18 NCAC 07J .1209 CONTENT OF ADDITIONAL IPEN SOLUTION DISCLOSURES

An IPEN solution provider's additional disclosures pursuant to Rule .1208 of this Section shall include information regarding:

(1) records retention:
  (a) whether the IPEN solution retains a copy of the notarized document upon conclusion of the notarial session and, if so, for how long; and
  (b) whether the IPEN solution retains the principal's personal information upon conclusion of the notarial session and, if so, for how long;

(2) availability:
  (a) projected IPEN solution unavailability due to monthly scheduled maintenance;
  (b) the business hours during which a customer support representative is available for consultation; and
  (c) average wait time during business hours for a response from a customer support representative; and

(3) the IPEN solution provider's technical issue resolution targets, which shall include:
  (a) categorization of issue severity based on a numeric scale or denoted by single words such as "critical," "high," "medium," and "low;"
  (b) a plain language description of each category; and
  (c) the maximum projected resolution time for issues encountered in each category.

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;*
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