#	CMMC Policy	Description
Doma	ain 1: Access Control (AC)	
1	Limit System Access Policy Authorized Access Control [CUI Data] (AC.L2-3.1.1)	The purpose of this policy is to ensure system access is limited to authorized users, processes acting on behalf of authorized users, and devices (including other systems).
	Level: 2	users, and devices (including other systems).
2	Limit System Access to Types of Transaction Policy Transaction & Function Control [CUI Data] (AC.L2-3.1.2)	The purpose of this policy is to ensure system access is limited to the types of transactions and functions that authorized users are permitted to execute.
		The second of th
3	Control the Flow of CUI Policy Control CUI Flow (AC.L2-3.1.3) Level: 2	The purpose of this policy is to ensure the flow of CUI is controlled according to approved authorizations.
4	Separation of Duties Policy Separation of Duties (AC.L2-3.1.4) Level: 2	The purpose of this policy is to ensure the duties of individuals are separated to reduce the risk of malevolent activity without collusion.
5	Least Privilege Policy Least Privilege (AC.L2-3.1.5) Level: 2	The purpose of this policy is to ensure the organization employs the principle of least privilege, including specific security functions and privileged accounts.
6	Non-privilege Accounts or Roles Policy Non-privilege Accounts Use (AC.L2-3.1.6) Level: 2	The purpose of this policy is to ensure that non-privileged accounts or roles are used when accessing non-security functions.
7	Limit Privilege Functions Policy Privileged Functions (AC.L2-3.1.7) Level: 2	The purpose of this policy is to ensure the organization prevents non-privileged users from executing privileged functions and capture the execution of such functions in audit logs.
8	Unsuccessful Logins Attempts Policy Unsuccessful Logon Attempts (AC.L2-3.1.8)	The purpose of this policy is to ensure unsuccessful logon attempts are limited.
	Level: 2	
9	Privacy and Security Notices Policy Privacy & Security Notices (AC.L2-3.1.9) Level: 2	The purpose of this policy is to ensure the organization provides privacy and security notices consistent with applicable CUI rules.

#	CMMC Policy	Description
10	Session Lock Policy Session Lock (AC.L2-3.1.10) Level: 2	The purpose of this policy is to ensure the organization uses session locks with patternhiding displays to prevent access and viewing of data after a period of inactivity.
11	Terminate User Sessions Policy Session Termination (AC.L2-3.1.11) Level: 2	The purpose of this policy is to ensure user sessions are terminated (automatically) after a defined condition.
12	Remote Access Sessions Policy Control Remote Access (AC.L2-3.1.12) Level: 2	The purpose of this policy is to ensure remote access sessions are monitored and controlled.
13	Encrypt Remote Access Policy Remote Access Confidentiality (AC.L2-3.1.13) Level: 2	The purpose of this policy is to ensure cryptographic mechanisms are employed to protect the confidentiality of remote access sessions.
14	Use Managed Access Points Policy Remote Access Routing (AC.L2-3.1.14) Level: 2	The purpose of this policy is to ensure remote access is routed via managed access control points.
15	Authorize Remote Access Policy Privileged Remote Access (AC.L2-3.1.15) Level: 2	The purpose of this policy is to ensure remote execution of privileged commands and remote access to security-relevant information is authorized.
16	Authorize Wireless Access Policy Wireless Access Authorization (AC.L2-3.1.16) Level: 2	The purpose of this policy is to ensure that wireless access is authorized before allowing such connections.
17	Protect Wireless Access Policy Wireless Access Protection (AC.L2-3.1.17) Level: 2	The purpose of this policy is to ensure the organization protects wireless access using authentication and encryption.
18	Control Mobile Connections Policy Mobile Device Connection (AC.L2-3.1.18) Level: 2	The purpose of this policy is to ensure the organization controls the connection of mobile devices.
19	CUI Encryption on Mobile Devices Policy Encrypt CUI on Mobile (AC.L2-3.1.19) Level: 2	The purpose of this policy is to ensure the organization encrypts CUI on mobile devices and mobile computing platforms.

#	CMMC Policy	Description
20	Use of External Systems Policy External Connections [CUI Data] (AC.L2-3.1.20)	The purpose of this policy is to ensure the organization verifies and controls/limits connections to and use of external systems.
	Level: 2	
21	Limit Storage Devices Policy Portable Storage Use (AC.L2-3.1.21)	The purpose of this policy is to ensure the organization limits the use of portable storage devices on external systems.
	Level: 2	
22	Publicly Posted Information Policy Control Public Information [CUI Data] (AC.L2-3.1.22)	The purpose of this policy is to ensure the CUI posted or processed on publicly accessible systems is controlled.
	Level: 2	
Doma	nin 2: Awareness and Training (AT)	
23	Training Policy Role-Based Risk Awareness (AT.L2-3.2.1) Level: 2	The purpose of this policy is to ensure that managers, systems administrators, and users of organizational systems are made aware of the security risks associated with their activities and of the applicable policies, standards, and procedures related to the security of those systems.
24	Role-Based Training Policy Role-Based Training (AT.L2-3.2.2) Level: 2	The purpose of this policy is to ensure personnel are trained to carry out their assigned information security-related duties and responsibilities.
25	Insider Threat Training Policy Insider Threat Awareness (AT.L2-3.2.3) Level: 2	The purpose of this policy is to ensure the organization provides security awareness training on recognizing and reporting potential indicators of insider threat.
Doma	ain 3: Audit and Accountability (AU)	
26	System Audit Logs Policy System Auditing (AU.L2-3.3.1) Level: 2	The purpose of this policy is to ensure the organization creates and retains system audit logs and records to the extent needed to enable the monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity.
27	Unique User Policy User Accountability (AU.L2-3.3.2) Level: 2	The purpose of this policy is to ensure that the actions of individual system users can be uniquely traced to those users so they can be held accountable for their actions.

#	CMMC Policy	Description
28	Review Logged Events Policy Event Review (AU.L2-3.3.3) Level: 2	The purpose of this policy is to ensure the organization reviews, and updates logged events.
29	Alert Logging Failure Policy Audit Failure Alerting (AU.L2-3.3.4) Level: 2	The purpose of this policy is to ensure the organization alerts in the event of an audit logging process failure.
30	Correlate Audit Record Policy Audit Correlation (AU.L2-3.3.5) Level: 2	The purpose of this policy is to ensure the organization correlates audit record review, analysis, and reporting processes for investigation and responds to indications of unlawful, unauthorized, suspicious, or unusual activity.
31	Audit Record Reduction Policy Reduction & Reporting (AU.L2-3.3.6) Level: 2	The purpose of this policy is to ensure the organization provides audit record reduction and report generation to support on-demand analysis and reporting.
32	Synchronize System Clocks Policy Authoritative Time Source (AU.L2-3.3.7) Level: 2	The purpose of this policy is to ensure the organization provides a system capability that compares and synchronizes internal system clocks with an authoritative source to generate time stamps for audit records.
33	Audit Logging Tools Policy Audit Protection (AU.L2-3.3.8) Level: 2	The purpose of this policy is to ensure the organization protects audit information and audit logging tools from unauthorized access, modification, and deletion.
34	Audit Logging Functionality Policy Audit Management (AU.L2-3.3.9) Level: 2	The purpose of this policy is to ensure the organization limits the management of audit logging functionality to a subset of privileged users.
Doma	ain 4: Configuration Management (CM)	
35	Baseline Configuration Policy System Baselining (CM.L2-3.4.1) Level: 2	The purpose of this policy is to ensure the organization establishes and maintains baseline configurations and inventories of organizational systems (including hardware, software, firmware, and documentation) throughout the respective system development life cycles.
36	Configuration Settings Policy Security Configuration Enforcement (CM.L2-3.4.2)	The purpose of this policy is to ensure the organization establishes and enforces security configuration settings for information

#	CMMC Policy	Description	
	Level: 2	technology products employed in organizational systems.	
37	Configuration Change Control Policy System Change Management (CM.L2-3.4.3) Level: 2	The purpose of this policy is to ensure the organization tracks, reviews, approves or disapproves, and logs changes to organizational systems.	
38	Security Impact Analyses Policy Security Impact Analysis (CM.L2-3.4.4) Level: 2	The purpose of this policy is to ensure the organization analyzes the security impact of changes prior to implementation.	
39	Access Restriction Change Policy Access Restrictions for Change (CM.L2-3.4.5) Level: 2	The purpose of this policy is to ensure the organization defines, documents, approves, and enforces physical and logical access restrictions associated with changes to organizational systems.	
40	Least Functionality Policy Least Functionality (CM.L2-3.4.6) Level: 2	The purpose of this policy is to ensure the organization employs the principle of least functionality by configuring organizational systems to provide only essential capabilities.	
41	Prevent Nonessential Services Policy Nonessential Functionality (CM.L2-3.4.7) Level: 2	The purpose of this policy is to ensure the organization restricts, disables, or prevents the use of nonessential programs, functions, ports, protocols, and services.	
42	Blacklisting and Whitelisting Software Policy Application Execution Policy (CM.L2-3.4.8) Level: 2	The purpose of this policy addresses the deny- by-exception (blacklisting) policy to ensure the organization prevents the use of unauthorized software or deny-all, permit-by-exception (whitelisting) policy to allow the execution of authorized software.	
43	User-Installed Software Policy User-Installed Software (CM.L2-3.4.9) Level: 2	The purpose of this policy is to ensure the organization controls and monitors user-installed software.	
Doma	Domain 5: Identification and Authentication (IA)		
44	Identification Policy Identification [CUI Data] (IA.L2-3.5.1) Level: 2	The purpose of this policy is to ensure the organization identifies system users, processes acting on behalf of users, and devices.	
45	Authenticator Management Policy Authentication [CUI Data] (IA.L2-3.5.2) Level: 2	The purpose of this policy is to ensure the organization authenticates (or verifies) the identities of users, processes, or devices, as a prerequisite to allowing access to	

#	CMMC Policy	Description
		organizational systems.
46	Multifactor Authentication Policy Multifactor Authentication (IA.L2-3.5.3) Level: 2	The purpose of this policy is to ensure the organization uses multifactor authentication for local and network access to privileged accounts and network access to non-privileged accounts.
47	Replay-Resistant Policy Replay-Resistant Authentication (IA.L2-3.5.4) Level: 2	The purpose of this policy is to ensure the organization employs replay-resistant authentication mechanisms for network access to privileged and non-privileged accounts.
48	Prevent Reuse of System Identifiers Policy Identifier Reuse (IA.L2-3.5.5) Level: 2	The purpose of this policy is to ensure the organization prevents the reuse of identifiers for a defined period.
49	Disable Inactive Accounts Policy Identifier Handling (IA.L2-3.5.6) Level: 2	The purpose of this policy is to ensure the organization disables identifiers after a defined period of inactivity.
50	Password Complexity Policy Password Complexity (IA.L2-3.5.7) Level: 2	The purpose of this policy is to ensure the organization enforces minimum password complexity and change of characters when new passwords are created.
51	Prohibition of Password Reuse Policy Password Reuse (IA.L2-3.5.8) Level: 2	The purpose of this policy is to ensure the organization prohibits password reuse for a specified number of generations.
52	Temporary Password Policy Temporary Passwords (IA.L2-3.5.9) Level: 2	The purpose of this policy is to ensure the organization addresses temporary password use for system logons with an immediate change to a permanent password.
53	Cryptographic Password Policy Cryptographically-Protected Passwords (IA.L2-3.5.10)	The purpose of this policy is to ensure the organization stores and transmits only cryptographically protected passwords.
	Level: 2	
54	Authenticator Feedback Policy Obscure Feedback (IA.L2-3.5.11) Level: 2	The purpose of this policy is to ensure the organization obscures feedback on authentication information
Doma	ain 6: Incident Response (IR)	
55	Incident Handling Capability Policy Incident Handling (IR.L2-3.6.1)	The purpose of this policy is to ensure the organization establishes an operational incident-handling capability for organizational

#	CMMC Policy	Description
	Level: 2	systems that includes preparation, detection, analysis, containment, recovery, and user response activities.
56	Incident Reporting Policy Incident Reporting (IR.L2-3.6.2) Level: 2	The purpose of this policy is to ensure the organization tracks, documents and reports incidents to designated officials and/or authorities both internal and external to the organization.
57	Incident Response Testing Policy Incident Response Testing (IR.L2-3.6.3) Level: 2	The purpose of this policy is to ensure the organization tests the organizational incident response capability.
Doma	ain 7: Maintenance (MA)	
58	System Maintenance Policy Perform Maintenance (MA.L2-3.7.1) Level: 2	The purpose of this policy is to ensure the organization performs maintenance on organizational systems.
59	System Maintenance Tools Policy System Maintenance Control (MA.L2-3.7.2) Level: 2	The purpose of this policy is to ensure the organization provides controls on the tools, techniques, mechanisms, and personnel used to conduct system maintenance.
60	Sanitize Equipment Removed Off-site Policy Equipment Sanitization (MA.L2-3.7.3) Level: 2	The purpose of this policy is to ensure that the organization sanitizes any CUI from equipment removed for off-site maintenance.
61	Check Maintenance Media for Malicious Code Policy Media Inspection (MA.L2-3.7.4) Level: 2	The purpose of this policy is to ensure the organization checks media containing diagnostic and test programs for malicious code before the media are used in organizational systems.
62	Nonlocal Maintenance Policy Nonlocal Maintenance (MA.L2-3.7.5) Level: 2	The purpose of this policy is to ensure the organization addresses multifactor authentication to establish nonlocal maintenance sessions via external network connections and terminates such connections when nonlocal maintenance is complete.
63	Supervise Maintenance Activities Policy Maintenance Personnel (MA.L2-3.7.6) Level: 2	The purpose of this policy is to ensure the organization supervises the maintenance activities of personnel without required access authorization.

#	CMMC Policy	Description	
Doma	Domain 8: Media Protection (MP)		
64	Protect System Media Containing CUI Policy Media Protection (MP.L2-3.8.1) Level: 2	The purpose of this policy is to ensure the organization protects (i.e., physically controls and securely stores) system media containing CUI, both paper and digital.	
65	Limit Access to CUI on System Media Policy Media Access (MP.L2-3.8.2) Level: 2	The purpose of this policy is to ensure the organization limits access to CUI on system media to authorized users.	
66	Sanitize System Media Policy Media Disposal [CUI Data] (MP.L2-3.8.3) Level: 2	The purpose of this policy is to ensure the sanitization or destruction of the system media containing CUI before disposal or release for reuse is addressed.	
67	CUI Markings Policy Media Markings (MP.L2-3.8.4) Level: 2	The purpose of this policy is to ensure the organization marks media with necessary CUI markings and distribution limitations.	
68	Control Access to Media Policy Media Accountability (MP.L2-3.8.5) Level: 2	The purpose of this policy is to ensure the organization controls access to media containing CUI and maintains accountability for media during transport outside of controlled areas.	
69	Encrypt CUI on Digital Media Policy Portable Storage Encryption (MP.L2-3.8.6) Level: 2	The purpose of this policy is to ensure the organization addresses the implementation of cryptographic mechanisms to protect the confidentiality of CUI stored on digital media during transport unless otherwise protected by alternative physical safeguards.	
70	Control Use of Removable Media Policy Removable Media (MP.L2-3.8.7) Level: 2	The purpose of this policy is to ensure the organization controls the use of removable media on system components.	
71	Prohibit Portable Storage Devices Policy Shared Media (MP.L2-3.8.8) Level: 2	The purpose of this policy is to ensure the organization prohibits the use of portable storage devices when such devices have no identifiable owner.	
72	Protect CUI at Storage Locations Policy Protect Backups (MP.L2-3.8.9) Level: 2	The purpose of this policy is to ensure the organization protects the confidentiality of backup CUI at storage locations.	

#	CMMC Policy	Description		
Doma	Domain 9: Personnel Security (PS)			
73	Screening Individuals Policy Screen individuals (PS.L2-3.9.1) Level: 2	The purpose of this policy is to ensure the organization screens individuals prior to authorizing access to organizational systems containing CUI.		
74	Personnel Termination and Transfers Policy Personnel Actions (PS.L2-3.9.2) Level: 2	The purpose of this policy is to ensure that the organization protects its systems containing CUI during and after personnel actions, such as terminations and transfers.		
Doma	ain 10: Physical Protection (PE)			
75	Limit Physical Access Policy Limit Physical Access [CUI Data] (PE.L2-3.10.1) Level: 2	The purpose of this policy is to ensure physical access to organizational systems, equipment, and the respective operating environments is limited to authorized individuals.		
76	Monitoring Physical Access Policy Monitor Facility (PE.L2-3.10.2) Level: 2	The purpose of this policy is to ensure the organization protects and monitors the physical facility and supports infrastructure for organizational systems.		
77	Escort and Monitor Visitors Policy Escort Visitors [CUI Data] (PE.L2-3.10.3) Level: 2	The purpose of this policy is to ensure visitors are escorted and their activity is monitored.		
78	Maintain Physical Access Log Policy Physical Access Logs [CUI Data] (PE.L2-3.10.4) Level: 2	The purpose of this policy is to ensure the organization maintains audit logs of physical access.		
79	Control Physical Access Policy Manage Physical Access [CUI Data] (PE.L2-3.10.5) Level: 2	The purpose of this policy is to ensure the organization controls and manages physical access devices.		
80	Protect CUI at Alternate Work Sites Policy Alternative Work Sites (PE.L2-3.10.6)	The purpose of this policy is to ensure the organization enforces safeguarding measures for CUI at alternate work sites.		
	Level: 2	101 001 at alternate work sites.		
Doma	ain 11: Risk Assessment (RA)			
81	Periodically Assess Risk Policy Risk Assessments (RA.L2-3.11.1) Level: 2	The purpose of this policy is to ensure the organization periodically assesses the risk to organizational operations (including mission, functions, image, or reputation), organizational		

#	CMMC Policy	Description
		assets, and individuals, resulting from the operation of organizational systems and the associated processing, storage, or transmission of CUI.
82	Systems Vulnerability Scans Policy Vulnerability Scan (RA.L2-3.11.2) Level: 2	The purpose of this policy is to ensure the organization scans for vulnerabilities in organizational systems and applications periodically, and when new vulnerabilities affecting those systems and applications are identified.
83	Remediate Vulnerabilities Policy Vulnerability Remediation (RA.L2-3.11.3) Level: 2	The purpose of this policy is to ensure the organization remediates vulnerabilities in accordance with risk assessments.
Doma	ain 12: Security Assessment (CA)	
84	Periodically Assess Effectiveness of Security Controls Policy Security Control Assessment (CA.L2-3.12.1) Level: 2	The purpose of this policy is to ensure the organization periodically assesses the security controls in organizational systems to determine if the controls are effective in their application.
85	Operational Plan of Action Policy Operational Plan of Action (CA.L2-3.12.2) Level: 2	The purpose of this policy is to ensure the organization develops and implements plans of action designed to correct deficiencies and reduce or eliminate vulnerabilities in organizational systems.
86	Monitor Security Controls Policy Security Control Monitoring (CA.L2-3.12.3) Level: 2	The purpose of this policy is to ensure the organization monitors security controls on an ongoing basis to ensure the continued effectiveness of the controls.
87	System Security Plan Policy System Security Plan (CA.L2-3.12.4) Level: 2	The purpose of this policy is to ensure the organization develops, documents and periodically updates system security plans that describe system boundaries, system environments of operation, how security requirements are implemented, and the relationships with or connections to other systems.
Doma	ain 13: System and Communications Protection	on (SC)
88	Boundary Protection Policy Boundary Protection [CUI Data] (SC.L2-3.13.1)	The purpose of this policy is to ensure the organization monitors, controls, and protects communications (i.e., information transmitted or received by organizational systems) at the

#	CMMC Policy	Description
	Level: 2	external boundaries and key internal boundaries of the organizational systems.
89	Systems Security Engineering Principles Policy Security Engineering (SC.L2-3.13.2) Level: 2	The purpose of this policy is to ensure the organization employs architectural designs, software development techniques, and systems engineering principles that promote effective information security within organizational systems.
90	Separate User Functionality Policy Role Separation (SC.L2-3.13.3) Level: 2	The purpose of this policy is to ensure the organization separates user functionality from system management functionality.
91	Shared System Resources Policy Shared Resource Control (SC.L2-3.13.4) Level: 2	The purpose of this policy is to ensure the organization prevents unauthorized and unintended information transfer via shared system resources.
92	Implement Subnetworks Policy Public-Access System Separation [CUI Data] (SC.L2-3.13.5) Level: 2	The purpose of this policy is to ensure the implementation of subnetworks for publicly accessible system components that are physically or logically separated from internal networks is addressed.
93	Deny Network Communications Policy Network Communication by Exception (SC.L2-3.13.6) Level: 2	The purpose of this policy is to ensure the organization denies network communications traffic by default and allows network communications traffic by exception (i.e., deny all, permit by exception).
94	Prevent Split Tunneling Policy Split Tunneling (SC.L2-3.13.7) Level: 2	The purpose of this policy is to ensure the organization prevents remote devices from simultaneously establishing non-remote connections with organizational systems and communicating via some other connection to resources in external networks (i.e., split tunneling).
95	Implement Cryptographic Mechanisms Policy Data in Transit (SC.L2-3.13.8) Level: 2	The purpose of this policy is to ensure the organization implements cryptographic mechanisms to prevent unauthorized disclosure of CUI during transmission unless otherwise protected by alternative physical safeguards.

#	CMMC Policy	Description
96	Terminate Network Sessions Policy Connections Termination (SC.L2-3.13.9) Level: 2	The purpose of this policy is to ensure the organization terminates network connections associated with communications sessions at the end of the sessions or after a defined period of inactivity.
97	Cryptographic Keys Policy Key Management (SC.L2-3.13.10) Level: 2	The purpose of this policy is to ensure the organization establishes and manages cryptographic keys for cryptography employed in organizational systems.
98	FIPS-Validated Cryptography Policy CUI Encryption (SC.L2-3.13.11) Level: 2	The purpose of this policy is to ensure the organization employs FIPS-validated cryptography when used to protect the confidentiality of CUI.
99	Collaborative Computing Devices Policy Collaborative Device Control (SC.L2-3.13.12) Level: 2	The purpose of this policy is to ensure the organization prohibits remote activation of collaborative computing devices and provides an indication of devices in use to users present at the device.
100	Mobile Code Policy Mobile Code (SC.L2-3.13.13) Level: 2	The purpose of this policy is to ensure the organization controls and monitors the use of mobile code.
101	VOIP Technologies Policy Voice over Internet Protocol (SC.L2-3.13.14) Level: 2	The purpose of this policy is to ensure the organization controls and monitors the use of Voice over Internet Protocol (VoIP) technologies.
102	Sessions Authenticity Policy Communications Authenticity (SC.L2-3.13.15) Level: 2	The purpose of this policy is to ensure the organization protects the authenticity of communication sessions.
103	Protect CUI at Rest Policy Data at Rest (SC.L2-3.13.16) Level: 2	The purpose of this policy is to ensure the organization protects the confidentiality of CUI at rest.
Doma	ain 14: System and Information Integrity (SI)	
104	Flaws Remediation Policy Flaw Remediation [CUI Data] (SI.L2-3.14.1) Level: 2	The purpose of this policy is to ensure the organization identifies, reports, and corrects system flaws in a timely manner.
105	Malicious Code Protection Policy Malicious Code Protection [CUI Data] (SI.L2-3.14.2)	The purpose of this policy is to ensure protection from malicious code is provided at designated locations within organizational

#	CMMC Policy	Description
	Level: 2	systems.
106	Monitor Security Alerts Policy Security Alerts & Advisories (SI.L2-3.14.3) Level: 2	The purpose of this policy is to ensure the organization monitors system security alerts and advisories and takes action in response.
107	Update Malicious Code Protection Mechanisms Policy Update Malicious Code Protection [CUI Data] (SI.L2-3.14.4) Level: 2	The purpose of this policy is to ensure malicious code protection mechanisms are updated when new releases are available.
108	Malicious Code Scans Policy System & File Scanning [CUI Data] (SI.L2-3.14.5) Level: 2	The purpose of this policy is to ensure the performance of periodic scans of the organizational systems and real-time scans of files from external sources as files are downloaded, opened, or executed.
109	System Monitoring Policy Monitor Communications for Attacks (SI.L2-3.14.6) Level: 2	The purpose of this policy is to ensure the organization monitors organizational systems, including inbound and outbound communications traffic, to detect attacks and indicators of potential attacks.
110	Identify Unauthorized Use Policy Identify Unauthorized Use (SI.L2-3.14.7) Level: 2	The purpose of this policy is to ensure the organization identifies unauthorized use of organizational systems.
Conflict Resolution Policy		
111	Conflict Resolution Policy	The purpose of this policy is to ensure that every employee has the opportunity to raise issues and concerns regarding the workplace environment, interpersonal conflicts, or any misunderstandings, and to have these issues addressed promptly and with respect.