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INSTRUCTIONS FOR USING THIS SCHEDULE

Records retention and disposition schedules are designed to serve as your records management guideline for storing and disposing of agency records, regardless of the media on which they reside , including paper, microfilm, diskettes, optical disks, CDs, DVDs, servers, computer hard drives, etc. State Agencies General Records Schedule No. 124 contains those records common to most state government agencies. This schedule takes precedence over General Records Schedule 124.

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ITEM NUMBER	TITLE	DESCRIPTION	RETENTION	REFERENCE/COMMENTS
170-10-4	Telecom Call, Automated Call Distribution (ACD), Contact Center, and Voicemail Usage Data	Global Call Usage Data	CY + 1Y	