

Chairman's Information Request No. 1, and extension of time for comments. This notice informs the public of the filing, invites public comment, and takes other administrative steps.

DATES: *Response to Chairman Information Request No. 1* due: October 21, 2026; *Comments are due:* October 26, 2026.

ADDRESSES: Submit comments electronically via the Commission's Filing Online system at <http://www.prc.gov>. Those who cannot submit comments electronically should contact the person identified in the **FOR FURTHER INFORMATION CONTACT** section by telephone for advice on filing alternatives.

FOR FURTHER INFORMATION CONTACT: David A. Trissell, General Counsel, at 202-789-6820.

SUPPLEMENTARY INFORMATION:

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I. Introduction

On October 13, 2026, the Postal Service filed a motion for extension of time to submit its response to Chairman's Information Request No. 1 (CHIR No.1), seeking to extend the current deadline of October 14, 2026, to October 21, 2026.¹ For the reasons discussed below, the Commission grants the Motion. In addition, the Commission extends the deadline for comments from October 16, 2026, to October 26, 2026.

II. Background

On September 16, 2026, the Postal Service filed a request to remove *Mail Classification Schedule* (MCS) section 2615.2 Competitive International Registered Mail from the Competitive product list and make accompanying classification changes in MCS sections 2340.5 and 2600.2, effective January 1, 2027.² In addition, the Postal Service also requests to transfer the Inbound PRIME Registered Service Agreement 1 and the PRIME-USPS Registered Agreement from the Competitive

product list to the Market Dominant product list, and add these two agreements to MCS section 1602.3.5 Inbound Market Dominant Multi-Service Agreements with Foreign Postal Operators 1, effective January 1, 2027. Request at 1–2, 4.

On September 17, 2026, the Commission established the instant docket, appointed a Public Representative, and set October 16, 2026 as the deadline for comments.³ On October 7, 2026, CHIR No. 1 was issued.⁴ The deadline for responding to CHIR No. 1 is October 14, 2026. CHIR No. 1 at 1.

On October 13, 2026, the Postal Service filed the Motion. The Postal Service states that it is preparing its response to CHIR No. 1 but needs additional time to finalize its response. Motion at 1. The Postal Service requests an extension of 7 days until October 21, 2026 to submit its response to CHIR No. 1. *Id.* The Postal Service notes that it would not object if any interested party requests a brief extension of the comment deadline or seeks to file supplement comments. *Id.*, n.2.

III. Commission Analysis

The proposed effective date for the proposed classification changes is January 1, 2027. Request at 3, 4. Therefore, extending the deadline for the Postal Service to respond to CHIR No. 1 by 7 calendar days would not have any adverse impact on the overall procedural schedule of this docket, nor would it have any adverse impact on other participants. Accordingly, the Commission grants the Motion and extends the deadline for responding to CHIR No. 1 to October 21, 2026. 39 CFR 3010.162(c).

In addition, the Commission extends the deadline set in Order No. 9732 for comments from October 16, 2026 to October 26, 2026, so that interested participants will have sufficient time to review the Postal Service's response to CHIR No. 1 and consider it in preparing their comments.

IV. Ordering Paragraphs

It is ordered:

1. The United States Postal Service Motion for Extension of Time to File Response to Chairman's Information

Request No. 1, filed October 13, 2026, is granted.

2. The response to Chairman's Information Request No. 1 is due October 21, 2026.

3. Comments are due October 26, 2026.

4. This Order, or an abstract thereof, shall be published in the **Federal Register**.

By the Commission.

Parvaneh Higareda,
Senior Paralegal Specialist.

[FR Doc. 2026–21238 Filed 10–16–26; 8:45 am]

BILLING CODE 7710-FW-P

POSTAL SERVICE

Privacy Act of 1974; System of Records

AGENCY: Postal Service.

ACTION: Notice of creation of new system of records.

SUMMARY: The United States Postal Service (USPS) is proposing to create one Customer Privacy Act Systems of Records, USPS 830.100, Customer Call Center. The creation of this System of Records will centralize USPS' call center operations to support enhanced agent analytics and facilitate improved customer service operations.

DATES: These revisions will become effective without further notice on November 18, 2026, unless, in response to comments received on or before that date result in a contrary determination.

ADDRESSES: Comments may be submitted via email to the Privacy and Records Management Office, United States Postal Service Headquarters (uspsprivacyfedregnotice@usps.gov). Arrangements to view copies of any written comments received, to facilitate public inspection, will be made upon request.

FOR FURTHER INFORMATION CONTACT: Janine Castorina, Chief Privacy and Records Management Officer, Privacy and Records Management Office, 202–268–2000 or uspsprivacyfedregnotice@usps.gov.

SUPPLEMENTARY INFORMATION: This notice is in accordance with the Privacy Act requirement that agencies publish their systems of records in the **Federal Register** when there is a revision, change, or addition, or when the agency establishes a new system of records. The Postal Service is proposing to create one new system of records (SOR).

I. Background

This notice is in accordance with the Privacy Act requirement that agencies

¹ United States Postal Service Motion for Extension of Time to File Response to Chairman's Information Request No. 1, October 13, 2026, at 1 (Motion).

² Request of the United States Postal Service to Remove Competitive International Registered Mail from the Competitive Product List and Make Accompanying Classification Changes, and Transfer the Inbound PRIME Registered Service Agreement 1 as Well as the PRIME-USPS Registered Agreement to the Market Dominant Product List, and Application for Non-Public Treatment, September 16, 2026, at 1, 3 n.4 (Request).

³ Notice and Order Concerning Removal of Competitive International Registered Mail from the Competitive Product List and Accompanying Classification Changes, and Transfer of the Inbound PRIME Registered Service Agreement 1 and the PRIME-USPS Registered Agreement from the Competitive Product List to the Market Dominant Product List, September 17, 2026, at 5 (Order No. 9732).

⁴ Chairman's Information Request No. 1, October 7, 2026 (CHIR No. 1).

publish their systems of records in the **Federal Register** when there is a revision, change, or addition, or when the agency establishes a new system of records.

II. Rationale for Changes to USPS Privacy Act Systems of Records

The United States Postal Service works tirelessly to bind the nation together, reaching every address and providing numerous locations to interact with the public. Given the scale of this presence, the Postal Service requires significant infrastructure to handle customer service issues that may arise from both its public interactions as well as those impacting Postal Service employees.

To that end, the Postal Service utilizes enhanced call center processes and analytics to ensure efficient, prompt, reliable resources to assist customers at every touchpoint. These analytics and processes provide a platform for documenting customer service matters, which can then be used to further train Postal Service customer service agents, creating a continuous improvement process to better serve the American public.

To support this process, the Postal Service will create this SOR to formalize call center operations and provide a means for integrating new and existing features to the call center ecosystem to better serve the American people.

III. Description of the Modified Systems of Records

Pursuant to 5 U.S.C. 552a(e)(11), interested persons are invited to submit written data, views, or arguments on this proposal. A report of the proposed revisions to this SOR has been sent to Congress and to the Office of Management and Budget for their evaluations. The Postal Service does not expect that this modified system of records will have any adverse effect on individual privacy rights. Accordingly, for the reasons stated above, the Postal Service proposes revisions included in this system of records presented in its entirety as follows:

SYSTEM NAME AND NUMBER:

USPS 830.100, Customer Call Center.

SECURITY CLASSIFICATION:

None.

SYSTEM LOCATION:

USPS Customer Experience, Headquarters and Headquarters Field Units; Integrated Business Solutions Services Centers; the National Customer Support Center (NCSC); districts, Post Offices, contractor sites; and detached mailing units at customer sites.

SYSTEM MANAGER(S) AND ADDRESS:

Chief Customer and Marketing Officer and Executive Vice President, United States Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260.

Chief Information Officer and Executive Vice President, United States Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

39 U.S.C. 401, 403, and 404.

PURPOSE(S) OF THE SYSTEM:

1. To improve efficiency in the customer service process by providing coaching opportunities based on call center metric data.
2. To provide performance-related data based on call center metric data.
3. To handle customer service inquiries, complaints, and other inbound matters handled by USPS.
4. To provide a dashboard to supervisors to monitor call center activity and call center agent performance and to provide upskilling and performance improvement opportunities.
5. To utilize Artificial Intelligence to support call center operations and provide customer support, and to evaluate customer interactions to perform Quality Assurance audits to ensure sufficient and accurate levels of customer service delivery.
6. To query related customer service systems to identify possible customer issues to provide proactive support.
7. To provide retail post office customers the ability to communicate with USPS through web-based phone and text functionality.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Individuals who call into a USPS customer service location, USPS call center employees and agents.

CATEGORIES OF RECORDS IN THE SYSTEM:

1. Employee and Agent records: Information relating to Call Center Employees and Agents, including: Name, Social Security Number, Employee Identification Number, ACE ID, phone number(s), work contact information, duty location, call center location.
2. Customer Call Center Customer records: Information relating to data submitted by customers related to their call, including: USPS Employee or Contractor Name, Work Address, Work Phone, Work Email Address, USPS Employee ID Number (EIN), USPS Employee Title, ACE ID, Finance Number, Personal Email Address, Customer Name, Customer Address,

Customer Phone, Customer Email Address, Facility Name, Facility Address, Facility Information (Area, District, Finance Number), Business Partner or Supplier Name, Business or Supplier Address, Phone, Email Address, Business Customer Name, Business Customer Address, Business Customer Phone, Business Customer Email Address, Tax Identification Number, Truncated Credit Card Number, Inbound Call Center volume, Customer Social Media Information, Security Questions and Answers.

3. IT Service Desk Customer records: USPS Employee or Contractor Name, Address, Work Phone, Work Email Address, Employee ID Number (EIN), USPS Employee Title, ACE ID, Finance Number, Occupation Code, Facility Name, Facility Address, Facility Phone, Facility Email Address or Distribution List, Facility Database ID, Facility Information Facility Photographs, IP Address, Publicly Available USPS Documents, Other Account Number, Building Layouts, Business Partner or Supplier Name, Business or Supplier Address, Business or Supplier Phone, Business or Supplier Email Address, Publicly Available Information from Business Partners, USPS Account Number, Individual Photographs, Customer IP Address, Information compiled for law enforcement purposes, Communications Protected by Legal Privileges, Call volume.

4. Employee Support Call Center records: USPS Employee, Contractor, or Applicant Name, Address, USPS Employee ID Number (EIN), Finance Number, Occupation Code, USPS Personnel Records, Personal Email Address, Birth Date, Age, Gender, Race/ National Origin, Marital Status, Partial or Full Social Security Number, Bank Routing and Account Numbers, Employee Medical Information, Change of Address, Occupation or Employee Title, Job Description, USPS Applicant Information.

5. Call Center Reporting Records: Agent name, Voice Alerting Number, Callback Interacting Number, Callback Waiting Number, Message Interacting Number, Message Waiting Number, Email Interacting Number, Email Waiting Number, Waiting Number, Interacting Number, Alerting Number, Connected Number, Outbound Number, Outbound Attempted Number, Outbound Connected Number, Agents Alerting Number, Agents Interacting Number, Agents Waiting Number, Busy Agents Number, Voice Interacting Number, Voice Waiting Number.

6. Web-based retail phone records: Records relating to retail-customer initiated talk and text inquiries,

questions, and services including: Caller name, caller phone, text message contents, transcribed voicemails, call logs, MMS Media, SMS Media, and customer email address.

RECORD SOURCE CATEGORIES:

Employees; employees' supervisor or manager; customers; and other systems of records.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:

Standard routine uses 1. through 11. apply.

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

Automated database, computer storage media, digital files, and paper files.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:

Customer Call Center records are retrieved by Interaction ID.

Web-based retail phone records are retrieved by phone number and name.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

1. Customer Call Center records are retained for 6 months.

2. Web-based retail phone records are retained for 10 years.

Records existing on paper are destroyed by burning, pulping, or shredding. Records existing on computer storage media are destroyed according to the applicable USPS media sanitization practice.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:

Paper records, computers, and computer storage media are located in controlled-access areas under supervision of program personnel. Access to these areas is limited to authorized personnel, who must be identified with a badge.

Access to records is limited to individuals whose official duties require such access. Contractors and licensees are subject to contract controls and unannounced on-site audits and inspections.

Computers are protected by mechanical locks, card key systems, or other physical access control methods.

The use of computer systems is regulated with installed security software, computer logon identifications, and operating system controls including access controls, terminal and transaction logging, and file management software.

RECORD ACCESS PROCEDURES:

Requests for access must be made in accordance with the Notification

Procedure below and USPS Privacy Act regulations regarding access to records and verification of identity under 39 CFR 266.5.

CONTESTING RECORD PROCEDURES:

See Notification Procedures below and Record Access Procedures above.

NOTIFICATION PROCEDURES:

Customers wanting to know if information about them is maintained in this system of records must address inquiries to the system manager in writing. Inquiries should include name, address, and other identifying information.

EXEMPTIONS PROMULGATED FOR THE SYSTEM: NONE.

HISTORY:

None.

Daria Schildkraut,

Attorney, Ethics and Legal Compliance.

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BILLING CODE 7710–12–P

SECURITIES AND EXCHANGE COMMISSION

[Release No. 34–106664; File No. SR–BOX–2026–20]

Self-Regulatory Organizations; BOX Exchange LLC; Notice of Filing and Immediate Effectiveness of a Proposed Rule Change To Amend the Fee Schedule for Trading on the BOX Options Market LLC Facility To Amend Section V. Manual Transaction Fees of the Fee Schedule To Increase QOO and FOO Order Fees in Non-Penny Interval Classes and To Increase the Floor Broker Enhanced Rebate in Non-Penny Interval Classes

October 14, 2026.

Pursuant to Section 19(b)(1) under the Securities Exchange Act of 1934 (the “Act”) ¹ and Rule 19b–4 thereunder, ² notice is hereby given that on September 30, 2026, BOX Exchange LLC (the “Exchange”) filed with the Securities and Exchange Commission (the “Commission”) the proposed rule change as described in Items I and II below, which Items have been prepared by the Exchange. The Exchange filed the proposed rule change pursuant to Section 19(b)(3)(A)(ii) of the Act, ³ and Rule 19b–4(f)(2) thereunder, ⁴ which renders the proposal effective upon filing with the Commission. The

¹ 15 U.S.C. 78s(b)(1).

² 17 CFR 240.19b–4.

³ 15 U.S.C. 78s(b)(3)(A)(ii).

⁴ 17 CFR 240.19b–4(f)(2).

Commission is publishing this notice to solicit comments on the proposed rule change from interested persons.

I. Self-Regulatory Organization's Statement of the Terms of the Substance of the Proposed Rule Change

The Exchange is filing with the Securities and Exchange Commission (“Commission”) a proposed rule change to amend the Fee Schedule on the BOX Options Market LLC (“BOX”) options facility. The Exchange proposes to increase QOO and FOO Order Fees in Non-Penny Interval classes and to increase the Floor Broker enhanced rebate in Non-Penny Interval classes in Section V. Manual Transaction Fees of the Fee Schedule. While changes to the fee schedule pursuant to this proposal will be effective upon filing, the changes will become operative on October 1, 2026. The text of the proposed rule change is available from the principal office of the Exchange, and also on the Exchange's internet website at <https://rules.boxexchange.com/rulefilings>.

II. Self-Regulatory Organization's Statement of the Purpose of, and Statutory Basis for, the Proposed Rule Change

In its filing with the Commission, the Exchange included statements concerning the purpose of and basis for the proposed rule change and discussed any comments it received on the proposed rule change. The text of these statements may be examined at the places specified in Item IV below. The Exchange has prepared summaries, set forth in Sections A, B, and C below, of the most significant aspects of such statements.

A. Self-Regulatory Organization's Statement of the Purpose of, and Statutory Basis for, the Proposed Rule Change

1. Purpose

The Exchange proposes to amend Section V. Manual Transaction Fees of the Fee Schedule to: (1) increase Market Maker Qualified Open Outcry (“QOO”) and FLEX Open Outcry (“FOO”) Order fees in Non-Penny Interval classes from \$0.50 to \$1.00; and (2) increase the Floor Broker enhanced rebate in Non-Penny Interval classes from \$0.20 to \$0.25.

Background of Fees and Rebates for Transactions on the Trading Floor

The Exchange assesses fees (and/or provides rebates) for transactions on the Trading Floor based on account type.⁵ For Public Customers the Exchange does

⁵ See Fee Schedule Section V.A.