

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 165

Program: Unemployment Insurance

Subject: New Tele-Center Fax Server and Fax Numbers

Date: October 26, 2007

This Technical Assistance Bulletin provides Local Workforce Development Boards with information on the new Texas Workforce Commission Tele-Center fax server and fax numbers.

Unemployment Insurance (UI) Call Center Operations has implemented a centralized fax server in Austin that replaces fax machines at Tele-Centers. The new fax server uses the telephone numbers listed below to receive incoming faxes and route them to the appropriate location.

Location	NEW Fax Numbers
Austin (Adjudications Unit)	(512) 322-2815
Dallas Tele-Center	(512) 322-2835
El Paso Tele-Center	(512) 322-2820
Fort Worth Tele-Center	(512) 322-2840
McAllen Tele-Center	(512) 322-2875
San Antonio Tele-Center	(512) 322-2855

To ensure a seamless transition, it is important that the following actions be taken immediately:

- Reprogram fax machines with the appropriate new number(s); and
- Provide the new centralized Tele-Center fax numbers, as appropriate, on all customer-directed Texas Workforce Center correspondence.

Note: For the next several months, the old fax numbers will remain in service and automatically forward to the fax server. Once the old numbers are deactivated, a recording will prompt callers to hang up and dial the new fax numbers.

Please share this information with appropriate staff. Direct inquiries regarding this TA Bulletin to the Workforce-UI Coordinator at wfui.coordinator@twc.state.tx.us.