

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

Administrative Information System

Administrative Procedure Notice 7A

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 the form to the director's office, administrative officer to begin the approval process.
4. The administrative officer will forward the Form T05 to the department's budget officer for approval.
5. Once the Form T05 has been received back from the department's budget office with budget officer approval, the Form T05 will be faxed to the ORB telephone coordinator and State Telecommunications Services by the director's office administrative officer.
6. 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.

Signed on Original
Administrative Officer II

Signed on Original
Director

Date of Signature