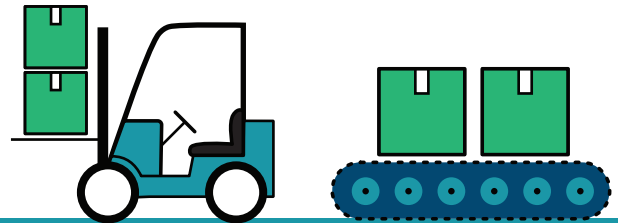


Reverse Logistics and Service Quality Program

Delivering the standard for the aftercare of mobile devices

CTIA Certification's Reverse Logistics and Service Quality (RLSQ) program convenes members representing the entire reverse logistics community to establish certification standards for the aftercare of wireless devices.



CTIA Certification Authorized Service Centers

Facilities are recognized for meeting the highest quality and security standards, enabling the supply chain to provide high-quality pre-owned wireless devices to consumers. CTIA Certification Authorized Service Centers (ASC) demonstrate a commitment to excellence that aligns with the standards set forth by the industry, which includes:

- Policies and Procedures for CTIA Certification Authorized Service Centers
- ISO 9001 Compliance
- WISE Certification for Technicians



Authorized
Service Center

Wireless Industry Service Excellence (WISE™)

Industry-recognized certification program for mobile device repair technicians. This program educates and tests technicians on the technical skill and knowledge required to repair a mobile device. As a prerequisite for CTIA Certification Authorized Service Centers, the WISE Certified Technician designation recognizes the quality repair service professionals supporting certified facilities.



Level 1

A WISE Certified technician who has passed the WISE Certification Knowledge Exam and is considered qualified to diagnose, repair or resolve issues without opening the device.

Level 2

A WISE Certified technician who successfully completes the WISE Certification Knowledge Exam and is considered qualified to repair a device by opening the device and replacing components.

TO APPLY FOR CERTIFICATION OR OTHER INQUIRES:
programs@ctiacertification.org

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