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## PRI Service

1 message

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**Daniel Salinas** <daniel.salinas@co.hidalgo.tx.us>

Fri, Oct 16, 2020 at 3:18 PM

To: Betsy Roque <betsy.roque@co.hidalgo.tx.us>, "trevino, dina" <dina.trevino@co.hidalgo.tx.us>, "salazar, martha" <martha.salazar@co.hidalgo.tx.us>, Alexandra Vela <alexandra.vela@co.hidalgo.tx.us>, "Leo Gonzales Jr." <leo.gonzales@co.hidalgo.tx.us>

Betsy Roque,

We are needing to increase the number of PRI Circuits for the phone system for the county. The increased capacity is due to a larger than normal call volume due to, Covid-Call Center, Elections, and employees working from home and transferring work phone calls to cell phones. The county has increased the overall number of handsets over the past several years but has failed to increase the capacity on our PRIs. Due to the low current capacity constituents are unable to contact county offices during peak phone usage.

Respectfully,

**Daniel Salinas**

Director of Information Technology

Hidalgo County

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