

Certification Service Agreement Introduction

This Certification Service Agreement was written to cover the Scope of Service and Certification holder/grantee responsibilities for the countries/domains that MiCOM Labs can issue compliance certificates under its ISO 17065 accreditation status – USA (FCC), Canada (ISED), Japan (MIC) and European Union.

General Requirements

This Service Agreement covers the requirements of the following four certification schemes as operated by MiCOM Labs Certification;

Country	Recognition Body	Designation	Identification No.
USA	Federal Communications Commission (FCC)	TCB	US0159
Canada	Canada ISED	FCB	US0159
Japan	MIC (Ministry of Internal Affairs and Communication)	RCB	R210
Europe	European Commission	NB	NB 2280

1. The certification holder/grantee acknowledges and agrees to the following:-

- (a) always fulfills the certification requirements, including implementing appropriate changes when they are communicated by MiCOM Labs;
- (b) ensures the product for which a Certificate is issued always fulfills the product compliance requirements under the certification scheme and that all ongoing production of the certified product continues to fulfill the product requirements and agrees that if the conditions under which the Certification was issued are not met, that the Certification will not be valid and will be revoked;
- (c) makes all necessary arrangements for:
 - 1) the conduct of the evaluation and surveillance (if required), including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and certification holder / grantee's subcontractors;
 - 2) investigation of complaints;
 - 3) the participation of observers, if applicable;
- (d) makes claims regarding certification consistent with the scope of certification;
- (e) does not use its product certification in such a manner as to bring MiCOM Labs into disrepute and does not make any statement regarding its product certification that MiCOM Labs may consider misleading or unauthorized;
- (f) upon suspension, withdrawal, or termination of certification, the certification holder / grantee discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measures;
- (g) if the certification holder/ grantee provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;

- (h) in making reference to its product certification in communication media such as documents, brochures or advertising, the certification holder/ grantee complies with the requirements of MiCOM Labs or as specified by the certification scheme;
- (i) complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and that conformity marks are only on specific products found to comply with the requirements, and on information related to the product;
- (j) keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to MiCOM Labs when requested, and:
 - 1) takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification.
 - 2) documents the actions taken.

2. MiCOM Labs will issue Certification that is valid for the specified equipment as it is presented at the time of certification. The certification holder / grantee will inform MiCOM Labs, without delay, of changes that may affect its ability to conform with any of the requirements under the certification scheme.

Some examples of this may be, but are in no way limited to the following:-

Product modifications; Changes in the chassis material, chassis gasket methodology / material, grounding, antenna gain, antenna type, shielding material, modification of transmissions lines, changes to transmission line matching circuitry, operating duty cycle, change of product usage, operating frequency, bandwidth, transmit power / EIRP);

Changes to; the Legal, commercial, organizational status; contact address and production sites.

Such modifications shall require additional approval in the form of a review and amendment to the original product certification and changes to the product certification records including the certificate.

3. MiCOM Labs shall exercise the control as specified by the certification scheme over ownership, use and display of licenses, certificates, marks of conformity, and any other mechanisms for indicating a product is certified.

Incorrect references to the certification scheme, standards or misleading use of licenses, certificates, marks, or any other mechanism for indicating a product is certified, found in documentation or other publicity, shall be dealt with by suitable action by MiCOM Labs and/or the appropriate regulatory authority.

4. Confidentiality - MiCOM Labs will hold all forms and documents that make up the certification application confidential and will not release any information to third parties without written consent from the applicant.

General Terms and Conditions:

DOCUMENTATION

Documentation required for evaluation of the certification application must be provided in its entirety. Technical evaluation of the application will not begin until all of the required documentation is made available to MiCOM Labs.

Applicant agrees to be fully liable for the quality and accuracy of the application and all documentation provided for certification purposes.

Requests for additional application documentation (corrected / additional forms; attestation letters, application exhibits, technical information, etc) shall be delivered to MiCOM within 60 days of the request. Failure to provide the requested documentation within this timeframe may result in dismissal of the certification application or may incur the full fee.

Electronic Signatures

MiCOM Labs, Inc. uses an event driven cloud based system to manage certification programs. Client electronic signatures may be used on an as needed basis at key stages in the certification process as a record of agreement/acknowledgement on application and certification details.

I acknowledge and agree to the above terms and conditions in their entirety.

Signature: Frank Shen Date: 2018-7-27
Name: Frank Shen
Title: No.117 Ting Shan Industrial Zone, Houjie Town, Dongguan, Guangdong, P.R.China
Company: Dongguan Lepone Testing Service Co., Ltd.