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.

[Insert Technology Provider Name] **IPEN Solution Disclosures**	
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]

Unscheduled Service Disruption Response Times		
Service Disruption Categorization?	**Category Description?**	**Projected Response Time?**
[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.