

7813.0700 TIME FOR RESPONDING TO REQUESTS.

Subpart 1. **Answering time.** Local exchange carriers shall maintain adequate staffing levels to ensure that 90 percent of calls from customers requesting call tracing are answered within 20 seconds. "Answered" means that the operator or representative is ready to render assistance or accept the information necessary to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an adequate answer.

Subp. 2. **Deadlines for activating tracing service.** In emergencies, local exchange carriers shall activate call-tracing services as soon as possible, but no later than four hours after receiving a request and oral consent from the customer. In other cases in which call tracing must be provided under part 7813.0300, local exchange carriers shall activate call-tracing services within 48 hours of receiving written consent of the customer or the request of an investigative or law enforcement officer, whichever is later.

Statutory Authority: *MS s 237.069*

History: *19 SR 1518*

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