

C.3 Audit and Controls

85. Is the sender of a document notified when the receiver retrieves the document from their mailbox?
86. Describe how the customer is notified of the non-delivery of a document? What is the delivery target for this non-delivery notification?
87. Describe your restart/recovery mechanism on the interconnect.

C.4 Administration and Billing

88. Describe the administration procedures for adding, updating, or removing an interconnect trading partner relationships.
89. Can interconnect trading relationships be established without calling your organization?
90. How long is usually required to add partners/relationships?
91. What costs are associated with the interconnect and with administration?
92. Describe how are charges are handled? Sending and Receiving? What billing options are available? (i.e. sender pays, cost sharing, etc.)

C.5 Subscribers

93. How many customers use the interconnect service. Provide details by carrier/VAN.

III Network Support

A. Domestic Support (for Canadian Customers)

94. What type of network support is available for testing, installation and problem resolution?
95. Is support provided toll-free across Canada?