18 NCAC 07J .1428 CONTENT OF ADDITIONAL PLATFORM DISCLOSURES

A platform's additional disclosures pursuant to Rule .1427 of this Section shall include information regarding:

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

(2) devices for use with the platform:
  (a) the electronic device types required for the principal to complete a notarial transaction. Note: Examples of such designations include "computer only," "mobile device only," "computer or mobile device," or "computer and mobile device"; and
  (b) the types of auxiliary aids that have been successfully tested with the platform. Note: Examples of auxiliary aids include screen reader software and magnification software;

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

(4) the maximum number of remote connections that the platform can simultaneously support for a single notarial transaction; and

(5) the platform provider's technical issue resolution targets, which shall include:
  (a) categorization of service disruptions 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 response 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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