18 NCAC 07J .0109 SERVICE LEVEL AGREEMENT

A technology provider's service level agreement shall include:

(1) guaranteed uptime for the electronic notary solution; and

(2) terms and conditions for crediting or reimbursing a notary public for unscheduled service outages.

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.