

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  
House Committee Substitute Favorable 7/5/99

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

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

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. All State agencies shall include the agency's telephone number or  
2 numbers in a prominent place on all agency letterhead.

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

12           Section 4. This act is effective when it becomes law. Section 2 of this act  
13 applies to all letterhead purchased or produced on or after September 1, 1999.