

# API Documentation

## Authentication

You must pass your API key (received by registering with CAO Web Systems), as an **apikey** url parameter, and use the SSL version of the site. Example:

```
https://test-cwc.house.gov/v2/message?apikey={yourapikeyhere}
```

## Get Offices API

```
GET /v2/offices (for cwc.house.gov) and GET /offices (for test-cwc.house.gov)
```

Retrieves a list of supported member offices. This should be queried before large email campaigns, and only offices on this list should have mail sent to them. Sending mail to offices not on this list will result in errors.

## Send Message API

```
POST /v2/message?apikey={yourapikey}
```

The body of the validation request must be properly formatted xml, per the cwc v 1.0 specification ( [https://test-cwc.house.gov/schema/cwc\\_schema\\_v2.rng](https://test-cwc.house.gov/schema/cwc_schema_v2.rng)). If the xml is properly formatted, validation will succeed. The message will be saved to the database for delivery.

### Return Codes

The Send API will return a http status code 200 on success.

On error, the Send API will return a http status code 400 with a json encoded error from the xml schema validation.

For example if we omit the a required xml element you will receive something like this:

```
<?xml version="1.0"?>
<Errors>
  <Error>Expecting an element OrganizationStatement, got nothing</Error>
  <Error>Invalid sequence in interleave</Error>
  <Error>Element Message failed to validate content</Error>
  <Error>Did not expect element ExtraStuff there</Error>
</Errors>
```

## Validation API

```
POST /v2/validate?apikey={yourapikey}
```

The body of the validation request must be properly formatted xml, per the cwc v 1.0 specification ( [https://test-cwc.house.gov/schema/cwc\\_schema\\_v2.rng](https://test-cwc.house.gov/schema/cwc_schema_v2.rng)). If the xml is properly formatted, validation will succeed. The message will NOT be saved to the database for delivery. The validation API is only used for validation/testing purposes.

## Return Codes

The Validation API will return a http status code 200 if validation succeeds.

On error, the Validation API will return a http status code 400 with a json encoded error generated by the xml schema validation.

For example if we omit a required xml element we get something like this:

```
<?xml version="1.0"?>
<Errors>
  <Error>Expecting an element OrganizationStatement, got nothing</Error>
  <Error>Invalid sequence in interleave</Error>
  <Error>Element Message failed to validate content</Error>
  <Error>Did not expect element ExtraStuff there</Error>
</Errors>
```

### Sample XML File

```
<?xml version="1.0" ?>
<CWC>
  <CWCVersion>2.0</CWCVersion>
  <Delivery>
    <DeliveryId>GHXX1236285LFVUID194HDC16452ADEE</DeliveryId>
    <DeliveryDate>20121023</DeliveryDate>
    <DeliveryAgent>Your Delivery Agent</DeliveryAgent>
    <DeliveryAgentAckEmailAddress>deliveryagent@example.com</DeliveryAgentAckEmailAddress>
    <DeliveryAgentContact>
      <DeliveryAgentContactName>John Smith</DeliveryAgentContactName>
      <DeliveryAgentContactEmail>john.smith@test.com</DeliveryAgentContactEmail>
      <DeliveryAgentContactPhone>202-000-0000</DeliveryAgentContactPhone>
    </DeliveryAgentContact>
    <Organization>Example Organization</Organization>
    <OrganizationContact>
      <OrganizationContactName>Jane Smith</OrganizationContactName>
      <OrganizationContactEmail>jane.smith@test.com</OrganizationContactEmail>
      <OrganizationContactPhone>202-000-0000</OrganizationContactPhone>
    </OrganizationContact>
    <OrganizationAbout>Describe the organization here.</OrganizationAbout>
    <CampaignId>3d968ttf6ecad3c29a3a629280e686cf0c3f5d5a86aff3ca12020c923adc4444</CampaignId>
  </Delivery>
  <Recipient>
    <MemberOffice>HCA48</MemberOffice>
    <IsResponseRequested>N</IsResponseRequested>
    <NewsletterOptIn>Y</NewsletterOptIn>
  </Recipient>
  <Constituent>
    <Prefix>Mr.</Prefix>
    <FirstName>John</FirstName>
    <MiddleName>T.</MiddleName>
    <LastName>Smith</LastName>
    <Suffix>Jr.</Suffix>
    <Title>CEO</Title>
    <ConstituentOrganization>Constituent Organization</ConstituentOrganization>
    <Address1>1100 XYZ street</Address1>
    <Address2>Room 400</Address2>
    <City>Arlington</City>
    <StateAbbreviation>VA</StateAbbreviation>
    <Zip>23233</Zip>
    <Phone>703-444-0000</Phone>
    <AddressValidation>Y</AddressValidation>
    <Email>john.smith@test.com</Email>
    <EmailValidation>Y</EmailValidation>
  </Constituent>
  <Message>
    <Subject>Example subject for deomonstration</Subject>
    <LibraryOfCongressTopics>
      <LibraryOfCongressTopic>Education</LibraryOfCongressTopic>
      <LibraryOfCongressTopic>Science, Technology, Communications</LibraryOfCongressTopic>
    </LibraryOfCongressTopics>
    <Bills>
      <Bill>
        <BillCongress>111</BillCongress>
        <BillTypeAbbreviation>hr</BillTypeAbbreviation>
        <BillNumber>233</BillNumber>
      </Bill>
      <Bill>
        <BillCongress>111</BillCongress>
        <BillTypeAbbreviation>s</BillTypeAbbreviation>
      </Bill>
    </Bills>
  </Message>
</CWC>
```

```
<BillNumber>22</BillNumber>
</Bill>
</Bills>
<ProOrCon>Pro</ProOrCon>
<OrganizationStatement>Lorem Ipsum</OrganizationStatement>
<ConstituentMessage>Dear Congresswoman, this is a test message...</ConstituentMessage>
<MoreInfo>http://example.com/123/</MoreInfo>
</Message>
</CWC>
```

## XML Schema Information

The CWC application uses a *Relax NG* (<http://relaxng.org>) format schema file to validate incoming messages. While an XSD schema file does exist, there are some discrepancies between the XSD and RNG schema files. The RNG file is the authoritative schema for validation. Please refer to the RNG file for questions or clarification about XML requirements.

On the vendor test environment, the URL for the latest schema file is available here:

[https://test-cwc.house.gov/schema/cwc\\_schema\\_v2.rng](https://test-cwc.house.gov/schema/cwc_schema_v2.rng)

The XSD schema file ([https://test-cwc.house.gov/schema/cwc\\_schema\\_v2.xsd](https://test-cwc.house.gov/schema/cwc_schema_v2.xsd)) is still available for download for systems that cannot parse RNG, however please refer to the RNG as the authoritative source for construction of CWC XML submissions.

## Member Office Enrollment Process

We plan to onboard the remainder of Member Offices by April 1, 2016.

At any point in time, you can visit

`https://[base url]/offices`

to see a json-formatted list of offices that are currently supported.

## **Note on Office Codes**

Office codes have the format SSDD where SS is the state abbreviation and DD is the district number. At-large districts have a district number of '00'. One exception is American Samoa, which is not AS00 (due to a conflict with the Armed Services committee name..) but instead AQ00.

### Rules of the Road

Here are some "rules of the road" for using this site. Please feel free to edit existing rules or suggest your own.

- Please DO discuss your requirements, hopes and expectations.
- Please DO feel free to recommend technologies, approaches, data flows, etc.
- Please DO NOT discuss the internal technology infrastructure of the House. The House considers this information sensitive.
- Please consider all of these discussions a collective work product.
- Please avoid discussing our work on this site – our individual suggestions, recommendations and decisions – with people outside the identified stakeholders.
- We want an open and frank discussion among all stakeholders. We also want that open and frank discussion to be considered confidential within the group.
- If you want to bring in additional stakeholders into the discussion, please forward them to the House for inclusion ( [cwc.vendors@mail.house.gov](mailto:cwc.vendors@mail.house.gov) ).
- Be civil.
- Have fun.



United States House of Representatives (as of 3/8/22)	
Last	First
Peltola	Mary
Carl	Jerry
Moore	Barry
Rogers	Mike
Aderholt	Robert
Strong	Dale
Palmer	Gary
Sewell	Terri
Crawford	Eric
Hill	J.
Womack	Steve
Westerman	Bruce
Radewagen	Aumua Amata
Schweikert	David
Crane	Elijah
Gallego	Ruben
Stanton	Greg
Biggs	Andy
Ciscomani	Juan
Grijalva	Raúl
Lesko	Debbie
Gosar	Paul
LaMalfa	Doug
Huffman	Jared
Kiley	Kevin
Thompson	Mike
McClintock	Tom
Bera	Ami
Matsui	Doris
Garamendi	John
Harder	Josh
DeSaulnier	Mark
Pelosi	Nancy
Lee	Barbara
Duarte	John
Swalwell	Eric
Mullin	Kevin
Eshoo	Anna
Khanna	Ro
Lofgren	Zoe
Panetta	Jimmy
McCarthy	Kevin
Costa	Jim
Valadao	David
Obernolte	Jay
Carbajal	Salud
Ruiz	Raul

Brownley	Julia
Garcia	Mike
Chu	Judy
Cárdenas	Tony
Schiff	Adam
Napolitano	Grace
Sherman	Brad
Aguilar	Pete
Gomez	Jimmy
Torres	Norma
Lieu	Ted
Kamlager-Dove	Sydney
Sánchez	Linda
Takano	Mark
Kim	Young
Calvert	Ken
Garcia	Robert
Waters	Maxine
Barragán	Nanette
Steel	Michelle
Correa	J.
Porter	Katie
Issa	Darrell
Levin	Mike
Peters	Scott
Jacobs	Sara
Vargas	Juan
DeGette	Diana
Neguse	Joe
Boebert	Lauren
Buck	Ken
Lamborn	Doug
Crow	Jason
Pettersen	Brittany
Caraveo	Yadira
Larson	John
Courtney	Joe
DeLauro	Rosa
Himes	James
Hayes	Jahana
Norton	Eleanor
Blunt Rochester	Lisa
Gaetz	Matt
Dunn	Neal
Cammack	Kat
Bean	Aaron
Rutherford	John
Waltz	Michael
Mills	Cory

Posey	Bill
Soto	Darren
Frost	Maxwell
Webster	Daniel
Bilirakis	Gus
Luna	Anna Paulina
Castor	Kathy
Lee	Laurel
Buchanan	Vern
Steube	W.
Franklin	C.
Donalds	Byron
Cherfilus-McCormick	Sheila
Mast	Brian
Frankel	Lois
Moskowitz	Jared
Wilson	Frederica
Wasserman Schultz	Debbie
Diaz-Balart	Mario
Salazar	Maria
Gimenez	Carlos
Carter	Earl
Bishop	Sanford
Ferguson	A.
Johnson	Henry
Williams	Nikema
McCormick	Richard
McBath	Lucy
Scott	Austin
Clyde	Andrew
Collins	Mike
Loudermilk	Barry
Allen	Rick
Scott	David
Greene	Marjorie
Moylan	James
Case	Ed
Tokuda	Jill
Miller-Meeks	Mariannette
Hinson	Ashley
Nunn	Zachary
Feenstra	Randy
Fulcher	Russ
Simpson	Michael
Jackson	Jonathan
Kelly	Robin
Ramirez	Delia
García	Jesús
Quigley	Mike

Casten	Sean
Davis	Danny
Krishnamoorthi	Raja
Schakowsky	Janice
Schneider	Bradley
Foster	Bill
Bost	Mike
Budzinski	Nikki
Underwood	Lauren
Miller	Mary
LaHood	Darin
Sorensen	Eric
Mrvan	Frank
Yakym	Rudy
Banks	Jim
Baird	James
Spartz	Victoria
Pence	Greg
Carson	André
Bucshon	Larry
Houchin	Erin
Mann	Tracey
LaTurner	Jake
Davids	Sharice
Estes	Ron
Comer	James
Guthrie	Brett
McGarvey	Morgan
Massie	Thomas
Rogers	Harold
Barr	Andy
Scalise	Steve
Carter	Troy
Higgins	Clay
Johnson	Mike
Letlow	Julia
Graves	Garret
Neal	Richard
McGovern	James
Trahan	Lori
Auchincloss	Jake
Clark	Katherine
Moulton	Seth
Pressley	Ayanna
Lynch	Stephen
Keating	William
Harris	Andy
Ruppersberger	C.
Sarbanes	John

Ivey	Glenn
Hoyer	Steny
Trone	David
Mfume	Kweisi
Raskin	Jamie
Pingree	Chellie
Golden	Jared
Bergman	Jack
Moolenaar	John
Scholten	Hillary
Huizenga	Bill
Walberg	Tim
Dingell	Debbie
Slotkin	Elissa
Kildee	Daniel
McClain	Lisa
James	John
Stevens	Haley
Tlaib	Rashida
Thanedar	Shri
Finstad	Brad
Craig	Angie
Phillips	Dean
McCollum	Betty
Omar	Ilhan
Emmer	Tom
Fischbach	Michelle
Stauber	Pete
Bush	Cori
Wagner	Ann
Luetkemeyer	Blaine
Alford	Mark
Cleaver	Emanuel
Graves	Sam
Burlison	Eric
Smith	Jason
Sablan	Gregorio
Kelly	Trent
Thompson	Bennie
Guest	Michael
Ezell	Mike
Zinke	Ryan
Rosendale	Matthew
Davis	Donald
Ross	Deborah
Murphy	Gregory
Foushee	Valerie
Foxx	Virginia
Manning	Kathy

Rouzer	David
Bishop	Dan
Hudson	Richard
McHenry	Patrick
Edwards	Chuck
Adams	Alma
Nickel	Wiley
Jackson	Jeff
Armstrong	Kelly
Flood	Mike
Bacon	Don
Smith	Adrian
Pappas	Chris
Kuster	Ann
Norcross	Donald
Van Drew	Jefferson
Kim	Andy
Smith	Christopher
Gottheimer	Josh
Pallone	Frank
Kean	Thomas
Menendez	Robert
Pascrell	Bill
Payne	Donald
Sherrill	Mikie
Watson Coleman	Bonnie
Stansbury	Melanie
Vasquez	Gabe
Leger Fernandez	Teresa
Titus	Dina
Amodei	Mark
Lee	Susie
Horsford	Steven
LaLota	Nick
Garbarino	Andrew
Santos	George
D'Esposito	Anthony
Meeks	Gregory
Meng	Grace
Velázquez	Nydia
Jeffries	Hakeem
Clarke	Yvette
Goldman	Daniel
Malliotakis	Nicole
Nadler	Jerrold
Españolat	Adriano
Ocasio-Cortez	Alexandria
Torres	Ritchie
Bowman	Jamaal

Lawler	Michael
Ryan	Patrick
Molinaro	Marcus
Tonko	Paul
Stefanik	Elise
Williams	Brandon
Langworthy	Nicholas
Tenney	Claudia
Morelle	Joseph
Higgins	Brian
Landsman	Greg
Wenstrup	Brad
Beatty	Joyce
Jordan	Jim
Latta	Robert
Johnson	Bill
Miller	Max
Davidson	Warren
Kaptur	Marcy
Turner	Michael
Brown	Shontel
Balderson	Troy
Sykes	Emilia
Joyce	David
Carey	Mike
Hern	Kevin
Brecheen	Josh
Lucas	Frank
Cole	Tom
Bice	Stephanie
Bonamici	Suzanne
Bentz	Cliff
Blumenauer	Earl
Hoyle	Val
Chavez-DeRemer	Lori
Salinas	Andrea
Fitzpatrick	Brian
Boyle	Brendan
Evans	Dwight
Dean	Madeleine
Scanlon	Mary
Houlahan	Chrissy
Wild	Susan
Cartwright	Matt
Meuser	Daniel
Perry	Scott
Smucker	Lloyd
Lee	Summer
Joyce	John

Reschenthaler	Guy
Thompson	Glenn
Kelly	Mike
Deluzio	Christopher
González-Colón	Jennifer
Cicilline	David
Magaziner	Seth
Mace	Nancy
Wilson	Joe
Duncan	Jeff
Timmons	William
Norman	Ralph
Clyburn	James
Fry	Russell
Johnson	Dusty
Harshbarger	Diana
Burchett	Tim
Fleischmann	Charles
DesJarlais	Scott
Ogles	Andrew
Rose	John
Green	Mark
Kustoff	David
Cohen	Steve
Moran	Nathaniel
Crenshaw	Dan
Self	Keith
Fallon	Pat
Gooden	Lance
Ellzey	Jake
Fletcher	Lizzie
Luttrell	Morgan
Green	Al
McCaul	Michael
Pfluger	August
Granger	Kay
Jackson	Ronny
Weber	Randy
De La Cruz	Monica
Escobar	Veronica
Sessions	Pete
Jackson Lee	Sheila
Arrington	Jodey
Castro	Joaquin
Roy	Chip
Nehls	Troy
Gonzales	Tony
Van Duyne	Beth
Williams	Roger



Burgess	Michael
Cloud	Michael
Cuellar	Henry
Garcia	Sylvia
Crockett	Jasmine
Carter	John
Allred	Colin
Veasey	Marc
Gonzalez	Vicente
Casar	Greg
Babin	Brian
Doggett	Lloyd
Hunt	Wesley
Moore	Blake
Stewart	Chris
Curtis	John
Owens	Burgess
Wittman	Robert
Kiggans	Jennifer
Scott	Robert
McClellan	Jennifer
Good	Bob
Cline	Ben
Spanberger	Abigail
Beyer	Donald
Griffith	H.
Wexton	Jennifer
Connolly	Gerald
Plaskett	Stacey
Balint	Becca
DelBene	Suzan
Larsen	Rick
Perez	Marie
Newhouse	Dan
Rodgers	Cathy
Kilmer	Derek
Jayapal	Pramila
Schrier	Kim
Smith	Adam
Strickland	Marilyn
Steil	Bryan
Pocan	Mark
Van Orden	Derrick
Moore	Gwen
Fitzgerald	Scott
Grothman	Glenn
Tiffany	Thomas
Gallagher	Mike
Miller	Carol

Mooney	Alexander
Hageman	Harriet

State/District	ID
AK00	HAK00
AL01	HAL01
AL02	HAL02
AL03	HAL03
AL04	HAL04
AL05	HAL05
AL06	HAL06
AL07	HAL07
AR01	HAR01
AR02	HAR02
AR03	HAR03
AR04	HAR04
AS00	HAS00
AZ01	HAZ01
AZ02	HAZ02
AZ03	HAZ03
AZ04	HAZ04
AZ05	HAZ05
AZ06	HAZ06
AZ07	HAZ07
AZ08	HAZ08
AZ09	HAZ09
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CO08	HCO08
CT01	HCT01
CT02	HCT02
CT03	HCT03
CT04	HCT04
CT05	HCT05
DC00	HDC00
DE00	HDE00
FL01	HFL01
FL02	HFL02
FL03	HFL03
FL04	HFL04
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FL07	HFL07

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GA10	HGA10
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GA12	HGA12
GA13	HGA13
GA14	HGA14
GU00	HGU00
HI01	HHI01
HI02	HHI02
IA01	HIA01
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IA03	HIA03
IA04	HIA04
ID01	HID01
ID02	HID02
IL01	HIL01
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MA04	HMA04
MA05	HMA05
MA06	HMA06
MA07	HMA07
MA08	HMA08
MA09	HMA09
MD01	HMD01
MD02	HMD02
MD03	HMD03

MD04	HMD04
MD05	HMD05
MD06	HMD06
MD07	HMD07
MD08	HMD08
ME01	HME01
ME02	HME02
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MS04	HMS04
MT01	HMT01
MT02	HMT02
NC01	HNC01
NC02	HNC02
NC03	HNC03
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NC05	HNC05
NC06	HNC06

NC07	HNC07
NC08	HNC08
NC09	HNC09
NC10	HNC10
NC11	HNC11
NC12	HNC12
NC13	HNC13
NC14	HNC14
ND00	HND00
NE01	HNE01
NE02	HNE02
NE03	HNE03
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NH02	HNH02
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NM01	HNM01
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NY02	HNY02
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NY05	HNY05
NY06	HNY06
NY07	HNY07
NY08	HNY08
NY09	HNY09
NY10	HNY10
NY11	HNY11
NY12	HNY12
NY13	HNY13
NY14	HNY14
NY15	HNY15
NY16	HNY16



NY17	HNY17
NY18	HNY18
NY19	HNY19
NY20	HNY20
NY21	HNY21
NY22	HNY22
NY23	HNY23
NY24	HNY24
NY25	HNY25
NY26	HNY26
OH01	HOH01
OH02	HOH02
OH03	HOH03
OH04	HOH04
OH05	HOH05
OH06	HOH06
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OK02	HOK02
OK03	HOK03
OK04	HOK04
OK05	HOK05
OR01	HOR01
OR02	HOR02
OR03	HOR03
OR04	HOR04
OR05	HOR05
OR06	HOR06
PA01	HPA01
PA02	HPA02
PA03	HPA03
PA04	HPA04
PA05	HPA05
PA06	HPA06
PA07	HPA07
PA08	HPA08
PA09	HPA09
PA10	HPA10
PA11	HPA11
PA12	HPA12
PA13	HPA13

PA14	HPA14
PA15	HPA15
PA16	HPA16
PA17	HPA17
PR00	HPR00
RI01	HRI01
RI02	HRI02
SC01	HSC01
SC02	HSC02
SC03	HSC03
SC04	HSC04
SC05	HSC05
SC06	HSC06
SC07	HSC07
SD00	HSD00
TN01	HTN01
TN02	HTN02
TN03	HTN03
TN04	HTN04
TN05	HTN05
TN06	HTN06
TN07	HTN07
TN08	HTN08
TN09	HTN09
TX01	HTX01
TX02	HTX02
TX03	HTX03
TX04	HTX04
TX05	HTX05
TX06	HTX06
TX07	HTX07
TX08	HTX08
TX09	HTX09
TX10	HTX10
TX11	HTX11
TX12	HTX12
TX13	HTX13
TX14	HTX14
TX15	HTX15
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TX18	HTX18
TX19	HTX19
TX20	HTX20
TX21	HTX21
TX22	HTX22
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TX24	HTX24
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TX26	HTX26
TX27	HTX27
TX28	HTX28
TX29	HTX29
TX30	HTX30
TX31	HTX31
TX32	HTX32
TX33	HTX33
TX34	HTX34
TX35	HTX35
TX36	HTX36
TX37	HTX37
TX38	HTX38
UT01	HUT01
UT02	HUT02
UT03	HUT03
UT04	HUT04
VA01	HVA01
VA02	HVA02
VA03	HVA03
VA04	HVA04
VA05	HVA05
VA06	HVA06
VA07	HVA07
VA08	HVA08
VA09	HVA09
VA10	HVA10
VA11	HVA11
VI00	HVI00
VT00	HVT00
WA01	HWA01
WA02	HWA02
WA03	HWA03
WA04	HWA04
WA05	HWA05
WA06	HWA06
WA07	HWA07
WA08	HWA08
WA09	HWA09
WA10	HWA10
WI01	HWI01
WI02	HWI02
WI03	HWI03
WI04	HWI04
WI05	HWI05
WI06	HWI06
WI07	HWI07
WI08	HWI08
WV01	HWV01

WV02	HWV02
WY00	HWY00

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# The United States House of Representatives Web Systems Publication – Communicating With Congress Level of Service Standards (Advocacy Vendors)

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**Version:** 1.1

**Approved:** December 2015

**Approval Authority:** Director, Web Systems, House Information Resources, Office of  
the Chief Administrative Officer

## **Communicating With Congress Level of Service Standards (Advocacy Vendors)**

### **§ A.1. Scope**

This document sets the standards for levels of service pursuant to the *Communicating with Congress (CWC) Usage Agreement and Access Application* between the CAO and Advocacy Vendors participating in the Communicating with Congress (CWC) system.

### **§ A.2. Definitions**

For purposes of this document:

- (a) “CAO” means the Office of the Chief Administrative Officer;
- (b) “CMS” means Correspondence Management System;
- (c) “CWC” means the Communicating with Congress system;
- (d) “holiday” means any Federal Government holiday and any other day that the CAO is closed;
- (e) “Member” means a Member, Delegate, or Resident Commissioner of the U.S. House of Representatives;
- (f) “respond” means a response by a human being, and does not include any automatically generated response.

### **§ A.3. Data Transmission Contents**

All data transmissions to the CWC API are to comply with the XML standards contained in *Communicating with Congress Standards*, version 1.0.

### **§ A.4. Responses to Advocacy Vendors by the CAO**

- (a) When an Advocacy Vendor communicates to the CAO by telephone or email, the CAO will respond within 72 hours (excluding Saturdays, Sundays, and holidays).
- (b) For purposes of this section,
  - (i) telephone communications to the CAO should be made to (202) 226-2140;
  - (ii) email communications to the CAO should be made to [cwc.Vendors@mail.house.gov](mailto:cwc.Vendors@mail.house.gov)
  - (iii) fax communications to the CAO should be made to (202) 226-1872.

### **§ A.5. Responses to the CAO by Advocacy Vendors**

- (a) When the CAO communicates to an Advocacy Vendor by telephone or email, Advocacy Vendor will respond within 72 hours (excluding Saturdays, Sundays, and holidays).
- (b) When the CAO communicates an emergency to an Advocacy Vendor by telephone, Vendor will respond within two hours.

- (c) For purposes of this section, communications to an Advocacy Vendor should be made to the email or telephone number designated in § 4 of the *Communicating with Congress Usage Agreement and Access Application* signed by the Vendor.

#### **§ A.6. Ongoing Consultations**

At the request of the CAO, the Advocacy Vendor shall participate in ongoing consultations with the CAO. The CAO will determine the frequency of such consultations.

#### **§ A.7. Downtime Notification**

- (a) The CAO will provide the Advocacy Vendor with at least 48 hours notice of non-emergency downtime of the System. In the event of an emergency, the CAO will endeavor to provide timely notice.
- (b) The supporting services for the CWC operate with a maintenance window from midnight to 6 a.m. These systems may undergo maintenance that may affect the System without a 48 hour notice.

#### **§ A.8. Testing**

- (a) The CAO will provide a sandbox area where each Advocacy Vendor may test their applications against the CWC.
- (b) The CAO will notify each Advocacy Vendor at least one month prior to implementing a major change to the CWC. Included in the notification will be instructions as to how the Vendor may test their applications against the changed system during the one month period.

#### **§ A.9. Suspension (or Limitation) of Operations**

If the CAO determines that it would be advisable (in order to protect the availability, functionality, operability, or security of the CWC or any other system of the House), the CAO may either suspend the Vendor's access to the CWC or may limit the amount of data being received by or being released by the CWC. The CAO will endeavor to notify the Advocacy Vendor when such a determination has been made.

#### **§ A.10. Acknowledgement of Receipt**

If an Advocacy Vendor inquires about the delivery status of a specific message, the CAO will confirm whether or not the message was accepted by the CWC and processed for retrieval by the appropriate office.

#### **§ A.11. Changes to these Standards**

The CAO shall provide reasonable notice to Advocacy Vendors when changes are made to these standards. Changes to these standards will take effect immediately or as they themselves provide.

**§ A.12. CWC Message Integrity**

- (a) Each Advocacy Vendor will make a good faith effort to ensure the message integrity of the messages sent through CWC. This shall include, but is not limited to
  - (i) not transmitting duplicate messages;
  - (ii) ensuring the accuracy of the name, address, phone number, email address, and district of the sending constituent; and
  - (iii) Performing spam filtering checks on content information.
- (b) If the CAO notifies an Advocacy Vendor that an unacceptable level of duplicate messages have been received, then the Vendor shall – within 5 business days – modify its software or processes so that that level of duplicate messages is no longer at a level unacceptable to the CAO. Such modifications shall be done in a manner that is compliant with all of the provisions of this Publication and with the *Communicating With Congress Usage Agreement and Access Application*.
- (c) If an Advocacy Vendor fails to comply with this section, the CAO may either suspend the Vendor's access to the CWC or may limit the amount of data being received by or being released by the CWC. The CAO will endeavor to notify the Advocacy Vendor when such a determination has been made.



**Changes between versions 1.0 (May 2013) and 1.1 (December 2015)**

Section A.4(a) – replaced “24 hours” with “72 hours”

Section A.5(a) – replaced “24 hours” with “72 hours”

Section A.9 – replaced “operation of the CWC” with “the Vendor’s access to the CWC”; and  
“Advocacy Vendors” replaced with “Advocacy Vendor”.

Section A.12 – added new section