

**18 NCAC 07J .1210 IPEN SOLUTION DISCLOSURE FORMAT**

An IPEN solution provider shall present the additional disclosures required by Rule .1208 of this Section in tabular form in the order shown in the table in this Rule:

- (1) add horizontal rows in the service disruption response time section as needed to describe each category;
- (2) engineer as specified in the Department's protocols to support accommodation pursuant to G.S. 10B-134.1(1); and
- (3) replace the rule references with the provider's responses.

<b>[Insert Technology Provider Name]</b>		
<b>IPEN Solution Disclosures</b>		
Does IPEN solution retain a copy of the notarized document?	[Rule .1209(1)(a) of this Section]	
Does IPEN solution retain principals' personal information?	[Rule .1209(1)(b) of this Section]	
Projected monthly unavailability due to maintenance?	[Rule .1209(2)(a) of this Section]	
Customer support hours?	[Rule .1209(2)(b) of this Section]	
Average customer support response time?	[Rule .1209(2)(c) of this Section]	
<b>Unscheduled Service Disruption Response Times</b>		
<b>Service Disruption Categorization?</b>	<b>Category Description?</b>	<b>Projected Response Time?</b>
[Rule .1209(3)(a) of this Section]	[Rule .1209(3)(b) of this Section]	[Rule .1209(3)(c) of this Section]

*History Note: Authority G.S. 10B-4; 10B-106; 10B-125(b); 10B-126; 10B-134.15; 10B-134.17; 10B-134.19; 10B-134.21; 10B-134.23; Eff. July 1, 2025.*