Device Hardware Reliability Certification Program

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Section 1 Overview

1.1 Purpose

The purpose of the CTIA Certification Device Hardware Reliability Certification Program ("Program") is to evaluate the reliability of a wireless device in the specific areas defined in the CTIA Certification Device Hardware Reliability Test Plan ("Test Plan").

1.2 Document Scope

This document defines the requirements and processes of the Program. For device vendors, this document describes the requirements for obtaining and maintaining CTIA Certification and the process to apply for certification. For test laboratories, this document describes the procedures to evaluate vendors' devices.

1.3 Definitions

ATL: CTIA Certification Authorized Test Lab

ECO: Engineering Change Order. An ECO request is a request to certify a hardware or software update of a previously submitted device.

Section 2 Roles and Responsibilities

This section describes the roles and responsibilities of the parties involved with the Program and mentioned throughout this document.

2.1 CTIA Certification

As owner of the Program, CTIA Certification defines the requirements for certification, administers the overall program and awards certification to the vendor.

2.2 CTIA Certification Authorized Test Labs

ATLs shall evaluate devices using criteria set forth in the Test Plan and procedures described in Section 3 of this document.

ATLs shall at all times maintain compliance with the CTIA Certification Policies and Procedures for Authorized Test Labs.

Each ATL shall appoint a Primary Point of Contact (PoC) to interface with CTIA Certification. The PoC is responsible for approving who within their company shall be given access to the certification database and for informing CTIA Certification when individual user access should be disabled (for example, when a user leaves the company).

2.3 Manufacturers

Manufacturers submitting devices for Device Hardware Reliability testing shall follow the procedures described in Section 3 of this document. Testing may be conducted at any of the available ATLs per the manufacturer's choice.

Each manufacturer shall appoint a Primary Point of Contact (PoC) to interface with CTIA Certification. The PoC is responsible for approving who within their company shall be given access to the certification database and for informing CTIA Certification when individual user access should be disabled (for example, when a user leaves the company).

Section 3 Program Procedures

3.1 Test Facilities

Multiple laboratories are authorized to perform certification testing for the CTIA Certification Program. Labs are authorized per CTIA Certification Test Plan.

A current listing of ATLs can be found within the CTIA Certification database and on the CTIA Certification web site at https://www.ctiacertification.org/test-labs/.

Manufacturers may utilize ATLs for pre-certification testing as per Section 3.2 of this document.

3.2 Use of the CTIA Certification Device Hardware Reliability Test Plan

As noted in the copyright statement of the Test Plan, the Test Plan is solely for use within the CTIA Device Hardware Reliability Certification Program.

ATLs shall refer to the CTIA Certification Policies and Procedures for Authorized Test Labs document and the ATL License and Service Agreement for the terms and conditions under which the Test Plan may be used.

The Test Plan must be run in its entirety. No tests shall be omitted.

3.3 Manufacturer Submission

Manufacturers shall submit certification requests via the CTIA Certification database at https://certify.ctiacertification.org/. User login accounts may be requested by selecting “Register now” on the login page.

The manufacturer shall select the Device Hardware Reliability Certification Program and then select Submit New Request from the menu. The Initial Certification Request type shall be chosen and the requested information shall be entered.

The manufacturer shall select an ATL to conduct the testing.

The manufacturer shall select the operators allowed to view the device, and its certification record, on the CTIA Certification database once it is certified.

The manufacturer shall read and agree to the certification license agreement terms and conditions and click the Submit button.

CTIA Certification will invoice the manufacturer for the certification fee as shown in **APPENDIX A: Certification Fees**.

The ATL will receive an email notification of the certification request. The ATL will log into the certification database to review and accept/reject the request. The database will send an email notification to the submitter once the ATL has accepted/rejected the request. If the request is rejected, the submitter may re-assign the request to another ATL.

Once the request has been accepted by the ATL, the manufacturer may no longer make changes to the request. The manufacturer shall contact the ATL or CTIA Certification if any changes need to be made to the data entered.

The manufacturer shall then send the device for testing directly to the ATL per the ATL’s instructions.

3.4 Device Evaluation

The ATL shall test the devices according to the current version of the Test Plan at the time of submission. Results shall be recorded in the test report template provided by CTIA Certification.

Upon completion of the evaluation, the ATL shall log into the CTIA Certification database and:

- Enter the version of the Test Plan used for the evaluation
- Enter the HW version of the device tested
- Enter the start and end dates of the review
- Upload the completed test report template, along with a summary Test Report (PDF file) that complies with ISO/IEC 17025 requirements.

The test results and the information submitted by the manufacturer during the submission process will be maintained in confidence by CTIA Certification and the ATL.

3.5 Certification

Upon completion of the following items, the device will be certified:

- Completed test report template, and summary test report, uploaded by the ATL
- Certification of the parent product, in the case of ECO Certification Requests
- Payment of the certification fee

The certification will apply to the specific HW version of the device evaluated by the ATL. Certification of additional HW versions may be accomplished as per Section 3.6 of this document.

3.6 Certification of HW Updates to a Model

Should the manufacturer wish to certify a different HW version of a model, an ECO certification request shall be submitted (by logging into the CTIA Certification database, selecting Device Hardware Reliability Certification Program, selecting Submit New Request from the menu, and then choosing the ECO Certification Request type).

The ATL shall test the device according to the current version of the Test Plan.

3.7 Certification of Re-Labeled Devices

A re-labeled device is defined as a device that is identical to a currently certified device, but has a different vendor name and model name/number.

The re-labeling vendor may certify a re-labeled device by entering the device into the CTIA Certification database as an Initial certification:

- The re-labeled vendor name and model name/number shall be entered
- The ATL used for the originally certified device shall be chosen

- The ATL shall upload the test reports of the originally certified device along with two additional documents:

    - A Product Equality Letter from the re-labeling vendor. This letter shall state that the re-labeled device is the same as the originally certified device (referenced by vendor name and model name/number as it appears in the certification database) and that no changes have been made other than the vendor name and model name/number. The letter shall be signed and dated.

    - An Authorization of Use Letter from the vendor of the originally certified device. This letter shall state that the vendor of the originally certified device allows the ATL to use the test reports from this device for certification of the relabeled device. The letter shall be signed and dated.

Appendix A Certification Fees

The fee for CTIA Device Hardware Reliability Certification is:

$4,000 for Initial requests
$0 for ECO requests

Certification testing fees are separate from these fees and are determined independently by each ATL.

Appendix B Change History

Date	Version	Description
March 2016	1.0	• Initial release
November 2020	1.0.1	• Changed organization name from CTIA to CTIA Certification and updated contact email • Changed title of document to Device Hardware Reliability Certification Program • Removed license agreement as this resides in the certification database