18 NCAC 07J .2021 CONTENT OF ADDITIONAL CUSTODIAN DISCLOSURES

A custodian's additional disclosure pursuant to Rule .2020 of this Section shall include information regarding:

(1) projected time that the custodial services solution will be unavailable for use to the notary due to scheduled maintenance each month;

(2) the business hours during which a customer support representative is available for consultation;

(3) the average wait time during business hours for a response from a customer support representative; and

(4) the custodian's technical issues 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 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;*
Eff. July 1, 2025.