

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1999

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SENATE BILL 255  
Judiciary I Committee Substitute Adopted 3/29/99  
Third Edition Engrossed 4/1/99

Short Title: State Agency Telephone Menus.

(Public)

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Sponsors:

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Referred to:

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March 8, 1999

A BILL TO BE ENTITLED

1 AN ACT TO CLARIFY THE STATE LAW REQUIRING STATE AGENCIES TO  
2 REDUCE THE NUMBER OF MENUS ON AUTOMATED PHONE SYSTEMS  
3 AND TO REQUIRE STATE AGENCIES TO REPORT ON THEIR COMPLIANCE  
4 WITH THAT LAW, AND TO REQUIRE ALL STATE AGENCIES TO INCLUDE  
5 THE AGENCY TELEPHONE NUMBER ON AGENCY LETTERHEAD.  
6

7 The General Assembly of North Carolina enacts:

8 Section 1. Section 2 of S.L. 1997-351 reads as rewritten:

9 "Section 2. State agency telephone systems routing calls to multiple extensions shall  
10 be reprogrammed by September 1, 1997, to minimize the number of menus that a caller  
11 must go through to reach the desired extension, and to allow the caller to reach an  
12 attendant or operator after accessing not more than two menus during normal business  
13 hours. As used in this section, the term "menu" refers to the first point in the call at which  
14 the caller is asked to choose from two or more options, regardless of whether that choice  
15 is referred to as a menu, router, or other term within the telephone industry itself.

16 This act shall be implemented by State agencies with existing personnel at no  
17 additional cost to the State."

1           Section 2. Each State agency shall report in writing to the General Assembly  
2 by May 1, 1999, on that agency's compliance with the provisions of S.L. 1997-351, as  
3 amended by Section 1 of this act. Each report shall be submitted to the Joint Legislative  
4 Commission on Governmental Operations. The report shall state whether that agency's  
5 telephone system is in compliance with the provisions of S.L. 1997-351 and, if not, shall  
6 state any reasons for that noncompliance. The reports shall also provide information on  
7 the volume of calls received by that agency and the number of attendants or operators  
8 available to take those calls.

9           Section 3. All State agencies shall include the agency's telephone number or  
10 numbers in a prominent place on all agency letterhead. The telephone number or  
11 numbers included on the letterhead shall in all cases include the number at which the  
12 sender of the letterhead may be reached.

13           Section 4. Section 3 of this act is effective when it becomes law, and applies to  
14 all letterhead purchased or produced on or after that date. The remainder of this act is  
15 effective when it becomes law.