

Standard Plus (SDS) and Standard (RTF) hardware support is Pre-Approved for all locations except the following countries; Sudan, Libya, North Korea, Cuba & Iran.

Premium/Premium Plus (4HR) and Advanced (NBD) service options for **Parts and Tech**, or **Parts Only** is pre-approved where stated "Yes" for the listed locations below. All locations (city or country) where it is stated "**Validation required**"/"**Validate**" must be approved, with the SVA# provided referenced on your PO to OA.

For sites that are pre-approved below, reference on your PO to OA as "**SVA Pre-Approved**". These sites do not require a separate approval from the SVA approval team.

The SVA approval team will respond to approval requests within 24hrs, provided that the request form has been filled out correctly with all of the required fields.

>> Month End and Quarter End SLA response time is based on internal Symantec agreement.

SVA requests must be sent to DL-BC-SVARequests@symantec.com

Country	State/ Province	City	Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
			4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
Australia		Rest of Australia	Validation required		Validate	Yes
	ACT	Barton	No	No	Yes	Yes
		Canberra	No	No	Yes	Yes
	NSW	Botany	Yes	Yes	Yes	Yes
		Botany	Yes	Yes	Yes	Yes
		Lidcombe	Yes	Yes	Yes	Yes
		Mascot	Yes	Yes	Yes	Yes
		North Ryde	Yes	Yes	Yes	Yes
		Parramatta	Yes	Yes	Yes	Yes
		Potts Point	Yes	Yes	Yes	Yes
		Rhodes	Yes	Yes	Yes	Yes
		Sydney	Yes	Yes	Yes	Yes
		Ultimo	Yes	Yes	Yes	Yes
	West Pennant Hills	Yes	Yes	Yes	Yes	
	QLD	Brisbane	No	No	Yes	Yes
		Bundall	No	No	Yes	Yes
	VIC	Docklands	Yes	Yes	Yes	Yes
Melbourne		Yes	Yes	Yes	Yes	
Moorabbin		Yes	Yes	Yes	Yes	
WA	Leederville	No	No	Yes	Yes	
	Perth	No	No	Yes	Yes	
Austria		Rest of Austria	Validation required		Validate	Yes
		Salzburg	Yes	Yes	Yes	Yes
Argentina		All of Argentina	No	No	No	No
Bahrain		All of Bahrain	No	No	No	No
Belgium		Rest of Belgium	Validation required		Validate	Yes
		Antwerpen	Yes	Yes	Yes	Yes
		Braine-l'Alleud	Yes	Yes	Yes	Yes
		Brussels / Bruxelles	Yes	Yes	Yes	Yes
		Diegem	Yes	Yes	Yes	Yes
		Gent / Ghent	Yes	Yes	Yes	Yes
		Herstal	Yes	Yes	Yes	Yes
		La Hulpe	Yes	Yes	Yes	Yes
		Jumet	No	Yes	Yes	Yes
		Namur	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Nossegem	Yes	Yes	Yes	Yes
		Zaventem	Yes	Yes	Yes	Yes
Brazil	Note:	All shipments within BR require nota fiscal and may be subject to Customs inspection, which may result in +1 business day for delivery of parts.				
		Rest of Brazil	Validation required		Validation required	
		Barueri	No	No	No	Yes
		Belo Horizonte	No	No	No	Yes
		Brasilia	No	No	No	Yes
		Cotia	No	No	No	No
		Curitiba	No	No	No	Yes
		Fortaleza	No	No	No	No
		Hortolandia	No	No	No	No
		Manaus	No	No	No	No
		Porto Alegre	No	No	No	Yes
		Porto Velho	No	No	No	No
		Recife	No	No	No	No
		Rio De Janeiro	No	No	No	Yes
		Santo André	No	Yes	No	Yes
		Sao Leopoldo	No	No	No	No
		Sao Paolo	No	Yes	No	Yes
Taboão da Serra	No	Yes	No	Yes		
Teresina	No	No	No	No		
Canada	All Territories	Rest of Canada	Validation required		Validation required	
	Alberta	Calgary	No	No	Yes	Yes
		Edmonton	No	No	Yes	Yes
		Fort McMurray	No	No	No	No
		Vermilion	No	No	No	Yes
	British Columbia	Esquimault	No	No	Yes	Yes
		Richmond	No	No	Yes	Yes
		Vancouver	No	No	Yes	Yes
		Victoria	No	No	Yes	Yes
	Manitoba	Winnipeg	No	No	Yes	Yes
	New Brunswick	St John / Saint John	No	No	Yes	Yes
		Moncton	No	No	Yes	Yes
	Newfoundland	St John's / Saint John's	No	No	Yes	Yes
	Nova Scotia	Halifax	No	No	Yes	Yes
	Ontario	Barrie	Yes	Yes	Yes	Yes
		Brampton	Yes	Yes	Yes	Yes
		Hamilton	Yes	Yes	Yes	Yes
		Leamington	No	No	Yes	Yes
		London	Yes	Yes	Yes	Yes
		Markham	Yes	Yes	Yes	Yes
Mississauga		Yes	Yes	Yes	Yes	
Ottawa		No	No	Yes	Yes	
Scarborough		Yes	Yes	Yes	Yes	
Toronto		Yes	Yes	Yes	Yes	
Prince Edward	Charlottetown	No	No	Yes	Yes	
Quebec	Boucherville	No	No	Yes	Yes	
	Gatineau	No	No	Yes	Yes	

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Montreal	No	No	Yes	yes
		Quebec City	No	No	Yes	Yes
		Saint-Laurent	No	No	Yes	yes
	Saskatchewan	Regina	No	No	Yes	Yes
	Yukon Territory	Whitehorse	No	No	No	No
China		Rest of China	Validation required		Validation required	
		Beijing	Yes	Yes	Yes	Yes
		Changshu	No	No	No	No
		Chengdu	No	No	Yes	Yes
		Dalian	No	No	Yes	Yes
		Guangdong	No	No	No	No
		Guangzhou	No	No	No	No
		Hangzhou	No	No	No	No
		Langfang	Yes	Yes	Yes	Yes
		Nanjing	No	No	No	Yes
		Shanghai	Yes	Yes	Yes	Yes
		Shenzhen	No	No	No	No
		Shen Yang	No	No	Yes	Yes
		Suzhou	No	No	No	No
		Taicang	No	No	No	No
	Tianjin	No	Yes	Yes	Yes	
	Xin Yu	No	No	No	No	
Columbia		All of Columbia	No	No	No	No
Costa Rica		All of Costa Rica	No	No	No	No
Cyprus		Nicosia	No	No	No	No
Czech Republic		All of Czech Republic	No	No	Validate	Yes
Denmark		Rest of Denmark	No	No	Validate	Yes
		Brondby	No	No	Yes	Yes
		Kongens Lyngby	No	No	Yes	Yes
		Glostrup	No	No	Yes	Yes
		Kopenhagen	No	No	Yes	Yes
		Silkeborg	No	No	Yes	Yes
		Sisimiut-Gronland	No	No	Yes	Yes
Egypt		All of Egypt	No	No	No	No
Estonia		Tallinn	No	No	Yes	Yes
Finland		All of Finland	No	No	Validate	Yes
France		Rest of France	Validation required		Yes	Yes
		Brétigny-sur-Orge	Yes	Yes	Yes	Yes
		Cergy	Yes	Yes	Yes	Yes
		Cesson Sevigne	Yes	Yes	Yes	Yes
		Elancourt	Yes	Yes	Yes	Yes
		La Roche Sur Yon	No	Yes	Yes	Yes
		Les Ulis	Yes	Yes	Yes	Yes
		Lyon	No	No	Yes	Yes
		Nanterre	Yes	Yes	Yes	Yes
		Paris	Yes	Yes	Yes	Yes
		Puteaux	Yes	Yes	Yes	Yes
		Quimper	No	No	Yes	Yes
		Rennes	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Saint Quen L'aumone	Yes	Yes	Yes	Yes
		St Denis	Yes	Yes	Yes	Yes
		Tigery	Yes	Yes	Yes	Yes
		Tilloy Les Combrai	No	Yes	Yes	Yes
		Toulouse	No	No	Yes	yes
		Val De Reuil	Yes	Yes	Yes	Yes
Germany		Rest of Germany	Validation required		Yes	Yes
		Bad Honnef	Yes	Yes	Yes	Yes
		Bingen	Yes	Yes	Yes	Yes
		Berlin	No	No	Yes	Yes
		Bonn	Yes	Yes	Yes	Yes
		Essen	Yes	Yes	Yes	Yes
		Dusseldorf	Yes	Yes	Yes	Yes
		Frankfurt	Yes	Yes	Yes	Yes
		Hamburg	No	No	Yes	Yes
		Hilchenbach	No	Yes	Yes	yes
		Kronberg	Yes	Yes	Yes	Yes
		Mainz	Yes	Yes	Yes	Yes
		Mannheim	Yes	Yes	Yes	Yes
		Munich	Yes	Yes	Yes	Yes
		Nuremberg	Yes	Yes	Yes	Yes
	Offenbach	Yes	Yes	Yes	Yes	
	Stuttgart	Yes	Yes	Yes	Yes	
	Wiesbaden	Yes	Yes	Yes	Yes	
Greece		Rest of Greece	Validation required		Validate	Yes
		Athens	No	No	Yes	Yes
Hong Kong		All of Hong Kong	Yes	Yes	Yes	Yes
		Chaiwan (also in China)	Yes	Yes	Yes	Yes
Hungary		All of Hungary	No	No	Validate	Yes
India		Rest of India	Validation required		Validation required	
		Ahmedabad	No	No	No	No
		Bangalore	Yes	Yes	Yes	Yes
		Baroda	No	No	No	No
		Bhopal	No	No	No	No
		Bhubaneshwar	No	No	No	No
		Calcutta	Yes	Yes	Yes	Yes
		Calicut	No	No	No	No
		Chandigarh	No	No	Yes	Yes
		Chennai	Yes	Yes	Yes	Yes
		Coimbatore	No	No	No	Yes
		Cuddalore	No	No	No	No
		Dehradun	No	No	No	Yes
		Faridabad	No	Yes	No	Yes
		Ghaziabad	Yes	Yes	Yes	Yes
		Goa	No	No	No	No
		Gurgaon	No	No	Yes	Yes
		Guwahati	No	No	No	No
		Hyderabad	No	No	No	Yes
		Indore	No	No	No	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Jabalpur	No	No	No	No
		Jaipur	No	No	No	No
		Kalyani Nagar	No	No	Yes	Yes
		Kancheepuram	No	No	No	Yes
		Kochi	No	No	No	No
		Kolkata	Yes	Yes	Yes	Yes
		Lucknow	No	No	Yes	Yes
		Ludhiana	No	No	No	Yes
		Magarpatta City	No	No	Yes	Yes
		Mangalore	No	No	Yes	Yes
		Mumbai	Yes	Yes	Yes	Yes
		Nagpur	No	No	No	No
		Nasik	No	No	No	No
		Navi Mumbai	Yes	Yes	Yes	Yes
		New Delhi	Yes	Yes	Yes	Yes
		Noida	Yes	Yes	Yes	Yes
		Panvel	No	No	Yes	Yes
		Patna	No	No	No	No
		Pondicherry	No	No	Yes	Yes
		Pune	No	No	Yes	Yes
		Raipur	No	No	No	No
		Ranchi	No	No	No	No
		Siligury	No	No	No	No
		Srinagar	No	No	No	No
		Surat	No	No	No	No
		Thane	Yes	Yes	Yes	Yes
		Thiruvananthapuram	No	No	No	No
		Trivandram	No	No	No	No
		Vasai	No	No	Yes	Yes
		Visakhapatnum	No	No	No	No
Indonesia		Rest of Indonesia	Validation required		Validation required	
		Jakarta	Yes	Yes	Yes	Yes
Ireland		All of Ireland	No	No	Validate	Yes
Israel		Rest of Israel	Validation required		Validate	Yes
		Jerusalem	Yes	Yes	Yes	Yes
		Netanya	Yes	Yes	Yes	Yes
		Petach Tikva	Yes	Yes	Yes	Yes
		Qiryat-Gat	Yes	Yes	Yes	Yes
		Ra`Anana	Yes	Yes	Yes	Yes
		Ramat Gan	Yes	Yes	Yes	Yes
		Tel Aviv	Yes	Yes	Yes	Yes
		Yavne	Yes	Yes	Yes	Yes
Italy		All of Italy	No	No	Validate	Yes
Japan		Rest of Japan	Validation required		Validate	Yes
		Chiba	Yes	Yes	Yes	Yes
		Chiyoda	Yes	Yes	Yes	Yes
		Chuo	Yes	Yes	Yes	Yes
		Kobe	No	No	Yes	Yes
		Koto-ku	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Minato-Ku	Yes	Yes	Yes	Yes
		Nagoya	No	No	Yes	Yes
		Narity City	Yes	Yes	Yes	Yes
		Osaka	No	No	Yes	Yes
		Shibuya	No	No	Yes	Yes
		Shinjuku	Yes	Yes	Yes	Yes
		Tokyo	Yes	Yes	Yes	Yes
		Yokkaichi	No	No	Yes	Yes
		Yokohama	Yes	Yes	Yes	Yes
Jordan		All of Jordan	No	No	No	No
Kazakhstan		All of Kazakhstan	No	No	No	No
Kuwait		All of Kuwait	No	No	No	No
Korea, South		Rest of South Korea	Validation required		Validation required	
		Gyeongsangnam-do	No	No	No	Yes
		Incheon	Yes	Yes	Yes	Yes
		Seongnam	Yes	Yes	Yes	Yes
		Seoul	Yes	Yes	Yes	Yes
		Suwon-Si	No	No	Yes	Yes
Latvia		Riga	No	No	Yes	Yes
Lebanon		All of Lebanon	No	No	No	No
Luthuania		Vilnius	No	No	Yes	Yes
Luxembourg		All of Luxembourg	Validation required		Yes	Yes
Macau (Macao)		All of Macau	No	No	No	No
Malaysia		Rest of Malaysia	Validation required		Validation required	
		Cyberjaya	Yes	Yes	Yes	Yes
		Johor Bahru	No	No	Yes	Yes
		Kuala Lumpur	Yes	Yes	Yes	Yes
		Kota	No	No	No	No
		Penang	No	No	Yes	Yes
		Petaling Jaya	Yes	Yes	Yes	Yes
		Puchong	Yes	Yes	Yes	Yes
		Putrajaya	Yes	Yes	Yes	Yes
		Selangor	Yes	Yes	Yes	Yes
		Shah Alam	Yes	Yes	Yes	Yes
Mexico		Rest of Mexico	Validation required		Validation required	
		Durango	No	No	No	No
		Mexico City	Yes	Yes	Yes	Yes
		Naucalpan	Yes	Yes	Yes	Yes
		Toluca	No	No	Yes	Yes
Netherlands		Rest of The Netherlands	Validation required		Validation required	
		Amersfoort	No	Yes	Yes	Yes
		Amstelveen	Yes	Yes	Yes	Yes
		Amsterdam	Yes	Yes	Yes	Yes
		Apeldoorn	No	Yes	Yes	Yes
		Arnhem	No	Yes	Yes	Yes
		Breda	No	Yes	Yes	Yes
		Den Haag	Yes	Yes	Yes	Yes
		Eindhoven	Yes	Yes	Yes	Yes
		Houten	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Nieuwegein	No	Yes	Yes	Yes
		Odjik	Yes	Yes	Yes	Yes
		Roosendaal	No	Yes	Yes	Yes
		Rotterdam	No	Yes	Yes	Yes
		Schiphol	Yes	Yes	Yes	Yes
		Tilburg	Yes	Yes	Yes	Yes
		Utrecht	No	Yes	Yes	Yes
		Veldhoven	Yes	Yes	Yes	Yes
		Zoetermeer	Yes	Yes	Yes	Yes
		Zwijndrecht	No	Yes	Yes	Yes
New Zealand		Rest of New Zealand	Validation required		Validate	Yes
		Auckland	Yes	Yes	Yes	Yes
Norway		Rest of Norway	No	No	Yes	Yes
		Oslo	No	No	Yes	Yes
		Stavanger	No	No	Yes	Yes
Oman		All of Oman	No	No	No	No
Peru		All of Peru	No	No	No	No
Philippines		Rest of The Philippines	Validation required		Validation required	
		Makati	Yes	Yes	Yes	Yes
		Manila	Yes	Yes	Yes	Yes
		Paranaque	Yes	Yes	Yes	Yes
		Pasig City	Yes	Yes	Yes	Yes
		Quezon City	Yes	Yes	Yes	Yes
Poland		Rest of New Poland	Validation required		Validate	Yes
		Warsaw	No	No	Yes	Yes
Portugal		All of Portugal	No	No	No	Yes
Puerto Rico		All of Puerto Rico	No	No	No	No
Qatar		All of Qatar	No	No	No	No
Russia		All of Russia	No	No	No	No
Singapore		All Of Singapore	Yes	Yes	Yes	Yes
Saudi Arabia		Rest of Saudi Arabia	Validation required		Validation required	
		Riyadh	Yes	Yes	Yes	Yes
Slovakia		Bratislava	No	No	Yes	Yes
Slovenia		All of Slovenia	No	No	Validate	Yes
South Africa		Rest of South Africa	Validation required		Validate	Yes
		Belville	No	No	Yes	Yes
		Cape Town	No	No	Yes	Yes
		Gauteng	Yes	Yes	Yes	Yes
		Johannesburg	Yes	Yes	Yes	Yes
		Midrand	Yes	Yes	Yes	Yes
		Pretoria	Yes	Yes	Yes	Yes
Spain		Rest of Spain	Validation required		Validate	Yes
		Madrid	Yes	Yes	Yes	Yes
		Majadahonda	No	Yes	Yes	Yes
Switzerland		Rest of Switzerland	No	No	Validate	Yes
		Basel	No	No	Yes	Yes
		Biel/Bienne	No	No	Yes	Yes
		Bern (Berne)	No	No	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Fribourg	No	No	Yes	Yes
		Geneva (Geneve)	No	No	Yes	Yes
		Lausanne	No	No	Yes	Yes
		Munchenstein	No	No	Yes	Yes
		Zuerich	No	No	Yes	Yes
Sweden		Rest of Sweden	No	No	Validate	Yes
		Sollentuna	No	No	Yes	Yes
		Stockholm	No	No	Yes	Yes
Taiwan		Rest of Taiwan	Validation required		Yes	Yes
		Taipei	Yes	Yes	Yes	Yes
		Hsinchu	No	No	Yes	Yes
Thailand		Rest of Thailand	Validation required		Yes	Yes
		Bangkok	Yes	Yes	Yes	Yes
		Nonthaburi	Yes	Yes	Yes	Yes
Turkey		All of Turkey	No	No	No	No
United Arab Emirates		Rest of United Arab Emirates	Validation required		Yes	Yes
		Abu Dhabi	No	No	Yes	Yes
		Dubai	Yes	Yes	Yes	Yes
United Kingdom		Rest of United Kingdom	Validation required		Validate	Yes
		Bracknell	Yes	Yes	Yes	Yes
		Brentford	Yes	Yes	Yes	Yes
		Colnbrook	Yes	Yes	Yes	Yes
		Coventry	Yes	Yes	Yes	Yes
		Edinburgh	No	Yes	Yes	Yes
		Fareham	Yes	Yes	Yes	Yes
		Hatfield	Yes	Yes	Yes	Yes
		Grays	Yes	Yes	Yes	Yes
		Leeds	Yes	Yes	Yes	Yes
		London	Yes	Yes	Yes	Yes
		Manchester	Yes	Yes	Yes	Yes
		Middlesex	Yes	Yes	Yes	Yes
		Milton Keynes	Yes	Yes	Yes	Yes
		Newbury	Yes	Yes	Yes	Yes
		Norfolk	No	No	Yes	Yes
		Norwich	Yes	Yes	Yes	Yes
		Sheffield	Yes	Yes	Yes	Yes
		Slough	Yes	Yes	Yes	Yes
		Swindon	Yes	Yes	Yes	Yes
	Trowbridge	Yes	Yes	Yes	Yes	
	West Sussex	Yes	Yes	Yes	Yes	
United States	All States	Rest of the United States	Validation required		Yes	Yes
	AL	Birmingham	No	No	Yes	Yes
		Hoover	No	No	No	Yes
	AR	Little Rock	No	No	Yes	Yes
	AZ	Chandler	Yes	Yes	Yes	Yes
		Phoenix	Yes	Yes	Yes	Yes
		Tempe	Yes	Yes	Yes	Yes
	CA	Carlsbad	No	Yes	Yes	Yes
		Gardena	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Hayward	Yes	Yes	Yes	Yes
		Irvine	Yes	Yes	Yes	Yes
		Lodi	No	Yes	Yes	Yes
		Los Angeles	Yes	Yes	Yes	Yes
		Oakland	Yes	Yes	Yes	Yes
		Petaluma	No	Yes	Yes	Yes
		Redlands	No	Yes	Yes	Yes
		Riverside	Yes	Yes	Yes	Yes
		San Diego	No	Yes	Yes	Yes
		Santa Clara	Yes	Yes	Yes	Yes
		San Francisco	Yes	Yes	Yes	Yes
		San Jose	Yes	Yes	Yes	Yes
		San Rafael	No	Yes	Yes	Yes
		Sunnyvale	Yes	Yes	Yes	Yes
		Torrance	Yes	Yes	Yes	Yes
	CO	Colorado Springs	No	No	Yes	Yes
		Englewood	No	No	No	Yes
		Greenwood Village	No	No	No	Yes
	CT	Hartford	Yes	Yes	Yes	Yes
		Rogers	Yes	Yes	Yes	Yes
		Waterbury	Yes	Yes	Yes	Yes
		Wilton	Yes	Yes	Yes	Yes
	DC	Washington, D.C.	Yes	Yes	Yes	Yes
	DE	Wilmington	No	Yes	Yes	Yes
	FL	Miami	No	No	Yes	Yes
		Tampa	No	No	Yes	Yes
	GA	Alphareta	Yes	Yes	Yes	Yes
		Atlanta	Yes	Yes	Yes	Yes
		Columbus	Yes	Yes	Yes	Yes
		Kennesaw	Yes	Yes	Yes	Yes
		Lithia Springs	Yes	Yes	Yes	Yes
		Norcross	No	Yes	Yes	Yes
	IL	Abbott Park	Yes	Yes	Yes	Yes
		Buffalo Grove	Yes	Yes	Yes	Yes
		Chicago	Yes	Yes	Yes	Yes
		Elk Grove Village	Yes	Yes	Yes	Yes
		Gilberts	Yes	Yes	Yes	Yes
		Glenview	Yes	Yes	Yes	Yes
		Naperville	Yes	Yes	Yes	Yes
	IN	Indianapolis	No	No	Yes	Yes
	MA	Andover	Yes	Yes	Yes	Yes
		Bedford	Yes	Yes	Yes	Yes
		Boston	Yes	Yes	Yes	Yes
		Cambridge	Yes	Yes	Yes	Yes
		Needham	Yes	Yes	Yes	Yes
	MD	Baltimore	Yes	Yes	Yes	Yes
		Bowie	Yes	Yes	Yes	Yes
		Greenbelt	Yes	Yes	Yes	Yes
		Landover	Yes	Yes	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Rockville	Yes	Yes	Yes	Yes
		Silver Spring	Yes	Yes	Yes	Yes
	MN	Minneapolis	Yes	Yes	Yes	Yes
		Minnetonka	Yes	Yes	Yes	Yes
		Saint Paul	Yes	Yes	Yes	Yes
	MO	Kansas City	No	No	Yes	Yes
		Maryland Heights	No	No	Yes	Yes
		Saint Louis	No	No	Yes	Yes
	NC	Charlotte	No	No	Yes	Yes
		Durham	No	No	Yes	Yes
		Winston Salem	No	No	No	Yes
	NH	Lebanon	No	Yes	Yes	Yes
		Manchester	No	Yes	Yes	Yes
	NJ	Camden	Yes	Yes	Yes	Yes
		Carlstadt	Yes	Yes	Yes	Yes
		Edison	Yes	Yes	Yes	Yes
		Florham Park	Yes	Yes	Yes	Yes
		Jersey City	Yes	Yes	Yes	Yes
		Mount Laurel	Yes	Yes	Yes	Yes
		Nutley	Yes	Yes	Yes	Yes
		Pennington	Yes	Yes	Yes	Yes
		Pennsauken	Yes	Yes	Yes	Yes
		Piscataway	Yes	Yes	Yes	Yes
		Rutherford	Yes	Yes	Yes	Yes
		Trenton	Yes	Yes	Yes	Yes
		Weehawken	Yes	Yes	Yes	Yes
	NV	Reno	Yes	Yes	Yes	Yes
	NY	Brooklyn	Yes	Yes	Yes	Yes
		Fishkill	No	Yes	Yes	Yes
		Long Island City	No	Yes	Yes	Yes
		Melville	No	Yes	Yes	Yes
		New York	Yes	Yes	Yes	Yes
		Purchase	Yes	Yes	Yes	Yes
		Schenectady	No	No	Yes	Yes
		Staten Island	Yes	Yes	Yes	Yes
	OH	Columbus	Yes	Yes	Yes	Yes
		Delaware	Yes	Yes	Yes	Yes
		Springfield	Yes	Yes	Yes	Yes
	OR	Hillsboro	Yes	Yes	Yes	Yes
		Portland	Yes	Yes	Yes	Yes
	PA	Bethlehem	No	Yes	Yes	Yes
		Fort Washington	Yes	Yes	Yes	Yes
		Mechanicsburg	No	Yes	Yes	Yes
		Philadelphia	Yes	Yes	Yes	Yes
		Pittsburgh	No	No	Yes	Yes
		Wilkes Barre	No	No	Yes	Yes
	SC	Charleston	Yes	Yes	Yes	Yes
		Mount Pleasant	Yes	Yes	Yes	Yes
	TN	Memphis	No	No	Yes	Yes

			Premium/Premium Plus (4HR SLA - Both 9x5 and 24x7)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Collierville	No	No	Yes	Yes
	TX	Austin	No	No	Yes	Yes
		Carrollton	Yes	Yes	Yes	Yes
		Dallas	Yes	Yes	Yes	Yes
		Ft. Worth	Yes	Yes	Yes	Yes
		Houston	No	No	Yes	Yes
		San Antonio	No	No	Yes	Yes
		VA	Ashburn	Yes	Yes	Yes
	Chantilly		Yes	Yes	Yes	Yes
	Herndon		Yes	Yes	Yes	Yes
	Sterling		Yes	Yes	Yes	Yes
	WA	Bellevue	Yes	Yes	Yes	Yes
		Bingen	Yes	Yes	Yes	Yes
		Kent	Yes	Yes	Yes	Yes
		Redmond	Yes	Yes	Yes	Yes
		Renton	Yes	Yes	Yes	Yes
		Seattle	Yes	Yes	Yes	Yes
		Snoqualmie	Yes	Yes	Yes	Yes
		Tacoma	Yes	Yes	Yes	Yes
	WV	Clarksburg	No	No	Yes	Yes
Venezuela		All of Venezuela	No	No	No	No