

18 NCAC 07J .2022 CUSTODIAN DISCLOSURE FORMAT

A custodian shall:

- (1) present the additional disclosures required by Rule .2020 of this Section in tabular form in the order shown in the table in this Rule;
- (2) place the provider's responses described in Rule .2021 of this Section in the table in this Rule in the appropriate location; and
- (3) engineer the table in this Rule as specified in the Department's protocols to support accommodation pursuant to G.S. 10B-134.1(1).

[Insert Technology Provider Name]		
Custodian Disclosures		
Projected monthly maintenance downtime:		[Rule .2021(1)(a) of this Section]
Customer support hours:		[See Rule .2021(1)(b) of this Section]
Average customer support wait time:		[See Rule .2021(1)(c) of this Section]
Service Disruption Response Times		
Category	Category Description	Projected Resolution Time
[See Rule .2021(2)(a) of this Section]	[See Rule .2021(2)(b) of this Section]	[See Rule .2021(2)(c) of this Section]

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.