



Policies and Procedures for CTIA Authorized Service Centers

Wireless Device Repair, Refurbishment and Remanufacturing

Version 1.0

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Section 1 Introduction

1.1 Purpose

The purpose of this document is to define the requirements and processes to become a CTIA Authorized Service Center (ASC) for repair, refurbishment and remanufacturing of wireless devices.

Authorized Service Provider Certification does not imply nor is it inclusive of OEM-Authorization. An OEM may have additional requirements above and beyond CTIA ASC requirements to become an OEM-authorized ASC.

This document also defines the ongoing compliance requirements for CTIA ASCs.

1.2 Scope

This document applies to service centers performing non-consumer-facing repair, refurbishment and remanufacturing. These facilities are typically high-volume production line environments.

Requirements and processes for consumer-facing wireless device service providers are defined in the WISE™ (Wireless Industry Service Excellence) Authorized Service Provider Certification Program document available at wisecertification.com.

1.3 Acronyms and Terms

| Acronym/Term | Definition |
|---------------|--|
| ANSI | American National Standards Institute |
| AQL | Acceptable Quality Limits |
| ASC | Authorized Service Center |
| CAPA | Corrective and Preventive Action |
| CPI | Customer Personal Information |
| CTQ | Critical to Quality |
| ERP | Enterprise Resource Planning |
| ESD | Electrostatic Discharge |
| FAI | First Article Inspection |
| Golden Sample | Reference device for measurements |
| IMEI | International Mobile Equipment Identifier |
| Li-Ion | Lithium Ion |
| NCM | Non-Conforming Material |
| NIAP | National Information Assurance Partnership |

| Acronym/Term | Definition |
|--------------|--|
| NIST | National Institute of Standards & Technology |
| OEM | Original Equipment Manufacturer |
| QMS | Quality Management System |
| QC | Quality Control |
| RF | Radio Frequency |
| RI | Receiving Inspection |
| SN | Serial Number |
| SOP | Standard Operating Procedure |
| WISE | Wireless Industry Service Excellence |

1.4 References

- [1] ISO 9001: Quality Management Systems - Requirements, International Organization for Standardization, 2015 version or later
- [2] R2: Responsible Recycling Standard for Electronics Recyclers, Sustainable Electronics Recycling International (SERI), 2013 version or later

Section 2 Requirements

2.1 CTIA Membership

The service facility shall be a CTIA member company. Membership details may be found at <https://www.ctia.org/about-ctia/become-a-member>.

2.2 R2 Certification and ISO 9001 Accreditation

The service facility shall obtain certification to R2 “Responsible Recycling Standard for Electronics Recyclers” through an accredited third-party certification body. The 2013 version, or a later version, shall be used.

R2 certification requires the facility to also obtain accreditation to ISO 9001:“Quality Management Systems - Requirements”. The 2015 version, or a later version, shall be used.

2.3 Management Responsibility

An effective quality program requires the involvement and commitment of the organization’s top management. Responsibilities include: Overseeing the creation of the Quality Management System (QMS); Communicating the importance of meeting requirements, including customer, legal, and regulatory requirements; Establishing the quality policy and objectives; Communicating with parties responsible for product and service quality; Providing adequate resources for and reviewing the operation of the QMS.

2.3.1 Authorized Location

ASC authorization is location (i.e., physical address)-specific. Services performed as an ASC may be performed only at the authorized location. Address changes will require recertification.

2.3.2 Quality Metrics

Management shall ensure that all processes are in place to measure quality metrics and that these are maintained as defined by relevant authorizing bodies.

2.3.3 Quality Standards

Management shall maintain levels of quality in accordance with the standards prescribed by relevant authorizing bodies. Management shall oversee the ongoing planning of measurable product quality and process quality objectives to ensure they are established and met throughout the organization, even when changes to the QMS are made.

2.3.4 Service Quality

The service facility shall ensure that services are provided with promptness, due care, skill and diligence and in a professional and workmanlike manner with the level of quality and performance consistent with the practices of top-tier providers of such services and shall be (i) technically accurate, complete and performed in accordance with the requirements of this authorization; and (ii) free from defects in material and workmanship.

2.3.5 Risk of Loss

The service facility shall maintain adequate security for loss prevention control along with a disaster recovery plan and shall, upon CTIA reasonable request, provide such plan to CTIA. Notwithstanding the foregoing, the service facility shall be responsible for risk of loss of, and

damage to, any products, equipment, software, facilities or other materials in its possession or under its control.

2.3.6 Customer focus

Management shall ensure that customer focus is maintained throughout the organization as demonstrated by clearly determining and consistently meeting customer requirements resulting in improved customer satisfaction.

2.3.7 Management Review

Management shall conduct a regular management review of the QMS to ensure that it remains suitable, adequate and effective to satisfy the company's quality policy and accomplish the organization's quality objectives.

2.4 Contract Review

The service facility shall monitor and control any contracts or other agreements between themselves and the supported customers/clients. This includes, but is not limited to, Non-Disclosure Agreements, Purchasing Agreements, Service Agreements, Pricing Schedules and Statements of Work.

2.5 Design Control

Design activities are not part of all organizations and therefore not a requirement for ASC authorization. However, if they are part of the activities of the organization they shall be documented including the overall flow of the activities to include the required responsibilities and authorities, the criteria for design verification and validation, and how design changes are controlled.

2.6 Document and Data Control

The service facility shall have a defined process for creating and updating documented information, which includes identification, appropriate format, and review & approval of documented information. Additional requirements include document control, and in particular, availability and suitability, adequate protection, applicable distribution, access, retrieval, use, storage, preservation, control of changes, and finally retention and disposition.

2.7 Purchasing

The service facility shall identify the methods it utilizes to procure/purchase materials, supplies, and services used to produce goods and/or services.

2.8 Control of Customer Supplied Product

The service facility shall establish and maintain documented procedures for the control, verification, storage and maintenance of customer-supplied product. This includes all devices, raw material or components, Tools and Golden Samples provided by the customer.

Customer-owned Tools and Golden Samples shall be clearly identified. Tools shall be identified and tagged according to company processes. Sample identification contains the legend: "[Customer Company Name] Property".

The Golden Samples shall be separately controlled and maintained.

The service facility shall identify, segregate and protect customer property from the time of receipt, during storage and throughout the product realization process. In the event that customer property is lost, damaged or otherwise identified as unsuitable for use, these conditions shall be recorded and reported to the customer.

Any customer-owned material or tooling that is lost, damaged or otherwise unsuitable for use shall be reported to the customer, and records shall be maintained.

Unsuitable material shall be handled through the NCM system.

There shall be a defined individual(s) responsible for the materials control of customer-supplied product and providing feedback for scheduling of receipt of raw materials to ensure 100% on time delivery.

There shall be a defined individual(s) responsible for reporting any NCM issues to management to forward to the customer.

There shall be a defined individual(s) responsible for keeping traceability of all devices delivered to the facility by customer and providing feedback for scheduling of receipt of devices to ensure 100% on time delivery.

There shall be a defined individual(s) responsible for cycle counting product and conducting customer-requested physical inventories.

There shall be separation of duties for individuals responsible for production and quality assurance.

2.9 Product Availability and Traceability

Where appropriate, the identification system shall allow for traceability from the finished product back to incoming material records and customer specifications. Products shall be suitably identified by a part number or job number corresponding to applicable drawings, specifications and other technical documents related to the product.

2.10 Process Control

The service facility shall ensure that all necessary elements of the production process are planned and conducted under control conditions to ensure customer requirements are met.

2.11 Inspection and Testing

The service facility shall:

- Inspect, test and identify the product during the process in accordance with documented procedures
- Determine whether the product is conforming to specifications
- Hold the product until required inspections and tests have been performed
- Clearly identify any failed or nonconforming product

Inspection and test results shall be maintained.

2.12 Control of Inspection, Measuring and Test Equipment

All monitoring and measurement equipment used for product and process verification shall be controlled and calibrated against nationally traceable standards at specified intervals.

2.12.1 Control of Nonconforming Product

Nonconforming product shall be identified and controlled to prevent unintended use or delivery. Procedure shall be documented to define controls, responsibility, and authority.

2.13 Corrective and Preventive Action

The service facility's CAPA program shall be documented and utilized to collect and analyze information, identify and investigate product and quality problems, and take appropriate and effective corrective and/or preventive action to prevent their recurrence.

2.14 Handling, Storage and Packaging

The service facility shall document and maintain procedures/process for handling, storage, packaging, and shall conform to all regulatory standards and requirements.

The goal is to eliminate/minimize damaged or lost goods, wasted effort, and material in replacing those goods. The service facility shall make every reasonable effort to eliminate or reduce corrugated materials within the manufacturing area.

Handling - Ensure proper handling methods to prevent unanticipated damage of the product when in custody.

Storage - Provide proper and secure storage areas to help prevent improper exposure or damage to product. Storage shall meet all regulatory compliance requirements.

Packaging - Utilize the correct packaging materials to ensure security, identity, and conformance to the appropriate regulatory standards and provide proper controls and identification. Examples: ESD packaging, battery packaging, etc.

2.15 Control of Quality Records

The service facility shall have control over the quality records to include distribution, access, retrieval and use, storage and preservation, version/change control, and retention/disposition.

2.16 Internal Quality Audits

The service facility shall conduct internal audits at planned intervals to provide information on whether the QMS conforms to the organization's requirements for ISO 9001 compliance and is effectively implemented and maintained.

2.17 Training

The service facility shall have a documented training program with records of training being performed by qualified instructors. These records shall be available upon request.

2.18 Repair Guidelines

2.18.1 General Overview

Product and parts traceability/tracking shall be well defined, visible and evident throughout the process. All sub-processes shall have well-defined operator work instructions visible at each work station. Shop floor controls shall ensure products move through all required processes. All tools, jigs and test equipment shall comply with the relevant safety and calibration requirements. These assets shall be logged and managed within a preventative maintenance program. Assembly processes shall utilize best-in-class and economical practices for assembly including, but not limited to, software flashing, tools and fixturing, and error proofing where applicable. All applicable workstations shall be ESD compliant.

2.18.2 ERP System

All products shall be received into an electronic Enterprise Resource Planning (ERP) system, or equivalent, and given a unique device identifier. This unique device identifier shall travel with the device through all value streams subsequent to reverse logistics to maintain full traceability of received products. A documented process shall be in place particularly addressing, but not limited to, receiving controls and safe handling of inbound products.

2.18.3 Receiving Inspection

The service facility shall have a documented Receiving Inspection (RI) process. The RI process shall inspect all incoming finished goods and/or materials using an AQL sampling plan, or equivalent ANSI standard. If non-conforming product is found at RI, a reaction plan shall be developed for containing and segregating suspected product. Additionally, a corrective action process shall be established to document the problem statement, root cause, containment, corrective action and validation plan. A dedicated hold area, preferably a caged area with limited access, shall be established to quarantine incoming suspect product. A documented process for identifying suspect and non-conforming product shall be established and maintained.

2.18.4 Triage

A documented triage process shall be defined with device traceability, serialized tracking and operator work instructions at each work station.

2.18.5 Disassembly

The disassembly process shall incorporate material controls ensuring segregation among products being actively processed. All work stations within the disassembly area shall be equipped with, or have access to, compliant ESD safety equipment. All products pulled for disassembly shall receive an in-process status per unique identifier reflecting the specific location and custody owner of the device. Serialized tracking shall be utilized for key components at the part level, where relevant. Disassembly instructions shall be documented and updated according to device type and be made available at each station.

2.18.6 Repair

The service facility shall have a repeatable repair process with documented work instructions per device type specifying proper usage of tooling and equipment. All work stations within the repair area shall be equipped with, or have access to, compliant ESD safety equipment. All tooling and equipment shall be logged in a preventative maintenance system incorporating calibration procedures and intervals. Error-proofing shall be incorporated into repair processes containing elevated critical to quality risk elements and characteristics.

2.18.7 Assembly

The service facility shall maintain traceability of components containing data or proprietary technology throughout the assembly process. Traceability shall identify each unit according to a unique device identifier. Assembly processes shall utilize best-in-class and economical practices for assembly including, but not limited to, software, tools, fixturing and error proofing where applicable. Assembly process design shall consider ESD concerns. Serialized tracking shall be utilized for key components at the part level, where relevant. Operators shall be trained, certified and periodically recertified when performing special processes such as soldering and plating. Equipment, fixtures and measuring devices shall be maintained through periodic calibration or preventive maintenance.

2.18.8 Flashing

The service facility shall perform software flash to the latest approved version(s) along with factory reset utilizing validated software. Flashing software version records shall be maintained to provide reasonable traceability to individual devices. Flashing records per IMEI shall be kept for a minimum of 5 years as evidence that proper and/or latest software was programmed to each device.

2.18.9 RF / Functional Testing

The service facility shall develop an RF test plan to either customer or 3GPP standard including path loss considerations. All RF testing equipment shall be subject to a routine device calibration, be logged in a preventative maintenance system incorporating calibration procedures, and include use of Golden Sample device to assure correlation and matching between one or multiple testers. The RF testing process shall include error proofing to flag any failed devices and provide users a clear status of the result. All RF test results shall be electronically logged and captured per device SN/IMEI. A documented work instruction shall be maintained for proper handling and usage of RF test equipment additionally referencing approved RF test plan and procedure.

Functional testing shall include, but not be limited to, display, touchscreen, ports, buttons, audio, vibrate, battery and camera functionality. Test results shall be stored by IMEI.

2.18.10 Content Clearing

The service facility shall have a process to perform content clearing utilizing validated software. Content clearing records shall be maintained to provide traceability to prove individual devices have been cleared.

2.18.11 In-line QC

The service facility shall perform an in-line quality control (QC) inspection of CTQ's on 100% of repaired product and quality assurance (QA) inspection of a sample of repaired product after QC. The QA process shall be managed according to an AQL sampling plan or equivalent ANSI standard. Sample size or AQL level shall be determined based on the best statistical data available. If no data are available, sound engineering judgement shall determine a conservative sampling approach until useful statistical data are available. QC and QA Inspectors shall be trained on proper use of measurement systems, inspection criteria and inspection instructions. Inspectors shall be certified to specific test or inspection points rather than "in general" and recertified on a periodic basis. A reaction plan shall be documented including, but not limited to, containment, identification, segregation and disposition of nonconforming material. The reaction plan shall also plan for CAPA as appropriate.

2.18.12 External Vendor Management

The service facility shall use vendors of direct materials that have been validated through a documented vendor approval process. The process shall include verification of the vendor's

technical, logistical and financial abilities. The process shall include onsite visits (audits) as necessary to ensure compliance to product and program requirements. Once approved, a vendor shall also be reevaluated for new business (new models, new product lines) as appropriate. Ongoing verification of vendors' compliance shall continue throughout program life using appropriate means including, at a minimum, desk audits of chain of custody. Additional onsite audits may be conducted as necessary. Models or product lines shall be evaluated through a documented First Article Inspection (FAI) process. The process shall include evaluation of CTQ's identified during program launch. Models or product lines shall be evaluated on an ongoing basis at the service facility using AQL sampling similar to that used by the service facility's in-line QC.

2.19 Technician Certification

The service facility shall have at least one operational lead per shift that is WISE™ certified. WISE certification is described and obtained at wisecertification.com.

2.20 Customer Personal Information (CPI)

The service facility shall approach Customer Personal Information (CPI) protection with the highest priority by demonstrating protection of the following, but not limited to:

- Customer phone number
- Customer contact information
- Call logs
- Personal contact list
- Phone book
- Pictures/videos
- Dictated notes
- Applications
- Text messages
- Browsing history
- SIM card
- SD card

The service facility shall utilize one or more methods in compliance with R2 Data Destruction methodology and NIST 800-88 to clear a device or render the content unavailable. The 2013 version, or a later version of R2, shall be used.

The service facility shall destroy media-bearing devices in such a manner that the information contained is unrecoverable.

2.21 Handling Lithium Ion Batteries

Precautionary measures and best practices shall be followed when handling devices with Li-Ion batteries. See Appendix A for guidance.

2.22 Employees Emergency Actions

The service facility shall have an employee emergency action plan in place.

2.23 First Aid Procedures

The service facility shall have first aid equipment on-hand at all times and documented procedures for handling incidents.

2.24 Facility Structure

The service facility shall be fully enclosed to adequately safeguard the workers and the product.

The service facility shall have adequate heating and cooling to maintain proper working temperatures between 55 degrees F and 86 degrees F (13 - 30 C).

2.25 Contingency and Disaster Recovery

The service facility shall have a detailed contingency plan to identify core activities in the areas of Data Backup Plan, Disaster Recovery Plan, Emergency Mode Operation Plan, Testing and Revision, and Applications and Data Criticality Analysis. The service facility shall be able to demonstrate and implement a contingency plan to ensure the confidentiality, integrity, and availability of sensitive information during and after an emergency as dictated by your customer.

The core objectives of contingency planning shall include the capability to:

- Restore operations at an alternate site (if necessary)
- Recover operations using alternate equipment (if necessary)
- Perform some or all of the affected business processes using other means

2.26 Physical Security

The service facility shall comply with industry best practice and make all reasonable efforts to ensure the physical security of materials, products and assets within its facility and/or within contractual control boundaries should they extend beyond the facility's physical location.

The service facility shall demonstrate the following:

- The service facility shall have fully operational intrusion detection systems in place
 - Operational intrusion detection systems shall have records of testing
 - Intrusion systems shall have documented incident escalation framework and adequate contact information
- The service facility shall have adequate security lighting in place
 - Security lighting shall be appropriate to allow for proper surveillance camera operation and review
 - Security lighting shall be sufficient to allow for employee safety inside all areas of the facility and outside the facility
- The service facility shall have appropriate video surveillance in restricted and sensitive areas of the facility
 - Video surveillance record retention period shall not be less than 60 days

Section 3 Authorization Process

3.1 Application Submission

The service facility shall contact William Lightfoot, CTIA Assistant Vice President of Certification Program Operations, at wlightfoot@ctiacertification.org to begin the application process.

CTIA will provide instructions for submitting the application package. The application package shall consist of:

- Proof of ISO 9001 accreditation, 2015 version or later
- Proof of R2 certification, 2013 version or later
- Company overview, including experience with servicing wireless devices
- Overview of facilities/sites involved with the application for CTIA ASC authorization
- Organizational chart of location(s) being audited
- Nonconformance findings and CAPA plan from recent audits

3.2 Application Review

CTIA will review the application package for completeness and adequacy. If the package is sufficient, an on-site audit of the facility will be scheduled.

3.3 Audit Process

CTIA will provide the service facility with a listing of approved auditors.

The service facility shall select an auditor from the CTIA-provided approved auditor list and shall be responsible for contracting with the auditor for the on-site audit. Once scheduled, the date of the audit, and auditor utilized, shall be communicated to CTIA.

During the audit, the auditor will inspect the service facility and request, as necessary, evidence of compliance to the requirements in Section 2 of this document. Additionally, the service facility shall report to the auditor any violations of regulatory requirements (e.g., EPA, OSHA) for which it has been assessed.

At the end of the audit, the auditor will conduct an assessment review and exit meeting. Within three business days, the auditor will provide the ASC Audit Report documenting any deficiencies identified during the audit, including deficiencies corrected during the audit. This document will also identify actions the service facility must take to resolve each deficiency. The service facility shall sign the document, indicating its agreement, and return to the auditor. Should there be a disagreement requiring an appeal, the service facility shall contact CTIA for a resolution. The auditor will provide a copy of the report to CTIA.

3.4 Authorization Decision

After addressing all deficiencies identified in the ASC Audit Report, the service facility shall provide appropriate evidence (e.g., documentation, photos) to the auditor. Once the auditor is satisfied that all deficiencies have been cleared, the auditor will notify CTIA of the successful completion of the audit. CTIA will grant ASC authorization to the service facility once all remaining requirements are met.

3.5 License and Service Agreement

The ASC License and Service Agreement is the legal agreement between CTIA and the ASC. Upon ASC authorization, CTIA will provide the agreement to the service facility for signature.

3.6 Annual Administrative Fee

An annual administrative fee of \$2,000 is assessed for each authorized location. CTIA will invoice the service facility for the fee.

3.7 ASC Logo and Certificate

The ASC logo identifies the service facility as meeting industry requirements for the servicing of wireless devices. The logo pertains to the authorized location only.

Service facilities licensed by CTIA as ASCs are issued an ASC logo with a unique facility identification number. CTIA will provide the ASC with digital files for reproduction of the logo. The ASC will also be provided a framed certificate incorporating this logo and identifying the facility as a CTIA Authorized Service Center.

Section 4 Ongoing Compliance Requirements

4.1 Maintaining Compliance with ASC Requirements

The ASC shall maintain compliance with all requirements in this document.

4.2 Certification Audits

The ASC shall schedule and complete a certification audit, conducted by a CTIA-approved auditor, every three years.

4.3 Surveillance Audits

The ASC shall schedule and complete a surveillance audit, conducted by a CTIA-approved auditor, in years two and three between certification audits.

4.4 Annual ASC License and Service Agreement Renewal

The ASC License and Service Agreement is renewed on January 1 of each year. CTIA will provide the agreement to the ASC for signature.

4.5 Annual Administrative Fee

Along with the renewal of the ASC License and Service Agreement, CTIA will invoice the ASC for the annual administrative fee of \$2,000 for each authorized location. The ASC shall pay this fee.

4.6 Notification of Material Financial or Management Changes

The ASC shall promptly notify CTIA of any material change in its financial condition, management, or control/ownership of a majority of its outstanding equity.

Appendix A Guidance for Handling Lithium Ion Batteries

When handling devices with Li-Ion batteries, it is imperative to take basic precautionary measures and follow best practices. This guidance does not contain device-specific training procedures. Please refer to organizational or OEM training materials for device-specific battery replacement procedures.

Batteries that are swollen and/or have a crease, dent, puncture, or other deformation shall be removed and replaced with a new battery. These batteries shall not be reused.

A.1 Background

Like many consumer electronics devices, smartphones contain Li-Ion batteries and sensitive electronic components that are designed to be serviced by qualified technicians. Li-Ion batteries are a safety-critical component of these devices.

Li-Ion batteries can combust if punctured, bent, dented, or damaged. Basic best practices can minimize incidents with Li-Ion batteries.

Properly train technicians. Technicians who perform smartphone repairs shall be properly trained and provided with the appropriate tools, components, and work instructions. Careless work during a repair, or the use of improper components, can lead to safety risks including battery thermal events.

Run available service diagnostic. Testing for charge capacity, cycle count, and battery health are essential first steps when servicing suspected battery issues.

Work carefully to protect the battery. The batteries used in most modern smartphones are contained in a soft pouch protected by the outer enclosure of the device. When the device enclosure is opened for a repair, the battery can be damaged by tools or other components making contact with the battery. Damaging the battery can create a safety risk.

It is recommended to replace a soft pouch battery that has been removed from a device, as the removal process is potentially damaging to the battery. A removed battery, including those “harvested” from other devices, does not provide the same guarantee of quality and safety as a new battery.

Use the highest quality components/batteries available along with proper tools.

Look for loose screws or components. Any repair requiring the removal of screws or other components must be carefully performed to ensure that loose screws or misaligned components are not left inside a device. Loose screws or misaligned components can damage the battery and potentially lead to a battery thermal event.

Check your work. Appropriate final testing according to each organization’s own internal standards shall be done to assure the quality and safety of any repair job.

A.2 Battery Service: Recommended Equipment

The service facility shall possess the following equipment for working on Li-Ion batteries:

- Nitrile/latex gloves
- Heat-resistant gloves
- Safety glasses
- Cleaning wipes (to clean safety glasses)
- 8–10 cups of clean, dry, untreated sand, stored in a container as specified below

- Wide-mouth non-breakable plastic quick-pour sand container with a flip-top lid
 - The sand container shall be within arm's reach (2 ft. or 0.6 m), on either side of the workstation, for immediate access during an unexpected thermal event. It shall not be stored above or below the workstation.
- Hand broom with dust pan
- Existing ESD bags or re-sealable, plastic disposal bags, and boxes
- Yellow fire-proof safety cabinet
- Lipo bags
- ABC fire extinguisher
- Voltmeter

A.3 Battery Service: Safety Precautions, Training, and Handling Guidelines

The service facility shall follow these precautions and guidelines when working on Li-Ion batteries:

- Wear safety glasses whenever handling batteries.
- Remove jewelry items such as rings, wristwatches, pendants, etc., that could come in contact with the battery terminals.
- All swollen, creased, dented, punctured, or otherwise deformed, batteries shall be processed in accordance with appropriate SOP.
- Always inspect Standard Operating Procedure prior to disassembly to ensure the proper temperature guidelines are followed when disassembling devices.
- Always have all safety equipment available (ABC fire extinguisher, fire safety gloves and dedicated Li-Ion containment container with sand) when disassembling or processing devices with internal soft-pouch batteries.
- Cover all metal work surfaces with an insulating material (ESD mat). Work areas shall be kept clean and free of metal or sharp objects that could short the contacts, puncture or damage the cover to the battery.
- All tools shall be made of ESD material with no sharp edges in order to prevent dents and punctures.

A.3.1 Battery Safety Training

Every technician handling batteries, regardless of their skill level, shall complete battery safety training that includes the best practices described here.

A.3.2 Key Handling and Safety Points

The service facility shall follow these key handling and safety points when working on Li-Ion batteries:

- Do not subject batteries or battery-powered devices to high levels of force.
- Excessive force shall not be used to free a battery lodged inside the housing.
- Check for proper fit before inserting the battery into any type of housing.
- Batteries shall not be forced into the battery cavity.
- Do not expose Li Ion batteries to liquids.

- Only use inspection tools (such as calipers and rulers) that are made from, or covered with a non-conductive material.
- Properly connect the battery in the electronic device, charger, or testing equipment.
- Use only certified chargers. Non-certified chargers may over-charge a battery, causing swelling.
- Discharge battery only in an approved device.
- Do not short circuit the battery.
- Do not directly solder a battery.
- Never attempt to open a battery
- Never attempt to repair a battery
- Remove batteries from a device that will not be used for an extended period of time (if possible).
- Do not reuse soft-pouch batteries.
- If something unusual is noticed, stop using the battery. If the battery or battery-powered device gives off an unusual odor, overheats, vents, sparks, is discolored, deformed or reacts unusually in any way during use, recharging or storage, remove it from the device or battery charger and discontinue use.
- Never use a battery if it is:
 - Swollen
 - Dented
 - Creased
 - Punctured
- Keep metal tools away from batteries
- Never use water to put out a battery fire

A.4 Guidance on New Battery Assembly

The service facility shall follow this guidance when working with new Li-Ion battery assemblies:

- Always use new battery adhesives. Reusing the adhesive left on the housing could lead to the battery coming loose and may cause safety issues.
- Ensure the residue left on the housing gets completely clean isopropyl alcohol before placing new adhesive.
- Never place a new adhesive on top of a current one since it increases the height and could cause interference with the internal space.
- Ensure proper alignment of the adhesive to the housing surface is critical for proper bonding strength.
- Ensure proper use of press and hand roller so that adhesive properly bonds to the housing and battery. Insufficient bonding may cause the battery to loosen resulting in safety issues.
- Some batteries may require adding pads and tape after assembly; ensure those are not skipped.
- Inspect the housing to ensure no sharp edges contact the battery.
- Inspect battery flex or cable for signs of damage.
- Inspect the connectors on the battery flex/cables and board to ensure they are not damaged.
- Proper alignment of the battery to the housing surface is critical for safety.
- Do not place labels on the battery unless required by the OEM.
- Ensure the battery connector is properly connected to the board.

A.5 Storage Guidelines

The service facility shall follow these Li-Ion battery storage guidelines:

- Store all batteries in a well-ventilated, dry area. The temperature shall be as cool as possible to maximize shelf life.
 - Keep away from temperatures below -4° F and above 113° F (-20° C | 45° C).
 - Li-Ion batteries function best in the temperature range of 32° to 95° F (0° to 35° C)
- Store batteries in an isolated area, away from combustible materials and preferably in a fireproof safety container.
- Store batteries in their original protective cases, padding, and boxes.
- Store batteries in a separate location from new batteries.
- Make sure to place only one battery in each box.
- Any Li-Ion battery storage area shall have immediate access to an ABC-type fire extinguisher and a Li-Ion battery containment device with sand.
- Never stack heavy objects on top of boxes containing Li-Ion batteries to preclude crushing or puncturing the cell case. Severe damage can lead to internal short circuits resulting in a battery thermal event.
- Minimize the number of Li-Ion battery boxes that are stacked on top of each other.
- Do not allow excessive quantities of batteries to accumulate in any storage area.

A.6 Battery Recycling and Shipment

The service facility shall source a recycle provider and adhere to their prescribed shipping procedures. The recycler shall have appropriate certifications including R2, version 2013 or later.

To find R2 recyclers, please see <https://sustainableelectronics.org/recyclers>.

Appendix B Revision History

| Date | Version | Description |
|-----------|---------|-----------------|
| July 2019 | 1.0 | Initial release |