

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1999

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SENATE BILL 255
Judiciary I Committee Substitute Adopted 3/29/99

Short Title: State Agency Telephone Menus.

(Public)

Sponsors:

Referred to:

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.
5

6 The General Assembly of North Carolina enacts:

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

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

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

17 Section 2. Each State agency shall report in writing to the General Assembly
18 by May 1, 1999, on that agency's compliance with the provisions of S.L. 1997-351, as
19 amended by Section 1 of this act. Each report shall be submitted to the Joint Legislative

1 Commission on Governmental Operations. The report shall state whether that agency's
2 telephone system is in compliance with the provisions of S.L. 1997-351 and, if not, shall
3 state any reasons for that noncompliance. The reports shall also provide information on
4 the volume of calls received by that agency and the number of attendants or operators
5 available to take those calls.

6 Section 3. This act is effective when it becomes law.