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## Access Free Guide Features Calling Centurylink

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## The Essential Guide to Telecommunications

*Prentice Hall* “Annabel Dodd has cogently untangled the wires and switches and technobabble of the telecommunications revolution and explained how the introduction of the word ‘digital’ into our legislative and regulatory lexicon will affect consumers, companies and society into the next millennium.” - United States Senator Edward J. Markey of Massachusetts; Member, U.S. Senate Subcommittee on Communications, Technology, Innovation, and the Internet “Annabel Dodd has a unique knack for explaining complex technologies in understandable ways. This latest revision of her book covers the rapid changes in the fields of broadband, cellular, and streaming technologies; newly developing 5G networks; and the constant changes happening in both wired and wireless networks. This book is a must-read for anyone who wants to understand the rapidly evolving world of telecommunications in the 21st century!” - David Mash, Retired Senior Vice President for Innovation, Strategy, and Technology, Berklee College of Music Completely updated for current trends and technologies, *The Essential Guide to Telecommunications, Sixth Edition*, is the world’s top-selling, accessible guide to the fast-changing global telecommunications industry. Writing in easy-to-understand language, Dodd demystifies today’s most significant technologies, standards, architectures, and trends. She introduces leading providers worldwide, explains where they fit in the marketplace, and reveals their key strategies. New topics covered in this edition include: LTE Advanced and 5G wireless, modern security threats and countermeasures, emerging applications, and breakthrough techniques for building more scalable, manageable networks. Gain a practical understanding of modern cellular, Wi-Fi, Internet, cloud, and carrier technologies Discover how key technical, business, and regulatory innovations are changing the industry See how streaming video, social media, cloud computing, smartphones, and the Internet of Things are transforming networks Explore growing concerns about security and privacy, and review modern strategies for detecting and mitigating network breaches Learn how Software Defined Networks (SDN) and Network Function Virtualization (NFV) add intelligence to networks, enabling automation, flexible configurations, and advanced networks Preview cutting-edge, telecom-enabled applications and gear-from mobile payments to drones Whether you’re an aspiring network engineer looking for a broad understanding of the industry, or a salesperson, marketer, investor, or customer, this indispensable guide provides everything you need to know about telecommunications right now. This new edition is ideal for both self-study and classroom instruction. Register your product for convenient access to downloads, updates, and/or corrections as they become available.

## Fodor's Seattle

*Fodor's Travel* For a limited time, receive a free Fodor's Guide to Safe and Healthy Travel e-book with the purchase of this guidebook! Go to [fodors.com](http://fodors.com) for details. Whether you want to visit Washington’s national parks, sample world-class coffee and cuisine, or hike in Olympic National Park, the local Fodor’s travel experts in Seattle are here to help! Fodor’s Seattle guidebook is packed with maps, carefully curated recommendations, and everything else you need to simplify your trip-planning process and make the most of your time. This new edition has been fully redesigned with an easy-to-read layout, fresh information, and beautiful color photos. Fodor’s Seattle includes: AN ILLUSTRATED ULTIMATE EXPERIENCES GUIDE to the top things to see and do MULTIPLE ITINERARIES to effectively organize your days and maximize your time MORE THAN 15 DETAILED MAPS and a FREE PULLOUT MAP to help you navigate confidently COLOR PHOTOS throughout to spark your wanderlust! UP-TO-DATE and HONEST RECOMMENDATIONS for the best sights, restaurants, hotels, nightlife, shopping, performing arts, activities, side-trips, and more PHOTO-FILLED “BEST OF” FEATURES on “Seattle’s Best Coffee Shops,” “Seattle’s Best Museums,” and “The Best Way to Experience Nature” TRIP-PLANNING TOOLS AND PRACTICAL TIPS including when to go, getting around, beating the crowds, and saving time and money SPECIAL FEATURES on “Seattle’s Coffee Culture,” “Pike Place Market,” and “The Ballard Locks and Seattle’s Many Waterways” HISTORICAL AND CULTURAL INSIGHTS providing rich context on the art, architecture, music and more LOCAL WRITERS to help you find the under-the-radar gems COVERS: Pike Place Market, the Space Needle, Chihuly Garden and Glass, Ballard’s. restaurants and bars, Olympic Sculpture Park, the Puget Sound Islands, Mt. Rainier, Olympic National Park, and the San Juan Islands, and more Planning on visiting San Francisco, Portland, or even more of the surrounding region? Check out Fodor’s San Francisco, Fodor’s Inside Portland, or Fodor’s Pacific Northwest. ABOUT FODOR’S AUTHORS: Each Fodor’s Travel Guide is researched and written by local experts. Fodor’s has been offering expert advice for all tastes and budgets for over 80 years. For more travel inspiration, you can sign up for our travel newsletter at [fodors.com/newsletter/signup](http://fodors.com/newsletter/signup), or follow us @FodorsTravel on Facebook, Instagram, and Twitter. We invite you to join our friendly community of travel experts at [fodors.com/community](http://fodors.com/community) to ask any other questions and share your experience with us! \*Important note for digital editions: The digital edition of this guide does not contain all the images or text included in the physical edition.

## Coaching and Mentoring

### Theory and Practice

*SAGE* This book is not available as a print inspection copy. To download an e-version click [here](#) or for more information contact your local sales representative. Drawing on extensive research and the authors’ own experiences as coaches and mentors, the book offers a critical perspective on the theory and practice of coaching and mentoring. The Third Edition is split into four parts and has been updated to include the contemporary debates, issues and influences in the field. It features a collection of new international case-studies, drawn from the USA, Africa, Asia and South America, along with an increased emphasis on current topics such as internal coaching schemes, e-technologies and social media. In addition to these features, there are four new chapters: Perspectives on Coaching and Mentoring from around the Globe - Comparing case studies written by practitioners in locations around the world. The Skilled Coachee - An examination of the role of coachee in the coaching and mentoring process. Question of Ethics - A chapter devoted to the ethical issues inherent in coaching and mentoring. Towards a Meta-Theory - A chance for the reader to conceive new ways to engage with theory and practice. The book is complemented by a companion website featuring a range of tools and resources for instructors and students, including PowerPoint slides, flash-cards and access to full text SAGE Journal articles. Suitable reading for students on coaching and mentoring modules.

## Coaching and Mentoring

### Theory and Practice

*SAGE* Written by two leading scholars in the field, this book is an essential guide to the theory and practice of coaching and mentoring. The 4th Edition features: · New content on the definitional issues and the hybridization of coaching and mentoring · Revised analysis on the research terrain of coaching and mentoring · Careful consideration of the impacts of the Covid-19 pandemic on coaching and mentoring · New and updated case studies and examples from a wide range of countries, including the USA, Africa, Saudi Arabia, Hong Kong, Russia, Australia, South America, the Czech Republic and Sri Lanka · Updated activities, reflective questions and annotated further reading at the end of each chapter This book also comes with an Instructor’s Manual and PowerPoint slides for lecturers to use in their teaching. Suitable reading for students on coaching and mentoring modules. Bob Garvey is Managing Partner of the Lio Partnership, a coaching and mentoring consultancy. Paul Stokes is a Principal Lecturer at Sheffield Hallam University and leads its MSc Coaching and Mentoring programme.

## 21 Lessons for the 21st Century

*Random House* #1 NEW YORK TIMES BESTSELLER · In *Sapiens*, he explored our past. In *Homo Deus*, he looked to our future. Now, one of the most innovative thinkers on the planet turns to the present to make sense of today’s most pressing issues. “Fascinating . . . a crucial global conversation about how to take on the problems of the twenty-first century.”—Bill Gates, *The New York Times* Book Review NAMED ONE OF THE BEST BOOKS OF THE YEAR BY FINANCIAL TIMES AND PAMELA PAUL, KQED How do computers and robots change the meaning of being human? How do we deal with the epidemic of fake news? Are nations and religions still relevant? What should we teach our children? Yuval Noah Harari’s *21 Lessons for the 21st Century* is a probing and visionary investigation into today’s most urgent issues as we move into the uncharted territory of the future. As technology advances faster than our understanding of it, hacking becomes a tactic of war, and the world feels more polarized than ever, Harari addresses the challenge of navigating life in the face of constant and disorienting change and raises the important questions we need to ask ourselves in order to survive. In twenty-one accessible chapters that are both provocative and profound, Harari builds on the ideas explored in his previous books, untangling political, technological, social, and existential issues and offering advice on how to prepare for a very different future from the world we now live in: How can we retain freedom of choice when Big Data is watching us? What will the future workforce look like, and how should we ready ourselves for it? How should we deal with the threat of terrorism? Why is liberal democracy in crisis? Harari’s unique ability to make sense of where we have come from and where we are going has captured the imaginations of millions of readers. Here he invites us to consider values, meaning, and personal engagement in a world full of noise and uncertainty. When we are deluged with irrelevant information, clarity is power. Presenting complex contemporary challenges clearly and accessibly, *21 Lessons for the 21st Century* is essential reading. “If there were such a thing as a required instruction manual for politicians and thought leaders, Israeli historian

Yuval Noah Harari's 21 Lessons for the 21st Century would deserve serious consideration. In this collection of provocative essays, Harari . . . tackles a daunting array of issues, endeavoring to answer a persistent question: 'What is happening in the world today, and what is the deep meaning of these events?'"—BookPage (top pick)

## Foreign Directories

## Consumer Action Handbook, 2010 Edition

*GPO FCIC* Use this guide to get help with consumer purchases, problems and complaints. Find consumer contacts at hundreds of companies and trade associations; local, state, and federal government agencies; national consumer organizations; and more.

## Managing Your Conference

## Excavation Operations

## Confronting the Challenges of Participatory Culture

## Media Education for the 21st Century

*MIT Press* Many teens today who use the Internet are actively involved in participatory cultures—joining online communities (Facebook, message boards, game clans), producing creative work in new forms (digital sampling, modding, fan videomaking, fan fiction), working in teams to complete tasks and develop new knowledge (as in Wikipedia), and shaping the flow of media (as in blogging or podcasting). A growing body of scholarship suggests potential benefits of these activities, including opportunities for peer-to-peer learning, development of skills useful in the modern workplace, and a more empowered conception of citizenship. Some argue that young people pick up these key skills and competencies on their own by interacting with popular culture; but the problems of unequal access, lack of media transparency, and the breakdown of traditional forms of socialization and professional training suggest a role for policy and pedagogical intervention. This report aims to shift the conversation about the "digital divide" from questions about access to technology to questions about access to opportunities for involvement in participatory culture and how to provide all young people with the chance to develop the cultural competencies and social skills needed. Fostering these skills, the authors argue, requires a systemic approach to media education; schools, afterschool programs, and parents all have distinctive roles to play. The John D. and Catherine T. MacArthur Foundation Reports on Digital Media and Learning

## Trophy Cupcakes and Parties!

## Deliciously Fun Party Ideas and Recipes from Seattle's Prize-Winning Cupcake Bakery

*Sasquatch Books* Seattle's favorite cupcake bakery, Trophy Cupcakes and Party, is adored for its mouthwatering cupcakes and charming party favors. It's also the go-to place for anyone looking to throw a phenomenal celebration, and now their recipes and party secrets are yours in this essential guide for every occasion—from luxe soirées like a sparkling engagement celebration, or an exotic Moroccan-themed bash, to crafty kids' parties, such as a bike parade and picnic, or a forest fairy tea party. Inside are recipes for Trophy's most prized flavor—red velvet!—as well as their popular everyday flavors like salted caramel and triple chocolate, and unique ones such as piña colada, and a gluten-free orange almond rose. You'll also get the basics on how to dream up party themes, create DIY crafts, as well as decorating and entertaining ideas, and insider baking and frosting tips, all from Trophy founder Jennifer Shea.

## Telecom For Dummies

*John Wiley & Sons* Worldwide telecom spending was over \$4 trillion in 2004, and virtually all 12 million businesses in the U.S. buy phone and other telecom services Our book shows people at small and medium-sized businesses how to make sense of telecom lingo and get the best deals Includes an overview of the major players in the telecom industry and an easy-to-understand explanation of the existing telecom infrastructure Helps people pinpoint the telecom services best suited to their business needs, understand billing, and troubleshoot problems Covers emerging industry trends, such as Voice over Internet Protocol (VoIP), and how they can help businesses cut costs

## Preservation

## The Magazine of the National Trust for Historic Preservation

## HBR Guide to Remote Work

*Harvard Business Press* Get your best work done, no matter where you do it. Video calls from your couch. Project reports in a coffee shop. Presentations at your kitchen table. Working remotely gives you more flexibility in how and where you do your job. But being part of a far-flung team can be challenging. How can you make remote work work for you? The HBR Guide to Remote Work provides practical tips and advice to help you stay productive, avoid distractions, and collaborate with your team, despite the distance that separates you. You'll learn to: Create a regular work-from-home routine Identify the right technology for your needs Run better virtual meetings Avoid burnout and video-call fatigue Manage remote employees Conduct difficult conversations when you can't meet in person Arm yourself with the advice you need to succeed on the job, with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

## Do Prisons Make Us Safer?

## The Benefits and Costs of the Prison Boom

*Russell Sage Foundation* The number of people incarcerated in U.S. prisons and jails more than quadrupled between 1975 and 2005, reaching the unprecedented level of over two million inmates today. Annual corrections spending now exceeds 64 billion dollars, and many of the social and economic burdens resulting from mass incarceration fall disproportionately on minority communities. Yet crime rates across the country have also dropped considerably during this time period. In *Do Prisons Make Us Safer?* leading experts systematically examine the complex repercussions of the massive surge in our nation's prison system. *Do Prisons Make Us Safer?* asks whether it makes sense to maintain such a large and costly prison system. The contributors expand the scope of previous analyses to include a number of underexplored dimensions, such as the fiscal impact on states, effects on children, and employment prospects for former inmates. Steven Raphael and Michael Stoll assess the reasons behind the explosion in incarceration rates and find that criminal behavior itself accounts for only a small fraction of the prison boom. Eighty-five percent of the trend can be attributed to "get tough on crime" policies that have increased both the likelihood of a prison sentence and the length of time served. Shawn Bushway shows that while prison time effectively deters and incapacitates criminals in the short term, long-term benefits such as overall crime reduction or individual rehabilitation are less clear cut. Amy Lerman conducts a novel investigation into the effects of imprisonment on criminal psychology and uncovers striking evidence that placement in a high security penitentiary leads to increased rates of violence and anger—particularly in the case of first time or minor offenders. Rucker Johnson documents the spill-over effects of parental incarceration—children who have had a parent serve prison time exhibit more behavioral problems than their peers. Policies to enhance the well-being of these children are essential to breaking a devastating cycle of poverty, unemployment, and crime. John Donohue's economic calculations suggest that alternative social welfare policies such as education and employment programs for at-risk youth may lower crime just as effectively as prisons, but at a much lower human cost. The cost of hiring a new teacher is roughly equal to the cost of incarcerating an additional inmate. The United States currently imprisons a greater proportion of its citizens than any other nation in the world. Until now, however, we've lacked systematic and comprehensive data on how this prison boom has affected families, communities, and our nation as a whole. *Do Prisons Make Us Safer?* provides a highly nuanced and deeply engaging account of one of the most dramatic policy developments in recent U.S. history.

## If You are Blind, how Social Security and SSI Can Help

## The Must-React System

*iUniverse* Every company that wants to continue growth needs their sales team to be proficient in finding and closing net-new opportunities. But, unfortunately, most sales persons are not good at gaining new business, much less performing even the most basic prospecting practices. There are a multitude of reasons for this phenomenon. But the biggest reason is that sales professionals are untrained in vital cold-calling techniques. Especially in the realm of cold-calling and prospecting. Further, there is a culture of sales resistance that exists, and few sales professionals are equipped to penetrate it. The Must-React System is written help all sales professionals master the art of persuasion, and especially in the important area of cold-calling, prospecting, sales pipeline development.

## Achieving Excellence Through Customer Service

*Best Sellers Publishing* Promotes the theory that superior customer service leads to a superior business organisation

## The Leader Habit

## Master the Skills You Need to Lead--in Just Minutes a Day

*AMACOM* The habits we develop over time can result can result in both positive and negative behaviors. For example, habitually snacking or smoking will result in poor health, but learning to always fasten your seatbelt or lock your doors can save your life. On both sides of the spectrum, our habits have a profound effect on our lives--including in the workplace. Author and CEO Martin Lanik has studied hundreds of leaders across the globe to spotlight 22 essential leadership abilities that can be held by anyone by simply putting into practice the small, learnable behaviors necessary to make enduring, rewarding habits from them. The Leader Habit doesn't merely explain what these critical leadership abilities are, however; it provides a simple 5-minute exercise for each one so that readers can practice these new skills until they click--and the habit is formed! By focusing on one skill at a time--including selling the vision, delegating well, overcoming resistance, negotiating effectively, and more--this eye-opening resource will build in readers the muscle memory necessary to turn leadership skills into lasting habits.

## Gamma-ray Bursts

*Cambridge University Press* A comprehensive graduate-level review of GRB astrophysics and its history, featuring the latest research by an international team of experts.

## The Telecommunications Handbook

## Engineering Guidelines for Fixed, Mobile and Satellite Systems

*John Wiley & Sons* THE TELECOMMUNICATIONS HANDBOOK THE TELECOMMUNICATIONS HANDBOOK ENGINEERING GUIDELINES FOR FIXED, MOBILE AND SATELLITE SYSTEMS Taking a practical approach, The Telecommunications Handbook examines the principles and details of all the major and modern telecommunications systems currently available to industry and to end-users. It gives essential information about usage, architectures, functioning, planning, construction, measurements and optimization. The structure of the book is modular, giving both overall descriptions of the architectures and functionality of typical use cases, as well as deeper and practical guidelines for telecom professionals. The focus of the book is on current and future networks, and the most up-to-date functionalities of each network are described in sufficient detail for deployment purposes. The contents include an introduction to each technology, its evolution path, feasibility and utilization, solution and network architecture, and technical functioning of the systems (signaling, coding, different modes for channel delivery and security of core and radio system). The planning of the core and radio networks (system-specific field test measurement guidelines, hands-on network planning advices and suggestions for parameter adjustments) and future systems are also described. With contributions from specialists in both industry and academia, the book bridges the gap between communications in the academic context and the practical knowledge and skills needed to work in the telecommunications industry.

## La la la

## A Story of Hope

*Candlewick Press* "La la la ... la" A little girl stands alone and sings, but there's no response. So, gathering her courage and her curiosity, she skips out into the world, calling to the trees and the pond and the reeds ... But will anyone sing back to her?

## Fiber Optics Standards

*Information Gatekeepers Inc*

## Consolidated Audit Trail (Us Securities and Exchange Commission Regulation) (Sec) (2018 Edition)

*Independently Published* The Law Library presents the complete text of the Consolidated Audit Trail (US Securities and Exchange Commission Regulation) (SEC) (2018 Edition). Updated as of May 29, 2018 The Securities and Exchange Commission ("Commission") is adopting Rule 613 under the Securities Exchange Act of 1934 ("Exchange Act" or "Act") to require national securities exchanges and national securities associations ("self-regulatory organizations" or "SROs") to submit a national market system ("NMS") plan to create, implement, and maintain a consolidated order tracking system, or consolidated audit trail, with respect to the trading of NMS securities, that would capture customer and order event information for orders in NMS securities, across all markets, from the time of order inception through routing, cancellation, modification, or execution. This ebook contains: - The complete text of the Consolidated Audit Trail (US Securities and Exchange Commission Regulation) (SEC) (2018 Edition) - A dynamic table of content linking to each section - A table of contents in introduction presenting a general overview of the structure

## The Science of Stuck

## Breaking Through Inertia to Find Your Path Forward

*Penguin* A research-based tool kit for moving past what's holding you back—in life, in love, and in work. We all experience stuckness in our lives. We feel stuck in our relationships, career paths, body struggles, addiction issues, and more. Many of us know what we need to do to move forward—but find ourselves unable to take the leap to make it happen. And then we blame and shame ourselves, and stay in a loop of self-doubt that goes nowhere. The good news is you're not lazy, crazy, or unmotivated. In this empowering and action-oriented guide, you'll discover why we can't think our way forward—and how to break through what's holding us back. Using an eclectic approach and a customizable plan that's as direct or as deep as you want, this life-changing guide empowers you to: • break old habits and patterns • gain perspective on pain and trauma from the past • free yourself from the torturous "why" questions • take control of your choices to create the life you want Bringing together research-backed solutions that range from shadow work to reparenting, embodied healing, and other clinical practices, along with empowering personal stories, this book is a hands-on road map for moving forward with purpose, confidence, and the freedom to become who you're truly meant to be.

## Guide to Corporate Compliance

## Engineering DevOps

## From Chaos to Continuous Improvement... and Beyond

*Bookbaby* This book is an engineering reference manual that explains "How to do DevOps?". It is targeted to people and organizations that are "doing DevOps" but not satisfied with the results that they are getting. There are plenty of books that describe different aspects of DevOps and customer user stories, but up until now there has not been a book that frames DevOps as an engineering problem with a step-by-step engineering solution and a clear list of recommended engineering practices to guide implementors. The step-by-step engineering prescriptions can be followed by leaders and practitioners to understand, assess, define, implement, operationalize, and evolve DevOps for their organization. The book

provides a unique collection of engineering practices and solutions for DevOps. By confining the scope of the content of the book to the level of engineering practices, the content is applicable to the widest possible range of implementations. This book was born out of the author's desire to help others do DevOps, combined with a burning personal frustration. The frustration comes from hearing leaders and practitioners say, "We think we are doing DevOps, but we are not getting the business results we had expected." Engineering DevOps describes a strategic approach, applies engineering implementation discipline, and focuses operational expertise to define and accomplish specific goals for each leg of an organization's unique DevOps journey. This book guides the reader through a journey from defining an engineering strategy for DevOps to implementing The Three Ways of DevOps maturity using engineering practices: The First Way (called "Continuous Flow") to The Second Way (called "Continuous Feedback") and finally The Third Way (called "Continuous Improvement"). This book is intended to be a guide that will continue to be relevant over time as your specific DevOps and DevOps more generally evolves.

## Single Variable Calculus

## Early Transcendentals

*Brooks/Cole Publishing Company* This manual includes worked-out solutions to every odd-numbered exercise in Multivariable Calculus (Chapters 10-15 of Calculus and Chapters 9-14 of Calculus: Early Transcendentals).

## Dubliners

*Courier Corporation* A fine and accessible introduction to the work of one of the 20th century's most influential writers, this collection features 15 tales, including a masterpiece of the short-story genre, "The Dead."

## Improving Compressed Air System Performance

## a sourcebook for industry

*U.S. Department of Energy*

## Urban Street Design Guide

*Island Press* The NACTO Urban Street Design Guide shows how streets of every size can be reimagined and reoriented to prioritize safe driving and transit, biking, walking, and public activity. Unlike older, more conservative engineering manuals, this design guide emphasizes the core principle that urban streets are public places and have a larger role to play in communities than solely being conduits for traffic. The well-illustrated guide offers blueprints of street design from multiple perspectives, from the bird's eye view to granular details. Case studies from around the country clearly show how to implement best practices, as well as provide guidance for customizing design applications to a city's unique needs. Urban Street Design Guide outlines five goals and tenets of world-class street design:

- Streets are public spaces. Streets play a much larger role in the public life of cities and communities than just thoroughfares for traffic.
- Great streets are great for business. Well-designed streets generate higher revenues for businesses and higher values for homeowners.
- Design for safety. Traffic engineers can and should design streets where people walking, parking, shopping, bicycling, working, and driving can cross paths safely.
- Streets can be changed. Transportation engineers can work flexibly within the building envelope of a street. Many city streets were created in a different era and need to be reconfigured to meet new needs.
- Act now! Implement projects quickly using temporary materials to help inform public decision making. Elaborating on these fundamental principles, the guide offers substantive direction for cities seeking to improve street design to create more inclusive, multi-modal urban environments. It is an exceptional resource for redesigning streets to serve the needs of 21st century cities, whose residents and visitors demand a variety of transportation options, safer streets, and vibrant community life.

## Veteran's Handbook

## The Orvis Fly-Fishing Guide

*Rowman & Littlefield* Now for the first time in ten years, The Orvis Fly-Fishing Guide appears in a revised edition that solidifies its place as the flagship title of the Orvis brand. A best-selling, fully illustrated, and comprehensive book, this large-format volume has been required reading for every angler for nearly three decades. Included here are instructions for tackle selection; casting and presentation; flies and their specific uses; successful techniques on stream, pond, or ocean; and the select tackle, flies, and methods for pursuing every major gamefish in fresh and salt water, from bass to bonefish, tarpon to trout.

## The Chinese Lady

*Dramatists Play Service, Inc.* Afong Moy is fourteen years old when she's brought to the United States from Guangzhou Province in 1834. Allegedly the first Chinese woman to set foot on U.S. soil, she has been put on display for the American public as "The Chinese Lady." For the next half-century, she performs for curious white people, showing them how she eats, what she wears, and the highlight of the event: how she walks with bound feet. As the decades wear on, her celebrated sideshow comes to define and challenge her very sense of identity. Inspired by the true story of Afong Moy's life, THE CHINESE LADY is a dark, poetic, yet whimsical portrait of America through the eyes of a young Chinese woman.

## A Practitioner's Guide to Alteryx

A Practitioners' Guide to Alteryx will show new functionality and use cases you never knew existed. The book covers how to build Alteryx Workflows, Analytic Applications, and Macros while covering over 60 of the tools Alteryx provides. By the end of the book the reader should be able to use basic Alteryx tools, work with relational, spatial object, report object, and JSON structured data, create reports, create Analytic Applications, create Macros, and create expressions including Boolean and string manipulation.

## The Holloway Guide to Technical Recruiting and Hiring

A practical, expert-reviewed guide to growing software engineering teams effectively, written by and for hiring managers, recruiters, interviewers, and candidates.

## Interpreting Data in Senior Biology

## Hooked on Customers

## The Five Habits of Legendary Customer-Centric Companies

*CreateSpace* "Talk is cheap." A cliché, perhaps, but the idea that what we do is more important than what we say is a fundamental truth. It applies in our personal lives and can extend into our professional work, too. Learning to let your actions do the talking can be revolutionary to a company that struggles to create enduring customer relationships. People who own, operate, manage, or otherwise lead a company are always looking for ways to improve productivity, beat the competition, and ensure long-term success. Learning how to put words and ideas into action can be a key to success in the business world. Hooked on Customers is not about finding the right words, whether labeled as a "strategy" or not. It is an insightful, highly informative book that propels businesses into action. It explores successful customer-centric businesses, examines the ways they execute their strategies, and provides practical recommendations for business leaders to more effectively outperform their competition. A must-have for any business leader who wants to have a healthy relationship with customers, this book avoids the pitfalls that often plague others that offer business advice. Frequently, company leaders turn to consultants and other resources to recommend strategies that sound great but ultimately don't have any real meaning because they are a series of words without a tie to actions. Combining his own professional experiences working as a CEO with his extensive research and expertise as an international authority on customer-centricity, author Robert Thompson has identified the five routine organizational habits successful customer-centric businesses use when executing strategy. Legendary leading customer-centric businesses: LISTEN to their customers' values and feedback. THINK about the implications of fact-based decisions on customers EMPOWER employees with the freedom they need to please customers CREATE new value for customers, without being asked DELIGHT customers by exceeding their expectations Crucial to Thompson's discussion of these habits is the premise that there are no quick fixes. Customer-centricity takes time, determination, and company-wide commitment. It must be maintained and constantly pursued to ensure that it becomes part of the fabric of a business. In the end, the results are well worth it. Hooked on Customers helps leaders understand, adopt, and implement the five crucial habits that enable companies to not only survive in highly competitive, overcrowded markets but to dominate them, creating a legacy of success and inspiration along the way.

## Horizontal Directional Drilling

## Good Practices Guidelines

## The Filed Rate Doctrine

THIS CASEBOOK contains a selection of U. S. Court of Appeals decisions that analyze, interpret and apply the filed-rate doctrine. \* \* \* Section 206 defines FERC's authority when an existing rate is found unjust, unreasonable, unduly discriminatory, or preferential. 16 U.S.C. § 824e. This includes two main tools at FERC's disposal. First, Section 206(a) authorizes FERC to "fix" rates prospectively, after it concludes that a rate is inappropriate upon a complaint by a market participant or on FERC's own impetus. See *id.* § 824e(a); *Xcel*, 815 F.3d at 950. Second, Section 206(b) permits FERC to order refunds where the previous rate was unfairly high, effectively setting the rate as of the date that the Section 206 proceeding began - either when FERC instituted an investigation or the date of the complaint, if instigated by a third party. 16 U.S.C. § 824e(b). However, no concomitant authority exists to retroactively correct rates that were too low. See *Fed. Power Comm'n v. Sierra Pac. Power Co.*, 350 U.S. 348, 353, 76 S.Ct. 368, 100 L.Ed. 388 (1956) (noting that "[the Section 206] power is limited to prescribing the rate 'to be thereafter observed' and thus can effect no change prior to the date of the order"). This rule against retroactive rate increases precludes FERC from ordering remedies that accomplish a higher rate for a past period. In turn, the filed-rate doctrine requires market participants to abide by the rates set: "utilities are forbidden to charge any rate other than the one on file with the Commission." *W. Deptford Energy, LLC v. Fed. Energy Regulatory Comm'n*, 766 F.3d 10, 12 (D.C. Cir. 2014). The "rule against retroactive ratemaking" and the filed-rate doctrine may thus be understood as "corollar[ies]" that make static the rates paid for energy, once established. *NSTAR Elec. & Gas Corp. v. Fed. Energy Regulatory Comm'n*, 481 F.3d 794, 800 (D.C. Cir. 2007). See also *Ark. La. Gas Co. v. Hall*, 453 U.S. 571, 577, 101 S.Ct. 2925, 69 L.Ed.2d 856 (1981) (explaining the development of the filed-rate doctrine in the context of the Natural Gas Act). \* \* \* *Verso Corp. v. FERC*, 898 F. 3d 1 (DC Cir. 2018)