

TCB CODE OF PRACTICE

A Telecommunications Certification Body designated by the Federal Communications Commission represents the U.S. government when it evaluates and approves equipment subject to certification under FCC Rules and Regulations. Consequently, the TCB has a responsibility to the FCC, manufacturer of equipment and public to provide quality service in the evaluation of all relevant documents to ensure that the equipment is capable of complying with the FCC Rules. To perform this service, each member of the TCB Council agrees to adhere to and be assessed to the following Code of Practice:

1. A TCB shall follow and abide with all aspects of ISO/IEC Guide 65, as detailed, in its Quality Manual for the operation of the TCB. This includes, but is not limited to:
 - a. Providing a fair, impartial and transparent process for certifying equipment subject to certification;
 - b. Establishing a mission statement that includes certifying equipment in the public interest in accordance with FCC Rules, policies and interpretations;
 - c. Ensuring that the quality manual is accurate, up-to-date and followed by the entire staff, including contract employees, if applicable;
 - d. Ensuring that the accrediting body is notified within 30 days of any changes in key personal (management, evaluators and certifiers);
 - e. Ensuring that the laboratory submitting the test report for evaluation is competent either by accreditation to ISO/IEC Standard 17025 or some other documented procedure to determine the competency of the laboratory to perform and document the relevant tests;
 - f. Ensuring that each evaluator is competent and maintains competency through on-going equipment testing and training;
 - g. Ensuring that the TCB does not engage in consulting services, other than providing training services.
2. The TCB shall publish a list of all services, prices, timetable for grants, etc. to be provided by the TCB. This list shall be available to all perspective clients upon request.
3. The TCB shall have each manufacturer/client sign an agreement that provides a concise description of the services to be provided by the TCB, including, but not limited to, information to be included in the application, information about confidentially, reasonable time for approval of a clean application (depending on type of equipment) and the need and costs for providing a sample for testing in accordance with FCC Rules.
4. The TCB shall ensure that the application for certification is complete, appropriately signed, is in accordance the FCC Rules and policies and includes a statement that the application for the subject equipment has not been submitted to

- another TCB for certification. If an application for the subject equipment was previously filed, the name of the TCB and date of the previous filing must be included in the application.
5. Each evaluator and certifier of a TCB shall be assessed for competence before he/she performs an evaluation or certification of equipment.
 6. The TCB shall define in its quality manual a procedure for determining competence of the laboratory testing a product for which certification is sought. If the laboratory is not accredited to the scope of the product tested by a FCC recognized accreditation body or recognized designating authority, the TCB shall devise a procedure for determining the competence of the laboratory to perform the required test. To the extent possible, a TCB shall develop a method of educating its clients on how to submit a quality report and application for certification.
 7. The TCB shall only certify devices for which it clearly has the authority and competence to evaluate the product for which certification is sought.
 8. The TCB shall perform a complete and quality review of all aspects of an application for certification. The review shall follow the internal guidelines for reviewing the specific type of equipment for which certification is sought.
 9. For each application, the TCB shall ascertain that the manufacturer has reviewed and concurs with the test report and that the tests performed are reflective of the operation of the device for which certification is sought.
 10. It is the TCBs responsibility to be accurate and establish a system to monitor and to prevent previous errors. All complaints shall be documented and a course of action to avoid future complaints of the same type shall be taken and incorporated into the quality manual, if warranted.
 11. The TCB shall report undue pressure from a client (manufacturer or laboratory) to the FCC Laboratory staff. A client that selects another TCB, because the second TCB has a lower published price, quicker published speed of service, or necessary expertise, is not necessarily considered undue pressure, since these are normal business decisions. However, a client who switches to another TCB, because the client wants a less than quality review of the application, is considered undue pressure. Under this circumstance any client that hints at or in fact takes business elsewhere, thus causing undue pressure on the TCB to potentially violate FCC rules, practices, procedures or ISO guide 65 requirements, shall be reported to the FCC.

12. The TCB shall perform an internal audit in accordance with the procedure outlined in TCBC Guidance Document #06-01 for performing internal audits.
13. The TCB shall document in its quality manual how it selects samples and perform tests in accordance with FCC guidelines for sample surveillance testing. Tests used to verify compliance shall be performed under the control and authority of the TCB. A brief explanation shall be included in the surveillance report. The TCB shall notify the FCC, if the manufacturer fails to provide a sample within 30 calendar days of the request.