



Operational Support Systems (OSS)

Hours of Availability

Application	Availability
Virtual Front Office - VFO Modules: Access, Local, TA (ASR, LSR, TA, ISP)	Sunday 09:00 – Wednesday 22:00 Eastern Time Thursday 04:00ET –Saturday 22:00 ET
Electronic Bonding (EDI, UOM, tML)	Sunday 09:00 – Wednesday 22:00 Eastern Time Thursday 04:00ET –Saturday 22:00 ET
Customer Wholesale Portal (Reports/Performance Measures)	Sunday 09:00 – Wednesday 22:00 Eastern Time Thursday 04:00 – Saturday 22:00 Eastern Time
MasterStream Portal (Price Quotes)	Monday thru Friday 06:00 – 24:00 Eastern Time Saturday 15:00 – Sunday 24:00 Eastern Time

