

**North Carolina Department of Labor  
Occupational Safety and Health Division**

Administrative Information System

Administrative Procedure Notice 7B

**Subject:** Telephone Services

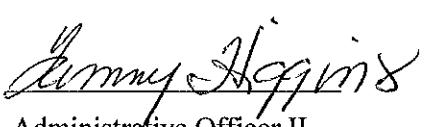
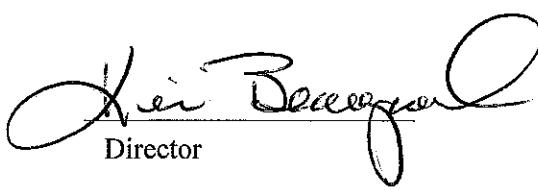
**A. Purpose.**

This Administrative Procedure Notice (APN) establishes the procedure for requesting telephone services when experiencing problems with equipment, interruption of services, and/or service relocation.

**B. Procedures.**

1. Once it has been determined that telephone services are required due to equipment problems, service relocation, etc., the employee should notify their bureau representative responsible for seeking assistance.
2. The bureau representative should complete a State Telecommunications Form T05, detailing the request. The bureau representative should be listed on the T05 as the contact person for each request.
3. The bureau representative should then send a copy of the request in a Word document to the Financial Services office, for approval.
4. Once the Form T05 has received budget officer approval, it will be emailed to State DIT for processing by the Financial Services Division. State Telecommunications Services usually responds within one working day. If the bureau requesting the service has not heard from State Telecommunications within two working days, they should notify the director's office administrative officer.

**C. Expiration.** This APN is effective on the date of signature. It will remain in effect until revised or canceled by the director.

   
Jimmy Higgins Klein Beale  
Administrative Officer II Director  

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9/9/19  
Date of Signature

