A.4   Access and Envelope Conversion

26.   Do you provide character set conversion ASCII/EBCDIC? Is there any cost?

27.   Do you provide delimiter conversion: Separator, Terminator, Other EDIFACT delimiters? Is there any cost?

28.   Do you support mixed standards (e.g. X12 envelopes with TDCC transaction set)? Indicate what combinations are supported.

29.   Do you provide envelope conversion between ISA/IEA, BG/EG, ICS/ICE?

A.5   Service Levels

30.   During what hours is the network available to send or receive data?

31.   During what hours is the network available to process data?

32.   What are your availability targets? Have you met these targets in the last 12 months?

33.   Indicate what delivery service levels are available. What are your delivery targets? (i.e. How soon after a transmission has been received by the network is it available for pick-up by a partner within Canada?). Have you met these targets in the last 12 months?

A.6   Audit and Controls

34.   What type of transmission audit reports are provided for transactions sent to the network? Is the report available in machine readable format? How soon is the report available?

35.   What type of transmission audit reports are provided for transactions received from the network? Is the report available in machine readable format? How soon is the report available?

36.   Is the sender of a document notified when the receiver retrieves the document from their mailbox?

37.   Are on-line mailbox reports available?