



F. Withdrawal or Cancellation of Certification

Withdrawal or cancellation of certification is as follows:

- a. Only FCC can withdraw or dismiss issued Grants.
- b. BVCPS reserves the right to withdraw or cancel any certifications issued by BVCPS due to the following: 1) issued by mistake, 2) requested by applicant, or 3) requested by authority
- c. In case of alterations of the bases of testing and/or the prerequisites of certification or infringements, on the part of the Customer, of the rules of the certification system, the Certification Body has the right to terminate the certificates at any time. In serious cases, it may declare the certificates invalid with immediate effect.

G. Notification of Changes to BVCPS

The applicant agrees to notify BVCPS, without delay, of changes that may affect its ability to conform with the certification requirements as well as any intended change(s) to a certified product, manufacturing or production process, quality management system and name or address change of the applicant that may affect the regulatory authority and/or BVCPS requirements.

The manufacturer shall inform the notified body that holds the technical documentation relating to the EU-type examination certificate of all modifications to the approved type that may affect the conformity of the radio equipment with the essential requirements of this Directive or the conditions for validity of that certificate. Such modifications shall require additional approval in the form of an addition to the original EU-type examination certificate.

H. Regulatory Revision of Certified Product Requirements

If a Regulatory amendment or revision applies to BVCPS certified products covered by this agreement, BVCPS will use its best efforts to inform the applicant through the use of a newsletter, email, or some other form of communications. It is the applicant's sole responsibility to take note of the changes and to take the appropriate action if and when necessary. If the applicant agrees to accept the revision and provided the results of any supplementary examination are favorable, a supplementary authorization will be issued, or other modifications to BVCPS records will be made. If the applicant does not agree to accept the revision, or the results of any supplementary examination are not favorable and the applicant does not fix the problem(s), the certification covering the specified product shall cease to be valid on the date the revised specification becomes effective.

I. Disputes & Appeals

BVCPS and the applicant will attempt to resolve any disputes that arise between the applicant and BVCPS. If resolution is not possible, the dispute will be appealed to the specific regulatory authority as



the final arbiter. The applicant and BVCPS will be afforded a reasonable time to comment before the regulatory authority reaches a decision.

J. Complaints

The applicant shall make all necessary arrangements for the investigation of complaints and maintain all complaint records pertaining to a product's compliance with requirements and make those records available to BVCPS upon request. The applicant shall take appropriate action with respect to such complaints and deficiencies found in products that affect compliance with the requirements for certification, and records all actions taken.

K. Surveillance

BVCPS carries out post market surveillance activity per the specific certification scheme. Surveillance is to determine if BVCPS certified products continue to comply with regulatory rules, BVCPS requirements, conditions and terms. For example, FCC requires 5% of products certified by BVCPS each year to be randomly selected (If the products subject to RF Radiation Exposure requirements, then such products shall be included in the total number of samples audited. At least one percent of the products subject to SAR measurements and certified by the TCB for the given year shall be audited. The number of samples tested for the 1% surveillance requirement for SAR will be calculated the same way as the number of samples tested for the two percent surveillance requirement for EMC surveillance. The total number of products audited by the TCB under Scope C – Telephone Terminal Equipment, shall consist of at least two percent of the total number of products certified under Scope C by the TCB for the calendar year), and IC requires similar to FCC. IDA and Hong Kong do not state an amount, so it will be 5% until determined otherwise. This includes products that were tested by BVCPS and/or other test laboratories, but certified by BVCPS. The applicant agrees to provide BVCPS when requested a complete production product samples with user's guide at applicant's expense. The number of samples is to be determined by BVCPS. The samples will not be returned unless specifically requested by the applicant and all return costs to be paid by applicant. There are no additional fees for the applicant associated with post market surveillance testing.

L. Anti-Drug Abuse Statement

As part of the FCC certification process, the applicant shall take full responsibility with regard to the Anti-Drug Statement, required on FCC Form 731 Application.

M. Agents

The applicant may use an Agent to sign this agreement and act on its behalf; however the applicant remains responsible for all requirements in this agreement.

N. Payment

The applicant shall pay BVCPS the service fees as defined and stated in the BVCPS Quote for Services.

