

# Convergys Application Specifications

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## Sample Phrase List: Aquilent - NOAA

MSG#	User Error-Standard Messages
300.	That was not a valid entry.
301.	We did not receive a response.
302.	This will be your last opportunity to enter this information.
303.	We are not able to complete your call at this time. Please try again later.
	<b>Custom Phrases</b>
501.	Welcome to the National Marine Fisheries Service Permit and Landings Reporting system. We can also be found on the web at, <a href="http://www.hmspermits.gov">www.hmspermits.gov</a> . Currently this automated service allows for the renewal of three types of permits: Atlantic tunas Permits, Highly Migratory Species Charter/Headboat permits, and the new Recreational Highly Migratory Species Angling permits. The system also allows for the reporting of recreationally-landed bluefin tuna. You may also listen to updates to the Atlantic tunas regulations and, if you are a tournament organizer, get registration information.
502.	Please listen carefully to the following menu options, which includes an option to speak with a customer service representative. For permitting, press 1. To report landings, press 2. For tournament registration, press 3. For general information, press 4. To exit the system, press 9. To speak to a Customer Service Representative and to obtain a Statement on the Paperwork Reduction Act, press 0. Customer Service is available to assist you Monday through Friday, 8 am to 5 pm Eastern time. If you are calling from a rotary telephone please hold and you will be connected to a Customer Service Representative. To repeat this menu, press the star key.
503.	To renew an existing permit, press 1. Permits are not transferable between vessels. If you are trying to obtain a permit for a new vessel, press 0 to speak to a customer service representative. To check the status of your permit, press 2. To update a permit or report a change of vessel ownership, press 3. To receive an initial or renewal application package by mail, press 4. To receive a copy of your permit, press 5. To return to the main menu, press 6.
504.	To renew an Atlantic tunas permit, an Atlantic HMS Angling permit, or an Atlantic HMS Charter/Headboat permit, press 1. To renew any other fishing permit, press 2.
505.	Sorry, currently this system only allows for the renewal of only Atlantic tuna permits, Atlantic HMS Angling permits, and Atlantic HMS Charter/Headboat permits. In the next few years, NMFS plans to make other permits renewable through this system.
506.	To return to the main menu, press 1. To exit the system, press 9.
507.	To renew your Atlantic tunas permit, your Atlantic HMS Angling permit, or your Atlantic HMS Charter/Headboat permit for the 2012 fishing year, you will need your 8-digit permit number and a credit card. The fee for renewing

	your 2012 permit is \$20.00. Both Atlantic tunas and Atlantic HMS permits will be valid from the date of issuance through December 31, 2012. Once you have obtained your permit check it immediately to ensure it's accuracy. You will have 10-calendar days from the date of issuance to correct any potential errors in the permit category.
508.	Please enter your 8-digit permit number, located on your Atlantic tunas permit, Atlantic HMS Angling permit, or your Atlantic HMS Charter/Headboat permit, and included in the renewal instructions mailed to you in November 2011
509.	You entered permit number.
510.	If this is correct, press 1. If this is not correct, press 2.
511.	The permit number you entered cannot be processed at this time.
512.	Your permit category was...
513.	To renew the permit in the same category, press 1. To renew the permit in a different category, press 2. To renew any other fishing permit, press 3. To return to the main menu, press 4. To exit the system, press 9. To speak to a Customer Service Representative, press zero.
514.	Your gear type is.
515.	To renew your permit with your current gear type, press 1. To renew your permit with a different gear type, press 2.
516.	To receive your permit by fax, press 1. To receive your permit by regular mail, press 2. To receive your permit by priority mail at an additional charge of < >.
517.	Press 3.
518.	Please enter your credit card number.
519.	You entered credit card number.
521.	You entered an invalid credit card number.
522.	Please enter your 4-digit credit card expiration date. For example, for July 2006 you would enter zero, seven, zero, six
523.	You entered expiration date.
525.	Sorry, but your credit card transaction was not approved.
526.	To try another credit card, press 1. To return to the main menu, press 2. To exit the system, press 9. To speak to a Customer Service Representative, press zero.
527.	Total charged on credit card is <\$\$>
528.	
529.	Please enter your fax number, beginning with the 3-digit area code.
532.	You entered an invalid fax number.
534.	Your requested information will be faxed to you shortly. If you do not receive the information within two hours, please call back and speak to a customer service representative.
535.	Your requested information will be mailed to you shortly. If you do not receive the information within ten calendar days, please call back and speak to a customer service representative.
536.	To renew another Atlantic tunas permit, Atlantic HMS Angling permit, or an Atlantic HMS Charter/Headboat permit, press 1. To return to the main menu, press 2. To exit the system, press 9.
537.	To request an Atlantic tunas, Atlantic HMS Angling, or an Atlantic HMS Charter/Headboat permit application, press 1. To renew any another fishing permit, press 2.
538.	Sorry, currently this system allows for the renewal of only Atlantic tunas permits, Atlantic HMS Angling permits, and Atlantic HMS Charter/Headboat permits. In the next few years, NMFS plans to make other permits renewable through this system.
540.	At the tone, please state your first and last name. Please speak slowly and clearly, and spell any difficult words.
541.	Please state your complete mailing address, including city, state, and zip code.
542.	For verification purposes, please use your telephone keypad to enter your 5-digit zip code.
545.	Please enter your 8-digit permit number, located on your Atlantic tunas permit, your Atlantic HMS Angling permit,

	or your Atlantic HMS Charter/Headboat permit, and included in the renewal instructions mailed to you in Spring 2006.
546.	Permit number.
547.	Is not valid.
549.	The first five letters of the owner name are.
550.	And the status is.
552.	Sorry, but you may not change your vessel's permit category at this time. Changes in the permit category must be made prior to the start of the fishing year or when you renew the permit for that fishing year. However, permit applicants are allowed to make permit category changes within 10-calendar days of the date of issuance of the permit to correct any potential errors. If you wish to change your permit category and were issued the permit within 10-calendar days, press 0 to speak with a Customer Service Representative
553.	To return to the main menu, press 1. To exit the system, press 9. To speak to a Customer Service Representative, press zero.
554.	You must be a licensed captain, or have one aboard, on every trip to qualify for this permit. Note that while persons aboard a Charter/Headboat-permitted vessel are fishing for, or are in possession of, Atlantic tunas, sharks, swordfish, or billfish, the operator of the vessel must have a valid Merchant Marine License or Uninspected Passenger License, as applicable, issued by the U.S. Coast Guard, and must carry this license on board the vessel.
555.	To continue with the charter/headboat category, press 1. To choose another category, press 2.
556.	Please listen carefully to all the permit options before selecting your permit category. To renew an Atlantic tunas general category permit, press 1. For the Atlantic HMS Angling permit, press 2. To renew an Atlantic HMS Charter/Headboat permit, press 3. For the Atlantic tunas harpoon category, press 4. For the Atlantic tunas trap category, press 5.
557.	You have selected the...
559.	For...
560.	You have chosen...
562.	To report bluefin tuna, press 1. To report all other landings, press 2.
563.	Sorry, but this system allows for the reporting of recreationally-landed Atlantic bluefin tuna only.
565.	Please enter your 8-digit permit number.
569.	Using your telephone keypad, please enter the 2-digit postal code for the state of landing. For example, if you landed the fish in Virginia, you would enter eight, two.
570.	It is important that we receive your landings information To re-enter the permit number, press 1. To report your landings with an invalid permit number, press 2. To speak to a Customer Service Representative, press zero.
571.	You entered an invalid state.
573.	You entered.
575.	Please enter the 6-digit date of landing. For example, June 12, 2006 would be entered as zero-six, one-two, zero six.
576.	Please choose how you will report the length of the.
577.	To report the length of the fish with the head on, press 1. To report the length of the fish with the head off, press 2.
578.	Please enter the length in inches.
579.	You've told us.
582.	To report additional fish for the same date, press 1. To report additional fish for a different date, press 2. If you have no more fish to report, press 3.
583.	Your landing report is complete.
584.	You have reported the maximum number of fish that this system can accept at one time. Please call again if you need to report additional fish and in the future, please report your landings within 24 hours.
585.	Note that special procedures apply for the reporting of bluefin tuna landed in North Carolina and Maryland; vessel operators must fill out a landing card at a reporting station upon landing. For further information, including

	reporting station locations, regarding the North Carolina program, call (800) 338-7804; for Maryland, call (410) 213-1531. Your report has been recorded, but please follow these special procedures in the future.
586.	Our records indicate that your permit has expired. Please return to the main menu and renew your permit.
588.	Tournament registration... (phrase continues)
589.	You may also... (phrase continues)
590.	To receive information by fax, press 1. For information on using our website, press 2. To hear the latest regulations updates regarding Atlantic tunas, Atlantic HMS Angling or HMS Charter/Headboat fisheries, press 3. For information on other species, press 4. To return to the main menu, press 5. To exit the system, press 9.
591.	(reserved for NMFS recording through admin function)
592.	Sorry; currently this system provides only regulatory updates for the Atlantic tunas, Atlantic HMS Angling and Atlantic HMS charter/headboat fisheries. For more information please call the HMS info line at 1-800-894-5528.
593.	(reserved for NMFS recording through admin function)
594.	(reserved for NMFS recording through admin function)
595.	To hear updated information on the commercial fishery for Atlantic tunas, press 1. To hear updated information on the recreational fishery for Atlantic tunas, press 2. To hear updated information on Atlantic HMS Charter/Headboat fisheries, press 3.
596.	To receive an initial or renewal application package, press 1. To receive a tuna ID guide, press 2.
600.	(reserved for NMFS recording through admin function)
603.	Please enter your password.
604.	To check the status of a permit using the permit number, press 1. To check the status of a permit using a vessel number, press 2. To hear the alpha-numeric tutorial, press 3. To exit the system, press 9 To speak to a Customer Service Representative, press zero.
605.	Please enter the 8-digit permit number.
606.	Please enter the vessel number.
607.	Permit number.
608.	Is invalid.
609.	Vessel number.
611.	The first five letters of the owner name are.
613.	Status.
614.	To update a phrase, press 1. To exit the system, press 9.
615.	Please enter the phrase number.
616.	To review, press 1. To record, press 2. To delete, press 3. To update another phrase, press 4. To exit the system, press 9.
620.	Thank you for calling the National Marine Fisheries Service Permit and Landings Reporting system. Goodbye.
621.	
622.	Sorry but our customer service department is currently closed. Please call back between the hours of 8AM and 5PM eastern standard time, Monday through Friday, excluding federal holidays.
623.	To return to the main menu, press 1. To exit the system, press 9.
625.	Press.
626.	We are unable to process your information at this time. Please call back shortly.
627.	Maine
628.	New Hampshire
629.	Massachusetts
630.	Rhode Island
631.	Connecticut

632.	New York
633.	New Jersey
634.	Pennsylvania
635.	Delaware
636.	Maryland
637.	Washington DC
638.	Virginia
639.	North Carolina
640.	South Carolina
641.	Georgia
642.	Florida
643.	Mississippi
644.	Alabama
645.	Louisiana
646.	Texas
647.	Puerto Rico
648.	U.S. Virgin Islands
649.	Press 1.
650.	Blank
651.	Blank
652.	Gear.
653.	Inches with head on.
654.	Inches with head off.
655.	Requested information is normally mailed to your address of record.
656.	If you wish to receive this information at your address of record, press 1. If you wish to receive this information at another address, press 2.
657.	Vessel numbers require entry of alphanumeric characters as follows. Using your telephone keypad, press the key on which the alphanumeric character appears. Each time you press that key; the system will speak either a number or a letter that appears on that key. Continue pressing that key until you hear the desired character. When you hear the desired character, press the pound key to accept that character. For example, to enter the letter B you would press the 2 key until the letter B is spoken by the system. Then press the pound key to accept the letter B. The letter Q is accessed from the 7 key and the letter Z is accessed from the 9 key.
658.	The order tracking number for this renewal is.
659.	You may check the status of your order by visiting the online NMFS Permit Shop at <a href="http://www.nmfspermits.com">www.nmfspermits.com</a> and selecting the order-tracking option in the Permits area. You may also check the status of your order by giving this tracking number to a customer service representative.
660.	Sorry you are having trouble entering your fax number. Please call back and speak with a customer service representative to receive a copy of your permit.
661.	First fish.
662.	Second fish
663.	Third fish.
664.	Fourth fish.
665.	Fifth fish.
666.	Sixth fish.
667.	Seventh fish.
668.	Eighth fish.
669.	Ninth fish.
670.	Tenth fish.
700	I am the owner / operator of this vessel OR am fully authorized by the owner /operator to complete this transaction. YES, press 1. NO, press 2. To speak to a customer service representative, press 0.
701	I certify under penalty of perjury under the laws of the United States of America that the information given is true and correct, and that I have full authority to execute this transaction as, or on behalf of, the secured party, lien creditor or encumbrancer indicated herein.

	<p>YES, press 1.  NO, press 2.  To speak to a customer service representative, press 0.</p>
702	<p>You will <b>need to select a permit category for this vessel. Several options are available.</b> Do NOT PROCEED unless you fully understand the differences between each permit category and are sure of the permit category that <b>will meet your needs.</b> Any correction to your permit category must be completed within 10 calendar days of the date of issuance. I fully understand the implications of my choice of vessel permit category.  YES, press 1.  NO, press 2.  To speak to a customer service representative, press 0.</p>
771	<p>If you wish to speak to a customer service representative, please press zero. Otherwise, this call will end.</p>
772.	<p>We are experiencing technical difficulties. Please hold for a customer service representative who will complete your transaction.</p>
773	<p>At the end of the permitting process you will receive an order tracking number. Please wait while we process your transaction. This process may take a couple minutes.</p>

We have reviewed the scripts and concur that, at this point, it accurately describes our specifications for the application. PriceInteractive is authorized to proceed with programming and recording on this basis.

\_\_\_\_\_  
Authorized Client Representative

\_\_\_\_\_  
Date

MSG#	STANDARD PHRASES
1	Zero
2	One
3	Two
4	Three
5	Four
6	Five
7	Six
8	Seven
9	Eight
10	Nine
11	Ten
12	Eleven
13	Twelve
14	Thirteen
15	Fourteen
16	Fifteen
17	Sixteen
18	Seventeen
19	Eighteen
20	Nineteen
21	Twenty
22	Thirty
23	Forty
24	Fifty
25	Sixty
26	Seventy
27	Eighty
28	Ninety
29	Hundred
30	Thousand
	<b>Digits and Numbers- Special</b>
106	Oh
107	Minus
108	Point
109	Star
110	Pound
	<b>Letters*</b>
111*	A
112*	B
113*	C
114*	D
115*	E
116*	F
117*	G
118*	H
119*	I
120*	J
121*	K
122*	L
123*	M
124*	N
125*	O

126*	P
127*	Q
128*	R
129*	S
130*	T
131*	U
132*	V
133*	W
134*	X
135*	Y
136*	Z
<b>Months</b>	
151	January
152	February
153	March
154	April
155	May
156	June
157	July
158	August
159	September
160	October
161	November
162	December
<b>Dollar Amount - Single</b>	
195	Dollar
196	Cent
<b>Dollar Amounts - Multiple</b>	
205	Dollars
206	Cents
<b>Years</b>	
265*	1995
266*	1996
267*	1997
268*	1998
269*	1999
270*	2000
271*	2001
272*	2002
273*	2003
274*	2004
275*	2005
<b>276*</b>	<b>2006</b>
<b>277*</b>	<b>2007</b>
<b>278*</b>	<b>2008</b>
<b>279*</b>	<b>2009</b>
<b>280*</b>	<b>2010</b>
<b>281*</b>	<b>2011</b>
<b>282*</b>	<b>2012</b>