1, To speak with a customer service representative press 0. To return to the Main Menu press #.

m1375\_not\_approved\_nomatch1

Sorry, what was that? <1.5 second pause> You can say "Try another card", "Operator" or "Main Menu"

m1375\_not\_approved\_nomatch2

Let's try once more. To try a different credit card press 1, To speak with a customer service representative press 0. To return to the Main Menu press #.

m1375\_disconfirmation\_1

My mistake. Let's try again. <1.5 second pause> Say "Try another card" or press 1. "Operator or press 0. "Main Menu or press #.

m1375\_not\_approved\_help

y1425\_charge\_successful\_initial\_a

A permit renewal fee of ~~\$28~~ \$16.

If Mail flag = P

y1425\_charge\_successful\_initial\_a2

With an additional fee of \$4.80 (4 dollars and 80 cents) for priority mail

y1425\_charge\_successful\_initial\_b

...was applied to your credit card.

y1425\_charge\_successful\_initial\_c

The confirmation number is <pause>

y1425\_charge\_successful\_initial\_d

Should I repeat that?

y1425\_charge\_successful\_noinput1

To hear that information again say "Yes" Otherwise say "Continue"

y1425\_charge\_successful\_noinput2

Press 1 to hear that information again. Otherwise press 2.

y1425\_charge\_successful\_nomatch1

Was that Yes or No?

y1425\_charge\_successful\_nomatch2

To hear that information again press 1. Otherwise press 2

y1425\_charge\_successful\_help

You'll need the confirmation number in case of a problem with the renewal. To hear it again press 1. Otherwise press 2

m1500\_expect\_delivery\_initial\_a

Ok, you should receive your renewal within 3 to 4 business days. Please verify its accuracy as soon as you receive it. You have 10-calendar days from the date of issuance to make corrections to the permit category. Your renewed permit will be valid through December 31, 2009. <pause>

From here you can say "Renew *another* permit" or "Main Menu". If you're finished say "goodbye" or hang up.

m1500\_expect\_delivery\_initial\_pm

Ok, you should receive your renewal within 1-2 business days. Please verify its accuracy as soon as you receive it. You have 10-calendar days from the date of issuance to make corrections to the permit category. Your renewed permit will be valid through December 31, 2009. <pause>

From here you can say "Renew *another* permit" or "Main Menu". If you're finished say "goodbye" or hang up.

m1500\_expect\_delivery\_initial\_b

(By Fax)

Ok, you should receive your renewal within 2 hours. Your renewed permit will be valid through December 31, 2009. From here your choices are. "Renew *another* permit" or "Main Menu". If you're finished say "goodbye" or hang up.

m1500\_expect\_delivery\_initial\_c

(Said by fax but renewal failed at D1400)

Thank you. Your renewed permit will be valid through December 31, 2009. From here your choices are. "Renew *another* permit" or "Main Menu". If you're finished say "goodbye" or hang up.

m1500\_expect\_delivery\_noinput1

What would you like to do now. You can say "Renew another Permit" or "Main menu". If you're finished say "goodbye".

m1500\_expect\_delivery\_noinput2

To renew another permit press 1, To return to the main menu press #. To speak with a customer service representative press 0.

m1500\_expect\_delivery\_nomatch1

Sorry, which option did you want? <1.5 second pause> Say "renew another permit" or "main menu". If you're done say "goodbye" or hang up.

m1500\_expect\_delivery\_nomatch2

Let's try once more. To renew another permit press 1. To return to the main menu press #. To speak with a customer service representative press 0.

m1500\_disconfirm1

My Mistake. Let's try again. Say "Renew another Permit" or press 1. "Main menu" or press #. . If you're finished say "goodbye".

m1500\_expect\_delivery\_help

From here you can renew another permit or return to the main menu. To renew another permit press 1, To return to the main menu press #. To speak with a customer service representative press 0.

y1550\_blue\_fin\_initial

**Is this landing for Bluefin Tuna?**

y1550\_blue\_fin\_noinput1

If this landing is for Bluefin tuna say "Yes". Otherwise say "No".

y1550\_blue\_fin\_noinput2

To report a Bluefin Tuna landing press 1. Otherwise press 2.

y1550\_blue\_fin\_nomatch1

Was that Yes or no?

y1550\_blue\_fin\_nomatch2

Let's try once more. If you landed a Bluefin Tuna press 1 otherwise press 2.

y1550\_blue\_fin\_help

You can use this system to report landings for Bluefin tuna only. To report your landing press 1. If you need to report another type of landing press 2.

s1575\_landing\_other\_initial\_a

This system allows for the reporting of recreationally-landed Atlantic bluefin tuna only. To report landed billfish or swordfish please call 1-800-894-5528."

s1575\_landing\_other\_initial\_b

Should I repeat that?

s1575\_landing\_other\_noinput1

To hear the information and phone number again say "Yes". Otherwise say "No"

s1575\_landing\_other\_noinput2

To hear the information and phone number again Press 1. Otherwise say Press 2.

s1575\_landing\_other\_nomatch1

Was that yes or no?

s1575\_landing\_other\_nomatch2

Let's try once more. To hear the information and phone number again Press 1. Otherwise Press 2.

s1575\_landing\_other\_help

This system allows for the reporting of recreationally-landed Atlantic bluefin tuna only. To report landed billfish or swordfish please call 1-800-894-5528.

a1600\_get\_permit\_landings\_initial\_a

Ok, please enter your 8-digit permit number followed by the pound sign, or say it one digit at a time.

a1600\_get\_permit\_landings\_initial\_b

Please enter your 8-digit permit number followed by the pound sign <1.5 second pause> If you don't know the number say "I don't have it".

a1600\_get\_permit\_landings\_noinput1

Please enter your 8-digit permit number followed by the pound sign. <1.5 second pause> You can find the number on the upper left side of your permit. <1 second pause> You can also say "I don't have it".

a1600\_get\_permit\_landings\_noinput2

Using your keypad, please enter the 8-digit permit number followed by the pound sign or say "I don't have it".

a1600\_get\_permit\_landings\_nomatch1

Please enter or say the number again. <1.5 second pause> You can also say "I don't have it".

a1600\_get\_permit\_landings\_nomatch2

Let's try once more. Please enter your 8-digit permit number followed by the pound sign or say "I don't have it".

a1600\_get\_permit\_landings\_help

Please say or enter your 8-digit permit number, one digit at a time followed by the pound sign. You can also say "I don't have it".

a1600\_get\_permit\_landings\_suc

Thank you

s1610\_get\_landings

All right, let's go ahead and get your landings.

s1680\_location\_notvalid

I still didn't find the permit, but let's go ahead and get your landings.

m1700\_landing\_location\_initial\_a

First, in what US State or Territory did the landing occur?

m1700\_landing\_location\_initial\_b

Ok, in what US state or Territory was this landing?

m1700\_landing\_location\_noinput1

Please say the name of the state or the name of the Territory where the landing occurred.

m1700\_landing\_location\_noinput2

Say the name of the state or the name of the Territory where the landing occurred.

m1700\_landing\_location\_nomatch1

Please say the name of the state or the name of the Territory where the landing occurred.

m1700\_landing\_location\_nomatch2

Please say the name of the state or the name of the Territory where the landing occurred.

m1700\_landing\_location\_help

I'll need to enter a location for your landing. For example you could say Maryland or Virgin Islands

me

I think you said Maine

nh

I think you said New Hampshire

ma

I think you said Massachusetts

ri

I think you said Rhode Island

cn

I think you said Connecticut

ny

I think you said New York

nj

I think you said New Jersey

pa

I think you said Pennsylvania

de

I think you said Delaware

md

I think you said Maryland

dc

I think you said Washington DC

va

I think you said Virginia

nc

I think you said North Carolina

sc

I think you said South Carolina

ga

I think you said Georgia

fl

I think you said Florida

ms

I think you said Mississippi

al

I think you said Alabama

la

I think you said Louisiana

tx

I think you said Texas

pr

I think you said Puerto Rico

vi

I think you said US Virgin Islands

y1770\_mdnc\_initial\_a

I'll record your landing but please keep in mind that the following special procedures apply when you report Bluefin tuna landed in North Carolina or Maryland.

y1770\_mdnc\_initial\_b

Vessel operators must fill out a landing card at a reporting station upon landing.

For further information regarding the North Carolina program, please call (800) 338-7804;

For Maryland, call (410) 213-1531.

y1770\_mdnc\_initial\_c

Should I repeat that?

y1770\_mdnc\_noinput1

To hear the information again say Yes. Otherwise say No.

y1770\_mdnc\_noinput2

Let's try one more time. To hear that information again Press 1. Otherwise press 2.

y1770\_mdnc\_nomatch1

Was that Yes or no?

y1770\_mdnc\_nomatch2

Let's try once more. To hear the information again Press 1. To continue with your landing press 2.

y1770\_mdnc\_help

Vessel operators must fill out a landing card at a reporting station upon landing.

For further information regarding the North Carolina program, please call (800) 338-7804;

For Maryland, call (410) 213-1531. To hear the information again Press 1. Otherwise press 2.

a1725\_get\_landing\_date\_initial

What was the \*date\* of the landing? <1.5 second pause> You can say 'today', 'yesterday' or give me a date like this: March 15<sup>th</sup>, 2009.

a1725\_get\_landing\_date\_noinput1

What date did you land your Bluefin tuna?

a1725\_get\_landing\_date\_noinput2

For today press 1, For yesterday press 2. Or enter the date of your landing; for example, March 15, 2009 would be 03 15 09. <1.5 second pause> To speak with a customer service representative press 0.

a1725\_get\_landing\_date\_nomatch1

What was the date? <1.5 second pause> For today press 1, For yesterday press 2. Or enter the date of your landing; for example, March 15, 2009 would be 03 15 09. To speak with a customer service representative press 0.

a1725\_get\_landing\_date\_nomatch2

Let's try again using your keypad. For today press 1. For yesterday press 2. Or enter the date of your landing; for example, March 15, 2009 would be 03 15 09. To speak with a customer service representative press 0.

a1725\_get\_landing\_date\_help

When did you land your bluefin tuna? If your landing was today press 1. If it was yesterday press 2. You can also enter a date; for example, March 15, 2009 would be 03 15 09. <1.5 second pause> To speak with a customer service representative press 0.

a1775\_get\_fish\_size\_initial\_a

Now, Please tell me the size of the fish with the head on or head off, for example you could say 32 inches with head on.

a1775\_get\_fish\_size\_initial\_b

Please tell me the size of the fish with the head on or head off, for example you could say 32 inches with head on.

a1775\_get\_fish\_size\_noinput1

Please say the size of the fish with the head on or head off.

a1775\_get\_fish\_size\_noinput2

Let's try entering just the inches using your keypad. Enter the number of inches for your fish, rounding to the nearest whole inch. <pause> To speak with a customer service representative press 0.

a1775\_get\_fish\_size\_nomatch1

What was the size? <1.5 second pause> Please tell me the size of the fish with the head on or head off.

a1775\_get\_fish\_size\_nomatch2

Let's try once more. Please enter the size of your fish in inches. To speak with a customer service representative press 0.

a1775\_get\_fish\_size\_help

Tell me the size of the fish with the head on or head off, for example you could say 32 inches with head on. Or just enter the size in inches, rounding to the nearest whole inch. and we'll get the head information later. To speak with a customer service representative press 0.

m1850\_head-on\_off\_initial

Is this measurement "The head on" or "the head off"

m1850\_head-on\_off\_noinput1

If you included the head in your measurement press 1, If not press 2.

m1850\_head-on\_off\_noinput2

I'll need to know if you included the head in your measurement. If you did press 1, Otherwise press 2. To speak with a customer service representative press 0.

m1850\_head-on\_off\_nomatch1

Sorry, what was that? <1.5 second pause> If you included the head in your measurement press 1, otherwise press 2.

m1850\_head-on\_off\_nomatch2

Pardon? <1.5 second pause> If you included the head in your measurement press 1, otherwise press 2. To speak with a customer service representative press 0.

m1850\_disconfirm1

My Mistake. Let's try again. If you included the head in your measurement press 1. If not press 2. To speak with a customer service representative press 0.

m1850\_head-on\_off\_help

y1825\_confirm\_landing\_initial\_a

To confirm. You'd like to report a landing of <pause>

y1825\_confirm\_landing\_initial\_b

Inches, with the

<head on or head off>

y1825\_confirm\_landing\_initial\_c

Is that right?

y1825\_confirm\_landing\_noinput1

Press 1 for yes. Press 2 for no.

y1825\_confirm\_landing\_noinput2

If this landing is correct press 1. Otherwise press 2.

y1825\_confirm\_landing\_nomatch1

Was that yes or no?

y1825\_confirm\_landing\_nomatch2

Let's try once more. If this landing is correct press 1. Otherwise press 2.

y1825\_confirm\_landing\_help

If you'd like to report this landing press 1. Otherwise press 2 and we can change it.

s1880\_maximum\_landings

You've reported the maximum amount of landings I can accept in one call. Please call again if you need to report additional landings and be sure to report them within 24 hours.

m1900\_more\_landings\_initial

To report another landing on the same date say "Continue". To enter landings for another day say "New Date". If your finished say "I'm done"

m1900\_more\_landings\_noinput1

Please say "Continue" to enter more landings for this date. To enter landings for another day say "New Date"

m1900\_more\_landings\_noinput2

To continue entering landing for this date press 1. To enter for another date press 2. If you're done reporting landings press 3. To speak with a customer service representative press 0.

m1900\_more\_landings\_nomatch1

What was that? <1.5 second pause> To continue entering landing for this date press 1. To report landings for another date press 2. If you're done reporting landings press 3

m1900\_more\_landings\_nomatch2

Let's try once more. <1.5 second pause> To continue entering landing for this date press 1. To enter for another date press 2. If you're done reporting landings press 3. To speak with a customer service representative press 0.

m1900\_disconfirm1

My mistake. Let's try again. To continue entering landing for this date press 1. To enter for another date press 2. If you're done reporting landings press 3.

m1900\_more\_landings\_help

To report another landing on the same date say "Continue" or press 1. To enter landings for another day say "New Date" or press 2. If your finished, say "I'm done" or press 3. To speak with a customer service representative press 0.

s1950\_landing\_done\_a

Thanks, your landings have been reported.

s1980\_invalid\_permit

Please note, The permit you provided earlier was invalid. Let me get someone who can assist you with your permit.

s1985\_expired\_permit

The permit you entered earlier has expired. Let me take you to the permits menu where you can renew it.

10

This permit is not renewable

11

This permit is sanctioned

12

This permit is sanctioned

13

This permit is sanctioned

14

This is a vessel buyback

20

This is permit is not active

21

This permit expired

30

This web generated permit application is in process

31

This web generated permit application is processed but permit has not yet been sent to owner

32

This web generated permit application is processed and permit has been sent to owner.

33

This permit was updated via the web but has not yet been sent to owner.

34

This permit was updated via the web and has been sent to owner.

40

This permit application is in process and was initiated using the phone system.

41

This application was initiated using the phone system. Permit is processed but has not yet been sent to owner.

42

This application was initiated using the phone system. Permit was processed and sent to owner.

43

This permit was updated but not yet sent to owner.

44

This permit was updated using the phone system, but has not yet been sent to user.

50

This permit application is being processed

51

This permit application has been processed but permit not yet sent to owner

52

This permit application has been processed and permit sent to owner

53

This permit has been updated but not yet sent to owner.

54

This permit has been updated and sent to owner.

60

The Permit application is in process

61

This is a customer service initiated application. The permit has been processed but not yet sent to owner.

62

This is a customer service initiated application. The permit is processed and sent to owner

63

This is a customer service initiated permit updated but not yet sent to owner

64

This is a customer service initiated permit that has been updated and sent to owner

70

This is a prior year permit that is ready to be renewed

99

This is not a valid permit number

s2050\_permit\_not\_found

Sorry, I didn't find a permit under that number. Let's try again.

s2050\_permit\_not\_found\_b

Sorry, I still didn't find it. Let me get someone who can assist you.

m2075\_permit\_status\_initial\_a

Permit number

m2075\_permit\_status\_initial\_b

Pause Is registered to

<1<sup>st</sup> 5 letters>

m2075\_permit\_status\_initial\_c

Here's the status. <pause>

<play ulaw associated with status code>

m2075\_permit\_status\_initial\_d

<Pause> You can say "Repeat that" or "Main menu"

m2075\_permit\_status\_noinput1

Please say "Repeat that" or "Main menu" You can also say "operator"

m2075\_permit\_status\_noinput2

To hear the status again press \*. To return to the main menu press #. To speak with a customer service representative Press 0.

m2075\_permit\_status\_nomatch1

Pardon? <1.5 second pause> Say "Repeat that" or "Main menu" To speak with a customer service representative say "Operator"

m2075\_permit\_status\_nomatch2

Let's try once more. To hear the status again press \*. To return to the main menu press #. To speak with a customer service representative Press 0.

m2075\_help

To hear the status again press \*. To return to the main menu press #. To speak with a customer service representative press 0.

m2125\_more\_choices\_initial

To hear the latest regulation updates say "Current Regulations". For a fax copy of the Tuna ID guide or Permit Application say "Fax Information". You can also say "Main Menu".

m2125\_more\_choices\_initial\_2nd

To hear another regulation update say "Current regulations". For a fax copy of the Tuna ID guide or Permit Application say "fax information". Otherwise Say "Main Menu".

m2125\_more\_choices\_noinput1

Please say "Current Regulations" "Fax Information" or "Main Menu".

m2125\_more\_choices\_noinput2

To hear the latest regulation updates Press 1. To receive a fax copy of a Tuna ID guide or a Permit application Press 2. To return to the main menu press #. To speak with a customer service representative press 0.

m2125\_more\_choices\_nomatch1

Pardon? <1.5 second pause> Please say "Current Regulations" "Fax Information" or "Main Menu"

m2125\_more\_choices\_nomatch2

Let's try once more. To hear the latest regulation updates Press 1. To receive a fax copy of a Tuna ID guide or a Permit application Press 2. To return to the main menu press #. To speak with a customer service representative press 0.

m2125\_disconfirm1

My Mistake. Let's try again. To hear the latest regulation updates say "Current Regulations" or Press 1. To receive a fax copy of a Tuna ID guide or a Permit application say "Fax information" or Press 2. "Main Menu" or press #.

m2125\_more\_choices\_help

To hear the latest regulation updates Press 1. To receive a fax copy of a Tuna ID guide or a Permit application Press 2. To return to the main menu press #.

m2150\_fax\_choice\_initial

Which document would you like. <1.5 second pause> Say "Tuna ID Guide" or "Permit Application"

m2150\_fax\_choice\_noinput1

Please say which document you'd like faxed. "Tuna ID Guide" or "Permit Application". <1 second pause> You can also say "Main Menu"

m2150\_fax\_choice\_noinput2

To have a Tuna ID faxed to you press 1. For a fax copy of the permit application press 2. To return to the Main Menu press #. To speak with a customer service representative press 0.

m2150\_fax\_choice\_nomatch1

Sorry, what was that? <1.5 second pause> Say "Tuna ID Guide" "Permit Application" or "Main Menu"

m2150\_fax\_choice\_nomatch2

Let's try once more. To have a Tuna ID faxed to you press 1. For a permit application press 2. To return to the Main Menu Press #. To speak with a customer service representative press 0.

m2150\_disconfirm1

My Mistake. Let's try again. Say "Tuna ID Guide" or press 1. "Permit Application" or press 2. "Main Menu" or Press #. To speak with a customer service representative say "Operator" or press 0

m2150\_fax\_choice\_help

To have a Tuna ID faxed to you press 1. For a fax copy of a permit application press 2. To return to the Main Menu Press #. To speak with a customer service representative press 0.

m2175\_regulations\_initial

We can provide updates on the following regulations only. Atlantic Commercial. Atlantic Recreational. Atlantic Charter/Headboat. Which one would you like to hear?

m2175\_regulations\_noinput1

Please say which update you'd like to hear. "Atlantic Commercial" "Atlantic Recreational" or "Atlantic Charter/Headboat". You can also say "Main Menu"

m2175\_regulations\_noinput2

For Atlantic Commercial press 1. Atlantic Recreational press 2. Atlantic Charter/Headboat press 3. To go back to the main menu Press #. To speak with a customer service representative press 0.

m2175\_regulations\_nomatch1

Sorry, which update? <1.5 second pause> Say "Atlantic Commercial" "Atlantic Recreational" or "Atlantic Charter/Headboat". You can also say "Main Menu"

m2175\_regulations\_nomatch2

For Atlantic Commercial press 1, for Atlantic Recreational press 2, for Atlantic Charter/Headboat press 3. Main Menu Press #. To speak with a customer service representative press 0.

m2175\_disconfirm

My Mistake, Let's try again. To speak with a customer service representative press 0.

m2175\_regulations\_help

We can provide updates on the following regulations only. Atlantic Commercial. Atlantic Recreational. Atlantic Charter/Headboat. Which one would you like to hear? <1.5 second pause> For Atlantic Commercial press 1. For Atlantic Recreational press 2. For Atlantic Charter/Headboat press 3. Main Menu Press #. To speak with a customer service representative press 0.

a2200\_get\_fax\_initial\_a

You indicated you'd like your renewal faxed. I'll collect the number now.

a2200\_get\_fax\_initial\_b

Please say or enter your 10-digit fax number.

a2200\_get\_fax\_initial\_c

Sorry, that fax number isn't valid. We can fax to any number except a 900 number. Please enter a new 10 digit fax number now.

a2200\_get\_fax\_noinput1



Please enter or say your 10-digit fax number.  
a2200\_get\_fax\_noinput2  
Please enter the 10-digit fax number on the keypad now  
a2200\_get\_fax\_nomatch1  
Sorry, could you repeat the number?  
a2200\_get\_fax\_nomatch2  
Let's try once more. Please enter your 10-digit fax number.  
a2200\_get\_fax\_help  
Please note we can't fax to 900 numbers. Please enter your 10 digit fax number now.  
s2250\_thanks  
Thank you. If you don't receive your fax within two hours. Please call back to speak with a customer service representative.  
<pause>  
r2275\_record\_name\_initial\_a  
To mail this information I'll need your first and last name. Please say *and* spell your name after the tone.  
r2275\_record\_name\_initial\_b  
r2275\_record\_name\_initial\_c  
Is that correct?  
r2275\_record\_name\_noinput1  
Please say *and* spell your first and last name now.  
r2275\_record\_name\_noinput2  
Sorry, I didn't hear anything. Please speak, then spell, your first and last name.  
r2280\_record\_address\_initial\_a  
Please say your address including city and state. Please spell any difficult names.  
r2280\_record\_address\_initial\_b  
r2280\_record\_address\_initial\_c  
Is that correct?  
r2280\_record\_address\_noinput1  
Please say your address including city and state. Please spell any difficult names.  
r2280\_record\_address\_noinput2  
Sorry, I didn't hear anything. Please say your address including city and state. Please spell any difficult names.  
a2290\_get\_zipcode\_initial  
For verification please enter your 5-digit zip code.  
a2290\_get\_zipcode\_noinput1  
Please enter your zip code.  
a2290\_get\_zipcode\_noinput2  
Enter your 5-digit zip code now.  
a2290\_get\_zipcode\_nomatch1  
Please enter your zip code.  
a2290\_get\_zipcode\_nomatch2  
Using your keypad please enter zip code now  
a2290\_get\_zipcode\_help  
Using your keypad please enter zip code now  
s2300\_confirmation\_tournament  
Thank you. You should receive your information within 10 business days <pause>  
m2310\_get\_password\_initial\_a  
Please say or enter your password.  
m2310\_get\_password\_noinput1  
Please enter or say your password now.  
m2310\_get\_password\_noinput2  
To enter the system, please say or enter your password  
m2310\_get\_password\_nomatch1  
Could you provide the password again?  
m2310\_get\_password\_nomatch2  
Let's try once more. Please enter or say your password now.  
m2310\_get\_password\_help  
Please enter or say your password now.  
m2325\_permit\_or\_vessel\_initial  
How would you like to search? Say "By Permit number" or "By Vessel number"

m2325\_permit\_or\_vessel\_noinput1

Please say how you'd like to search. Say "By Permit number" or "By Vessel number"

m2325\_permit\_or\_vessel\_noinput2

Let's try again. To search for a permit number press 1. To search by vessel number press 2. To speak with a customer service representative press 0.

m2325\_permit\_or\_vessel\_nomatch1

Sorry, which one? <1.5 second pause> Please say "permit number" or "vessel number"

m2325\_permit\_or\_vessel\_nomatch2

Let's try once more. To enter a permit number press 1, To enter a vessel number press 2. To speak with a customer service representative press 0.

m2325\_disconfirm

My Mistake. Let's try again. To search for a permit number press 1. To search by vessel number press 2. To speak with a customer service representative press 0.

m2325\_permit\_or\_vessel\_help

To search for a permit number press 1. To search by vessel number press 2. To speak with a customer service representative press 0.

a2350\_get\_permit\_number\_initial

Ok, please enter your 8-digit permit number followed by the pound sign. or say it one digit at a time.

a2350\_get\_permit\_number\_noinput1

Using your keypad, please *enter* the 8-digit permit number followed by the pound sign. <1.5 second pause> You can find the number on the upper left side of the permit.

a2350\_get\_permit\_number\_noinput2

Using your keypad please enter the 8-digit permit number followed by the pound sign.

a2350\_get\_permit\_number\_nomatch1

Using your keypad, please enter the number followed by the pound sign.

a2350\_get\_permit\_number\_nomatch2

Let's try once more. Please enter your 8-digit permit number followed by the pound sign.

a2350\_get\_permit\_number\_help

Please say or enter your 8-digit permit number, one digit at a time followed by the pound sign.

s2460\_vessel\_or\_inst

Ok, Please enter your vessel number. For special instructions on using your keypad press \*

s2460\_vessel\_or\_inst\_2nd

Ok, Please begin entering the vessel number.

a2375\_get\_vessel\_number\_pre\_initial

silence

a2375\_get\_vessel\_number\_noinput1

For instructions on entering a vessel ID using your keypad press \*. Otherwise please enter the vessel number you'd like to search for.

<character>

<Play Character>

s2390\_next\_char

Enter the next character or press # if you're finished.

(beep)

m2425\_alphanum\_initial

Sure, here's how you enter a vessel number. Using your keypad you'll press the key where the Letter appears. Each time you press the key I will speak *either* a number or a letter that appears on that key. Continue pressing the key until you hear the character you want, then press # to select that character. For example, to enter the letter B you would press the 2 key until the letter B is spoken to you. You would then press the pound key to select it. You can then start on your next character. Should I repeat the instructions?

m2425\_alphanum\_noinput1

To hear those instructions again press 1. Otherwise press 2.

m2425\_alphanum\_noinput2

Press 1 to hear the instructions again. Press 2 to enter your Vessel number.

m2425\_alphanum\_nomatch1

Was that yes or no?

m2425\_alphanum\_nomatch2

Press 1 to hear the instructions again. Press 2 to enter your Vessel number.

m2425\_alphanum\_help

Press 1 to hear the instructions again. Press 2 to enter your Vessel number.

s2450\_pleasehold

Please hold while I look that up.  
m2500\_play\_status\_initial\_ap1  
Permit number  
m2500\_play\_status\_initial\_av1  
Vessel number  
m2500\_invalid\_vessel  
was invalid  
m2500\_play\_status\_initial\_a  
Is registered to <pause>  
m2500\_play\_status\_initial\_bv  
The vessel number is <pause>  
m2500\_play\_status\_initial\_bp  
The permit number is <pause>  
m2500\_play\_status\_initial\_c  
Here's the status <pause>  
m2500\_play\_status\_initial\_d  
You can say "Repeat that" or "Main menu"  
m2500\_play\_status\_noinput1  
Please say "Repeat that". To do another search say "Main Menu"  
m2500\_play\_status\_noinput2  
To hear the status again press \*. To return to the main menu press #. To speak with a customer service representative Press 0.  
m2500\_play\_status\_nomatch1  
Pardon? <1.5 second pause> Say "Repeat that" or "Main menu" To speak with a customer service representative say  
"Operator"  
m2500\_play\_status\_nomatch2  
Let's try once more. To hear the status again press \*. To do another search press #. To speak with a customer service  
representative Press 0.  
m2500\_help  
To hear the status again press \*. To return to the main menu press #. To speak with a customer service representative press 0.  
s3000\_goodbye  
Thanks for calling National Marine Fisheries. Remember you can also visit us on our web site at [www.hmspermits.gov](http://www.hmspermits.gov). That  
web site again is [www.hmspermits.gov](http://www.hmspermits.gov)  
Goodbye  
s3025\_failure  
Sorry, for the difficulty. Let me get someone to assist you.  
s3050\_business\_hours  
Please hold while I transfer your call.  
s3075\_after\_hours\_a  
Sorry, Our offices are currently closed. Our business hours are from Monday through Friday, 8am to 5pm eastern standard  
time.  
s3075\_after\_hours\_b  
Sorry, Our office is closed in observance of the holiday. Our business hours are from Monday through Friday, 8am to 5pm  
eastern standard time.  
m3080\_last\_chance\_initial\_ap1  
You can also visit us on the web at [www.hmspermits.gov](http://www.hmspermits.gov). That web site again is [www.hmspermits.gov](http://www.hmspermits.gov). If you'd like to  
continue using the automated system say "Main Menu". Otherwise Please call back during normal business hours.  
m3080\_last\_chance\_noinput1  
Our web site again is [www.hmspermits.gov](http://www.hmspermits.gov). To use the automated system say "Main Menu". Otherwise please call back  
during normal business hours.  
m3080\_last\_chance\_noinput2  
To use the automated system press #. Otherwise please call back during normal business hours.  
m3080\_last\_chance\_nomatch1  
To continue using the automated system say "Main Menu" You can also visit us on the web at [www.hmspermits.gov](http://www.hmspermits.gov).  
m3080\_last\_chance\_nomatch2  
To use the automated system press #. Otherwise please call back during normal business hours.  
m3080\_last\_chance\_help  
You can also visit us the web at [www.hmspermits.gov](http://www.hmspermits.gov). That web site again is [www.hmspermits.gov](http://www.hmspermits.gov). If you'd like to  
continue using the automated system press #. Otherwise please call back during normal business hours.