



Exception to Standard Business Hours Request

Pursuant to Ga. Comp. R. & Regs. 375-5-1-.10(g), Driver Improvement clinics certified by the Department of Driver Services (Department) are expected to maintain office hours Monday through Friday, from 10:30 a.m. until 5:00 p.m., excluding federal and state holidays. There are two limited exceptions to this requirement, both of which require a clinic owner submit a written request to and receive approval from the Department:

- Ga. Comp. R. & Regs. 375-5-1-.10(d) allows driver improvement schools with multiple school locations to utilize a telephone answering service or a call center to answer telephone calls at an offsite call center, provided the call center is staffed during required office hours and is able to answer inquiries, furnish information, and schedule students for classes.
- Ga. Comp. R. & Regs. 375-5-1-.10(f) allows a driver improvement school to utilize a telephone answering service or a telephone answering machine for up to 8 hours Monday through Friday, between the hours of 10:30 a.m. and 5:00 p.m. if extenuating circumstances arise where an employee of the clinic cannot be available to answer the telephone.

Please initial below to indicate which option you are selecting. Please note that this request is only valid through 6/30/2013.

Option 1: Multiple Clinic Locations

_____ I am requesting an exception based on Ga. Comp. R. & Regs. 375-5-1-.10(d). I have multiple driver improvement clinic locations (listed below) and wish to utilize a telephone answering service or a call center to answer the telephone calls at an offsite call center. The call center will be staffed during required office hours and will be able to answer inquiries, furnish information, and schedule students for classes.

Option 2: Extenuating Circumstance

_____ I am requesting an exception based on Ga. Comp. R. & Regs. 375-5-1-.10(f). I have an extenuating circumstance which prevents an employee of my driver improvement clinic from being able to answer the phone for a period of time not to exceed 8 hours Monday through Friday, between the hours of 10:30 a.m. and 5:00 p.m. During this period of time, I will be utilizing a telephone answering service or a telephone answering machine.

Name of Clinic	Certification#	Expiration Date
Name of Clinic	Certification#	Expiration Date
Name of Clinic	Certification#	Expiration Date
Name of Clinic	Certification#	Expiration Date
Location of Call Center/ Answering Service		Telephone number of Call Center/ Answering Service
Days and times I will be utilizing Call Center/ Answering Service		Effective date

For Option 2: Describe the extenuating circumstance that prevents you from having an employee at the above-referenced clinic to answer the phone.



Exception to Standard Business Hours Request

Risk Reduction Program Hours of Operation

Ga. Admin. Comp. Chapter 375-5-6-.19 Each program shall maintain business hours of at least fifteen (15) hours per week.

Driver Training School Hours of Operation

Ga. Admin. Comp. Chapter 375-5-2-.11 (k) An employee of the driving training school and/or limited driver training school must be available during the hours of 10:30 to 5:00 p.m. to furnish information of operation, verify attendance to a class, or to produce the necessary records or documents whenever requested by a member of the Department. The school may close for a lunch hours at a set time upon notice to the Department of the scheduled lunch hour. Flexibility in the time may be observed as long as the school is open at least six (6) hours per day, at least three (3) hours of which must fall within the period of 10:30 a.m. to 5:00 p.m.

Ignition Interlock Device Provider Center Hours of Operation

Proposed Rule: Maintain a place where the ignition interlock device provider center will be located which is easily accessible and open during pre-established daily business hours. Provider centers shall maintain daily business hours of at least four hours per day, between the hours of 8:00 a.m. and 8:00 p.m., five days per week.

Important Note: Facilities approved to operate more than one program must establish hours of operation that will satisfy at least the minimum requirements for each of the programs.

Hours of Operation:

Indicate below your program's intended hours of operation.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Time Open						
Lunch						
Time Closed						

The Department of Driver Services must receive written notice of any business hours changes at least two (2) weeks in advance.

Initials

____ Under penalty of law, I do hereby swear or affirm that all the information that I have provided herein is complete and accurate. I understand that if call center staff fails to answer any calls during the days and periods of time indicated herein, it will result in the immediate withdrawal of this approval. I will not deviate from the days and times indicated herein without first notifying the Department in writing and obtaining approval. I understand this request is valid through the end of this fiscal year (6/30/2012) and another Exception Form must be resubmitted for further consideration thereafter. I understand that the Department reserves the right to withdraw this agreement at any time if it is determined that the exception is creating a negative impact to students.

Signature of Clinic Owner

DDS Certification #

Expiration Date

Today's Date