

Standard Plus (Same Day Shipping) and **Standard (Return to Factory)** hardware support is pre-approved for all locations except the following countries; Sudan, Libya, North Korea, Cuba & Iran.

Premium Plus (4HR) and **Advanced (Next Business Day)** 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

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
Australia		Rest of Australia	Validation required		Validation required	
	ACT	Barton	No	No	Yes	Yes
		Canberra	No	No	Yes	Yes
	NSW	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		Validation required	
		Salzburg	Yes	Yes	Yes	Yes
		Vienna (Wien)	No	No	Yes	Yes
		Wiener Neudorf	No	No	Yes	Yes
Belgium		Rest of Belgium	Validation required		Validation required	
		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
		Nossegem	Yes	Yes	Yes	Yes

			Premium Plus (4HR SLA)		Advanced (NBD SLA)		
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only	
		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	
		Curitiba	No	No	No	Yes	
		Porto Alegre	No	No	No	Yes	
		Rio De Janeiro	No	No	No	Yes	
		Santo André	No	Yes	No	Yes	
		Sao Paolo	No	Yes	No	Yes	
		Taboão da Serra	No	Yes	No	Yes	
Canada	All Territories	Rest of Canada	Validation required		Validation required		
	Alberta	Calgary	No	No	Yes	Yes	
		Edmonton	No	No	Yes	Yes	
		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 Island	Charlottetown	No	No	Yes	Yes	
	Quebec	Boucherville	No	No	Yes	Yes	
		Gatineau	No	No	Yes	Yes	
		Montreal	No	No	Yes	yes	
Quebec City		No	No	Yes	Yes		
Saint-Laurent		No	No	Yes	yes		
Saskatchewan	Regina	No	No	Yes	Yes		
China		Rest of China	Validation required		Validation required		
		Beijing	Yes	Yes	Yes	Yes	
		Chengdu	No	No	Yes	Yes	
		Dalian	No	No	Yes	Yes	
		Langfang	Yes	Yes	Yes	Yes	
		Nanjing	No	No	No	Yes	
		Shanghai	Yes	Yes	Yes	Yes	
		Shen Yang	No	No	Yes	Yes	

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Tianjin	No	Yes	Yes	Yes
Czech Republic		Rest of Czech Republic	No	No	Validation required	
		Prague	No	No	Yes	Yes
Denmark		Rest of Denmark	No	No	Validation required	
		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
Estonia		Tallinn	No	No	Yes	Yes
Finland		Rest of Finland	No	No	Validation required	
		Espoo	No	No	Yes	Yes
		Helsinki	No	No	Yes	Yes
France		Rest of France	Validation required		Validation required	
		Arcueil	Yes	Yes	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
		Le Pecq	Yes	Yes	Yes	Yes
		La Roche Sur Yon	No	Yes	Yes	Yes
		Les Ulis	Yes	Yes	Yes	Yes
		Lyon	No	No	Yes	Yes
		Montingy le Bretonneux	Yes	Yes	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
		Saint Quen L'aumone	Yes	Yes	Yes	Yes
		St Denis	Yes	Yes	Yes	Yes
		Strasbourg	No	No	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		Validation required	
		Bad Honnef	Yes	Yes	Yes	Yes
		Bad Vilbel	Yes	Yes	Yes	Yes
		Bingen	Yes	Yes	Yes	Yes
		Berlin	No	No	Yes	Yes
		Bonn	Yes	Yes	Yes	Yes
		Braunschweig	No	No	Yes	Yes
		Bremen	No	No	Yes	Yes
		Essen	Yes	Yes	Yes	Yes
		Dusseldorf	Yes	Yes	Yes	Yes
		Frankfurt	Yes	Yes	Yes	Yes
		Hamburg	No	No	Yes	Yes
		Gütersloh	No	No	Yes	Yes
		Hilchenbach	No	Yes	Yes	yes
		Kaefertal	Yes	Yes	Yes	Yes

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Kronberg	Yes	Yes	Yes	Yes
		Mainz	Yes	Yes	Yes	Yes
		Mannheim	Yes	Yes	Yes	Yes
		Munich	Yes	Yes	Yes	Yes
		Münster	No	No	Yes	Yes
		Nuremberg	Yes	Yes	Yes	Yes
		Offenbach	Yes	Yes	Yes	Yes
		Stuttgart	Yes	Yes	Yes	Yes
		Unterfoehring	Yes	Yes	Yes	Yes
		Wiesbaden	Yes	Yes	Yes	Yes
		Wolfsburg	No	No	Yes	Yes
Greece		Rest of Greece	Validation required		Validation required	
		Athens	No	No	Yes	Yes
Hong Kong		Rest of Hong Kong	Validation required		Validation required	
		Chaiwan (also in China)	Yes	Yes	Yes	Yes
		Hong Kong	Yes	Yes	Yes	Yes
		Kowloon	Yes	Yes	Yes	Yes
		Tsuen Wan	Yes	Yes	Yes	Yes
Hungary		Rest of Hungary	No	No	Validation required	
		Budapest	No	No	Yes	Yes
India		Rest of India	Validation required		Validation required	
		Bangalore	Yes	Yes	Yes	Yes
		Calcutta	Yes	Yes	Yes	Yes
		Chandigarh	No	No	Yes	Yes
		Chennai	Yes	Yes	Yes	Yes
		Coimbatore	No	No	No	Yes
		Dehradun	No	No	No	Yes
		Faridabad	No	Yes	No	Yes
		Ghaziabad	Yes	Yes	Yes	Yes
		Gurgaon	No	No	Yes	Yes
		Hyderabad	No	No	No	Yes
		Indore	No	No	No	Yes
		Kalyani Nagar	No	No	Yes	Yes
		Kancheepuram	No	No	No	Yes
		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
		Navi Mumbai	Yes	Yes	Yes	Yes
		New Delhi	Yes	Yes	Yes	Yes
		Noida	Yes	Yes	Yes	Yes
		Panvel	No	No	Yes	Yes
		Pondicherry	No	No	Yes	Yes
		Pune	No	No	Yes	Yes
		Thane	Yes	Yes	Yes	Yes
		Vasai	No	No	Yes	Yes
Indonesia		Rest of Indonesia	Validation required		Validation required	
		Jakarta	Yes	Yes	Yes	Yes
Ireland		Rest of Ireland	No	No	Validation required	
		Cork	No	No	Yes	Yes

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		Dublin	No	No	Yes	Yes
Israel		Rest of Israel	Validation required		Validation required	
		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		Rest of Italy	No	No	Validation required	
		Bologna	No	No	No	Yes
		Genoa	No	No	Yes	Yes
		Milan	No	No	Yes	Yes
		Padova	No	No	No	Yes
		Rome	No	No	Yes	Yes
Japan		Rest of Japan	Validation required		Validation required	
		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
		Minato-Ku	Yes	Yes	Yes	Yes
		Nagoya	No	No	Yes	Yes
		Narity City	Yes	Yes	Yes	Yes
		Osaka	No	No	Yes	Yes
		Shibuya	Yes	Yes	Yes	Yes
		Shinjuku	Yes	Yes	Yes	Yes
		Tokyo	Yes	Yes	Yes	Yes
		Yokkaichi	No	No	Yes	Yes
	Yokohama	Yes	Yes	Yes	Yes	
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
Lithuania		Vilnius	No	No	Yes	Yes
Luxembourg		Rest of Luxembourg	Validation required		Validation required	
		Capellen	No	No	Yes	Yes
		Luxembourg	No	No	Yes	Yes
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
		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

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
Mexico		Rest of Mexico	Validation required		Validation required	
		Mexico City (CDMX)	Yes	Yes	Yes	Yes
		Monterrey	No	No	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
		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		Validation required	
		Auckland	Yes	Yes	Yes	Yes
Norway		Rest of Norway	No	No	Validation required	
		Oslo	No	No	Yes	Yes
		Stavanger	No	No	Yes	Yes
Philippines		Rest of The Philippines	Validation required		Validation required	
		Makati	Yes	Yes	Yes	Yes
		Manila	Yes	Yes	Yes	Yes
		Mandaluyong City	Yes	Yes	Yes	Yes
		Paranaque	Yes	Yes	Yes	Yes
		Pasig City	Yes	Yes	Yes	Yes
		Quezon City	Yes	Yes	Yes	Yes
		Taguig	Yes	Yes	Yes	Yes
Poland		Rest of Poland	No	No	Validation required	
		Warsaw	No	No	Yes	Yes
Portugal		Rest of Portugal	No	No	Validation required	
		Lisbon	No	No	Yes	Yes
Qatar		Rest of Qatar	No	No	No	No
		Doha	No	No	No	No
Singapore		Rest of Singapore	Validation required		Validation required	
		Singapore	Yes	Yes	Yes	Yes
Saudi Arabia		Rest of Saudi Arabia	Validation required		Validation required	
		Jeddah	No	No	Yes	Yes
		Riyadh	Yes	Yes	Yes	Yes
Slovakia		Bratislava	No	No	Yes	Yes
Slovenia		Rest of Slovenia	No	No	Validation required	
		Ljubljana	No	No	No	Yes

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
South Africa		Rest of South Africa	Validation required		Validation required	
		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		Validation required	
		Alcobendas	Yes	Yes	Yes	Yes
		Barcelona	No	No	Yes	Yes
		Bilbao	No	No	Yes	Yes
		Boadilla Del Monte	Yes	Yes	Yes	Yes
		Las Rozas	Yes	Yes	Yes	Yes
		Madrid	Yes	Yes	Yes	Yes
		Majadahonda	No	Yes	Yes	Yes
		Pozuelo De Alarcon	Yes	Yes	Yes	Yes
Switzerland		Rest of Switzerland	No	No	Validation required	
		Basel	No	No	Yes	Yes
		Biel/Bienne	No	No	Yes	Yes
		Bern (Berne)	No	No	Yes	Yes
		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	Validation required	
		Handen	No	No	No	Yes
		Kalmar	No	No	Yes	Yes
		Lund	No	No	No	Yes
		Sollentuna	No	No	Yes	Yes
		Stockholm	No	No	Yes	Yes
		Sundbyberg	No	No	No	Yes
		Sundsvall	No	No	Yes	Yes
Taiwan		Rest of Taiwan	Validation required		Validation required	
		Taipei	Yes	Yes	Yes	Yes
		Hsinchu	No	No	Yes	Yes
Thailand		Rest of Thailand	Validation required		Validation required	
		Bangkok	Yes	Yes	Yes	Yes
		Nonthaburi	Yes	Yes	Yes	Yes
United Arab Emirates		Rest of United Arab Emirates	Validation required		Validation required	
		Abu Dhabi	Yes	Yes	Yes	Yes
		Dubai	Yes	Yes	Yes	Yes
United Kingdom		Rest of United Kingdom	Validation required		Validation required	
		Bracknell	Yes	Yes	Yes	Yes
		Brentford	Yes	Yes	Yes	Yes
		Camberley	Yes	Yes	Yes	Yes
		Colnbrook	Yes	Yes	Yes	Yes
		Coventry	Yes	Yes	Yes	Yes
		Crawley	Yes	Yes	Yes	Yes
		Crewe	Yes	Yes	Yes	Yes
		Dalkeith	Yes	Yes	Yes	Yes
		Edinburgh	Yes	Yes	Yes	Yes

			Premium Plus (4HR SLA)		Advanced (NBD SLA)		
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only	
		Fareham	Yes	Yes	Yes	Yes	
		Hatfield	Yes	Yes	Yes	Yes	
		Garforth	Yes	Yes	Yes	Yes	
		Grays	Yes	Yes	Yes	Yes	
		Leeds	Yes	Yes	Yes	Yes	
		London	Yes	Yes	Yes	Yes	
		Macclesfield	No	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	No	No	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		Validate	Yes	
	AL	Birmingham	No	No	Yes	Yes	
		Hoover	No	No	No	Yes	
	AR	Little Rock	No	No	Yes	Yes	
	AZ	Chandler	Phoenix	Yes	Yes	Yes	Yes
			Tempe	Yes	Yes	Yes	Yes
	CA	Carlsbad	Gardena	Yes	Yes	Yes	Yes
			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	Englewood	No	No	Yes	Yes
			Greenwood Village	No	No	No	Yes
	CT	Hartford	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	

			Premium Plus (4HR SLA)		Advanced (NBD SLA)	
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only
		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
	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
		Rockville	Yes	Yes	Yes	Yes
		Silver Spring	Yes	Yes	Yes	Yes
	MN	Minneapolis	Yes	Yes	Yes	Yes
		Minnnetonka	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
		Raritan	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

			Premium Plus (4HR SLA)		Advanced (NBD SLA)		
Country	State/ Province	City	4HR Parts & Tech	4HR Parts Only	NBD Parts & Tech	NBD Parts Only	
	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	Delaware	Yes	Yes	Yes	Yes
			Springfield	Yes	Yes	Yes	Yes
				Yes	Yes	Yes	Yes
	OR	Hillsboro	Portland	Yes	Yes	Yes	Yes
				Yes	Yes	Yes	Yes
	PA	Bethlehem	Fort Washington	No	Yes	Yes	Yes
			Mechanicsburg	Yes	Yes	Yes	Yes
			Philadelphia	No	Yes	Yes	Yes
			Pittsburgh	Yes	Yes	Yes	Yes
			Wilkes Barre	Yes	Yes	Yes	Yes
				No	No	Yes	Yes
	SC	Charleston	Mount Pleasant	Yes	Yes	Yes	Yes
			Yes	Yes	Yes	Yes	
TN	Memphis	Collierville	No	No	Yes	Yes	
			No	No	Yes	Yes	
TX	Austin	Carrollton	No	No	Yes	Yes	
		Dallas	Yes	Yes	Yes	Yes	
		Ft. Worth	Yes	Yes	Yes	Yes	
		Houston	Yes	Yes	Yes	Yes	
		San Antonio	No	No	Yes	Yes	
			No	No	Yes	Yes	
VA	Ashburn	Chantilly	Yes	Yes	Yes	Yes	
		Herndon	Yes	Yes	Yes	Yes	
		Sterling	Yes	Yes	Yes	Yes	
			Yes	Yes	Yes	Yes	
WA	Bellevue	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	
			Yes	Yes	Yes	Yes	
WV		Clarksburg	No	No	Yes	Yes	