

63. During what hours (local time) is the international component of the network available to process documents?
64. During what hours (ET) is interface (interconnect) between domestic and international networks available for exchanging documents?
65. Describe what delivery service levels are available. What are your combined (yours and your affiliates) delivery targets by direction? Have they been met in the last 12 months?

B.3 Audit and Controls

66. Is the sender of a document notified when the receiver retrieves the document from their mailbox?
67. Describe how the sender is notified of the non-delivery of a document. What is the delivery target for this non-delivery notification?
68. Describe your restart/recovery mechanism on the inter-network interface (interconnect).

B.4 Administration and Billing

69. Describe the administration procedures for adding, updating, or removing an international trading partner relationship.
70. Can international trading relationships be established without calling your organization?
71. How long is usually required to add partners/relationships?
72. What costs are associated with administration?
73. Describe how charges are handled in the domestic and international portions? Sending and Receiving? What billing options are available? (i.e. sender pays, cost sharing, etc.)

B.5 Other Network-Based Services

74. What other international network-based services are provided?