

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1993

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SENATE BILL 1190

State Personnel and State Government Committee Substitute Adopted 6/2/93

Short Title: State Phone Systems.

(Public)

Sponsors:

Referred to:

May 20, 1993

A BILL TO BE ENTITLED

**AN ACT TO REQUIRE THAT AUTOMATED PHONE SYSTEMS OPERATED BY
STATE GOVERNMENT AGENCIES REDUCE THE NUMBER OF MENUS
THAT CALLERS MUST GO THROUGH TO CONNECT TO A PERSON, AND
ALLOW ACCESS TO SOME PERSON AT ANY TIME.**

The General Assembly of North Carolina enacts:

Section 1. State agency telephone systems routing calls to multiple extensions shall be reprogrammed by January 1, 1994, to minimize the number of menus that a caller must go through to reach the desired extension, and to allow the caller on the first menu to reach an attendant or operator.

Sec. 2. This act is effective upon ratification.