Authorized Service Provider Certification Program Requirements

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FutureDial	U.S. Cellular
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Section 1 Introduction

1.1 Purpose

This document defines the Wireless Industry Service Excellence (WISE™) certification program for customer-facing service providers conducting repairs on wireless devices. The WISE Authorized Service Provider (ASP) designation conveys service excellence in retail store environments and other customer-facing channels. This certification allows customer-facing service providers to differentiate themselves, demonstrating their commitment to quality by meeting the high levels of industry standards defined in this program.

Subject to the terms and conditions of the WISE ASP license and service agreement, ASPs may use the WISE logo on storefronts, clothing, and vehicles to promote their certification. Certified WISE ASPs may also be identified in an online directory maintained at wisecertification.com.

1.2 Scope

The WISE ASP certification program is available to:

- Retail environments performing customer-facing repairs on wireless devices
- Remote technicians deployed to perform onsite repairs on wireless devices (“We Come to You”)

WISE Certification is specific to the environment. Retail stores and kiosks are certified individually. A remote organization is certified as an organizational entity; however, repair service vehicles are certified individually.

At the present time, the WISE Authorized Service Provider program is solely focused on repairs of mobile devices.

WISE Certification is a standalone, independent certification program administered by CTIA Certification, the wireless industry’s certification organization. The ASP Certification Program includes both an Authorized Service Provider component and a Technician Certification component. The authorization is not synonymous with any additional authorizations that may be administered by other organizations including OEMs and Carriers. A customer-facing service provider may hold multiple authorizations; however, WISE Certification does not supersede any other authorizations. A customer-facing service provider that has obtained WISE Certification shall not represent and advertise itself as having any additional authorizations for which it does not hold.

For more information on the WISE Certified Technician Certification Program, please visit https://www.wisecertification.com/technician/.

1.3 Acronyms and Definitions

Table 1.3-1 Acronyms and Definitions

Acronym	Definition
ADH	Accidental Damage from Handling
ASP	Authorized Service Provider
CPI	Customer Personal Information. Includes all data held within the device.
ERP	Enterprise Resource Planning
ESN	Electronic Serial Number
ESD	Electrostatic Discharge
FOH	Front of House
GPS	Global Positioning System
IMEI	International Mobile Equipment Identifier
Level 1 WISE Certified Technician	A technician who has passed the WISE Certification Knowledge Exam and is considered qualified to repair or resolve issues without opening the device.
Level 2 WISE Certified Technician	A technician who has passed the WISE Level 1 Knowledge Exam, successfully completed a Level 2 Test Out Exam, and is qualified to repair a device by opening and replacing plug-and-play components.
LDI	Liquid Damage Inspection
Li-Ion	Lithium Ion
NFF	No Fault Found
NTF	No Trouble Found
OEM	Original Equipment Manufacturer
PCBA	Printed Circuit Board Assembly
PCI	An information security standard for organizations that handle branded credit cards from the major card schemes. The PCI Standard is administered by the Payment Card Industry Security Standards Council.
R2	Responsible recycling accreditation refers to a company level certification based on the standard for electronics recyclers facilitated by SERI, Sustainability Electronics Recycling International.
Remote Organization	An organization providing a resolution at a customer's home or place of the customer's choosing
Retail Environment	A brick-and-mortar location that is customer-facing
"We Come to You"	An organization providing a resolution at a customer's home or place of the customer's choosing
WISE	Wireless Industry Service Excellence

1.4 References

[1] CTIA Certification: *Wireless Device Grading Scales Criteria and Definitions,* https://ctiacertification.org/reverse-logistics-and-service-quality/

[2] R2: The Sustainable Electronics Reuse and Recycling (R2) Standard, Sustainable Electronics Recycling International (SERI), Version 3.0 or later

[3] IATA: *2019 Lithium Battery Guidance Document*, Revision 1 or later

[4] WISE Industry Best Practices in Retail Mobile Service Excellence, https://www.wisecertification.com/wp-content/uploads/2026/05/WISE-Industry-Best-Practices-in-Same-Unit-Repair-Service-for-Mobile-Devices.-V1.1-.pdf

Section 2 Qualifications

2.1 Retail Environment

A retail environment is defined as a location where customer-facing service transactions are conducted in a physical establishment. In this scenario, the customer is traveling to a destination for a resolution. A retail environment is inclusive of kiosk locations.

To qualify for WISE Certification, a retail service provider shall have a minimum of one year of experience in consumer electronics repair or installation. Certification authorization is specific to each retail location. Each individual retail location does not need to meet the one-year requirement if the organization has met this requirement. The most common retail environments eligible for this program are described below.

2.1.1 Standalone Brick and Mortar Retail Store

A standalone brick and mortar retail store environment is defined as a location where the primary service offered is device repair.

2.1.2 Store-within-a-Store

A store-within-a-store environment is defined as a location where device repair is offered as a complimentary service in a dedicated area within a retail partner location.

For store-within-a-store environments, it is understood that these repair locations do not always control the store layout of their retail partner, nor its storefront presentation. The following store-within-a-store models are eligible:

- National and regional corporate-owned carrier locations
- National and regional corporate-owned retailer locations, with 30% or more retail space dedicated to consumer electronics

All other store-within-a-store models may require additional auditing prior to application and approval. These store-within-a-store models include, but are not limited to, the following examples:

- Independent carrier locations
- Independent consumer electronics retailers
- In-line mall locations
- Hardware stores
- Bookstores
- Video game stores
- Campus stores
- Base exchange
- Airports
- Auto service centers
- Grocery stores

2.1.3 Business Park

A business park environment is defined as a location where the retail services are conducted in a business park or dedicated, and permanent office space clearly listed as a business on a marquee or building directory. Business parks do not include co-working spaces.

2.1.4 Environments Not Eligible

Carts typically located in shopping malls and public markets, are not eligible for the WISE Certification program. Repair centers in co-working spaces are not eligible for WISE Certification.

2.2 Remote Technician Organization (“We Come to You”)

A remote technician organization or “We Come to You” is defined as an organization providing a resolution at a customer’s home or place of the customer’s choosing at a location where a repair can be safely completed. In this scenario, the technician is traveling to the customer for a resolution.

To qualify for WISE Certification, the organization’s primary scope of work shall focus on wireless device or consumer electronics repair or installation, with a minimum of one year of experience. Certification applies to the organization as an organizational entity.

Organizations may be local, regional, national, or international.

Section 3 ASP Requirements

3.1 Industry Best Practices in Retail Mobile Service Excellence

The customer-facing service provider shall familiarize themselves with the WISE Industry Best Practices in Retail Mobile Service Excellence [4].

3.2 Website and Online Presence

The customer-facing service provider shall have a verified website address. The website shall include:

- Hours of operation
- Physical addresses for all locations listed
- Phone number(s)
- Contact form and/or email address
- Terms and conditions for customer service

All social media sites, as well as search engine listings, shall be up-to-date with posted hours of operation, addresses of operating locations and phone number(s). Postings shall be business-related and shall not contain personal content.

All content shall be related to the company's business, factual and not misleading.

Any responses to a negative review shall be professional and not combative.

3.3 Tools

There is a wide variety of tools available to retail service providers performing wireless device repairs. Recommended tools are shown in Appendix A. The retail service provider shall have a defined toolset and processes for:

- Removing screws during disassembly, and a method for maintaining the proper identification for re-assembly
- Removing components that are secured using adhesives. This could include the proper application of heat, adhesive solvent, or force to separate components.
- Removal of components and sub-assemblies, including connections (i.e., flex cables)
- Preventing electrostatic discharge (ESD) from the device to the technician
- Preventing property damage in the chance of a battery thermal event
- Proper device re-assembly, including mechanical screws, snap connectors, and adhesive application
- Accessing and installing the proper software on the device, as required based on the repair type

3.4 Repair Terms and Conditions and Other Consumer Acknowledgement

Each customer-facing service provider has unique terms and conditions. Prior to performing a repair, customer-facing service providers shall be transparent and shall provide customers with clear, written terms and conditions and all related fees and expense information. The customer-facing service provider shall request that customers sign to acknowledge receipt of the terms and conditions and consent to the work described in accordance with the terms and at the estimated cost (plus applicable tax) as shown in the customer contract. Typical terms and conditions or agreements between the customer-facing service provider and the customer include the following:

- Limited Liability and Warranty
- Limitations on Liability and Damages
- Policies relating to prior device repairs and device functionality
- Accidental Damage from Handling (ADH) Policy
- Liquid Damage Policy
- Device Abandonment Policy
- Lost and Stolen Devices Policy
- Software Acknowledgement Form
- Privacy Policy

Please refer to WISE Industry Best Practices in Retail Mobile Service Excellence [4] for more information on these policies.

3.4.1 Best Practices in Handling Customer Information During Repair

Customer information shall not be disclosed to any third parties without explicit customer's consent except to initiate, render, bill and collect for services provided by the repair provider.

3.4.2 Customer Data Privacy

It is highly likely that technicians will conduct repairs on devices that still contain customer content. For the purposes of this document, content includes, but is not limited to, text messages, photographs, videos, files, call logs, and browsing history. To ensure customer content is treated with the utmost sensitivity, customer-facing service providers shall have and enforce a zero-tolerance policy for use of CPI in a manner that violates the requirements of this certification to ensure customer content is treated with the utmost sensitivity.

Access to customer content by a technician shall only be for the purpose of validating a claimed defect or confirming that a repair was successful. In the event of an abandoned device, and prior to transferring a device to another party, the customer-facing service provider shall utilize, or engage a third party who shall utilize, one or more methods in compliance with R2 Data Destruction methodology and NIST 800-88 to clear a device, including any devices or other media used for backup storage, or otherwise render the content unavailable. All customer content shall be removed or rendered inaccessible.

Customer-facing service providers should not require a customer to share passcodes to perform repair services. In the event a passcode is needed for testing purposes, the testing should be performed under the supervision of the customer. If a technician is unable to perform a test under the supervision of the

customer and is unable to perform the required repair services on the device without the passcode, the technician should inform the customer and provide the customer with the option to remove any sensitive or personal information, prior to providing the technician with the passcode.

3.4.3 Service Location and Parking Policy

For remote service appointments, the customer shall ensure that the technician has access to a safe and legally permitted parking location at or near the service address. The technician will only park in locations where parking is lawful and does not violate local regulations.

3.5 Diagnosis and Triage Process

As a part of the pre-diagnosis process, the technician should be trained to notify the customer of the function of “maintenance mode” on the device.

A defined device diagnosis and triage process shall be established and followed. A sample process is provided in Appendix B of the WISE Industry Best Practices in Retail Mobile Service Excellence [4].

3.6 Safety, Security, and Storage

Authorized customer-facing service providers and technicians shall follow industry best practices and make all reasonable efforts to ensure the physical security of materials, products, and assets within the retail environment and within its control or responsibility due to contractual terms should it extend beyond the retailer’s physical location. Requirements and best practices for security compliance for any repair environment include the following:

- Storage of customer devices:
    - Retail Store Locations: Technicians shall lock customer devices behind one lock when not in repair during operating hours, two locks during non-operating hours.
    - Retail Kiosk Locations: Technicians shall minimize the opportunity for theft by working on one customer device at a time with any other customer devices secured behind one lock during operating hours. The locked box shall be fixed to the kiosk and should not be within reaching distance from outside of the kiosk. By policy, customer devices should not be kept overnight. In the exception that devices are kept overnight, the device shall be kept behind two locks with one lock that is fixed to the kiosk, not within reaching distance from outside the kiosk. It is strongly recommended that the kiosk use a safe as the second lock.
- Technicians shall secure storage of parts by employer’s guidelines
- Customer-facing service providers shall educate technicians on work area safety
- Customer-facing service providers shall have an inventory tag management system
- Customer-facing service providers shall follow all state and local legislation applying to fire safety

3.6.1 Handling of Lithium Ion (Li-Ion) Batteries

Precautionary measures and best practices shall be followed when handling devices with Li-Ion batteries. See Appendix B for guidance.

3.7 Point of Sale Minimum Requirements

The Point of Sale (POS) system shall, at a minimum:

- Provide ability to monitor POS transactions in real time through a remote terminal to facilitate training and loss prevention
- Provide access to historical receipts and invoices for print out or email distribution
- Capture IMEIs at time of sale for device tracking purposes throughout the repair process
- Enforce valid entry of IMEI and device serial numbers at time-of-service transaction
- Provide a view of inventory availability during sales order entry
- Provide a view of order status by location, region, product, and pertinent customer contact details
- Provide visibility of inventory levels across all products and locations
- Include the IMEI/ESN on invoice line items
- Itemize individual products and services on invoices
- Enforce capture of the IMEI/ESN device returns
- Create customer quotes or estimates, ability to email or print customer quotes or estimates
- Keep a record of a diagnostic test and the results of pre-and post-repair work prior to returning the device back to the customer
- Record whether the device is being repaired under a warranty
- Check IMEI history of the device from entry and exit points of the store/company
- Look up a specific customer and see all related transactional history
- Identify the tech assigned to the repair order: ability to identify the technician(s) that executed the repair
- Compliant with the Payment Card Industry (PCI) Data Security Standard

3.8 Reporting Minimum Requirements

The customer-facing service provider shall ensure that all processes are in place to measure quality metrics such as technicians logged in and out of the system, cycle counts for parts on-hand and customer inventory, measurement of repair quality, tracking rework, bounce rate, and repair turnaround time.

Product and parts traceability and tracking shall be well defined, visible, and evident throughout the repair process. All reporting shall be tracked at the device IMEI level, not limited to customer complaints, problems found, repair action, used parts, and the date and time stamp from the initial consultation.

3.9 Inventory Management Requirements

The customer-facing service provider shall have a process to manage parts and materials that includes the following:

- An electronic Enterprise Resource Planning (ERP) system, or equivalent, where products are received and given a unique device identifier
- An exclusive identifier for each technician to track equipment at the technician level, the office level, and the corporate level
- A technician shall be responsible for cycle counting products and conducting customer-requested physical inventories
- Safeguards and inventory controls to ensure assets are logged and managed appropriately
- A corrective and preventive action program to collect and analyze information, identify, and investigate product and quality problems, and take appropriate and effective corrective and preventive action to prevent their recurrence

3.10 Management and Employee Review

The customer-facing service provider shall have an internal auditing process in place to ensure management and employees are following the requirements for maintaining good standing as a certified WISE ASP.

The owner shall have quarterly reviews of management, employees, and performance indicators.

3.11 Ongoing Training Commitment

The customer-facing service provider shall have a documented training program with records of training being performed by qualified instructors.

Managers shall have a process in place to train and review employees on the current certification requirements within six months of a published change.

3.12 Risk of Loss

Management shall maintain adequate security for loss prevention control along with a disaster recovery plan and shall, upon reasonable request, provide such plan to WISE Certification. Notwithstanding the foregoing, the customer-facing service provider shall be responsible for the risk of loss of, and damage to, any products, equipment, software, facilities, or other materials in its possession or under its control.

Section 4 Requirements for Retail Environments

The following requirements are applicable for retail environments and kiosk locations. In some instances, as indicated in this document, kiosk locations may have additional requirements.

4.1 Staffing Requirements for Retail Environments

A certified retail environment shall have a minimum of one Level 2 WISE Certified Technician onsite during posted hours of operation. New hires have 60 days to complete Level 1 and Level 2 WISE certification.

4.2 Retail Environment Exterior

The location shall be visible from the street or within the parking lot of the property in which the retail environment is located.

Signage shall match the exact name of the current business.

The address and hours of operation shall be clearly posted on the exterior. A contact method for after-hours shall also be clearly posted.

Walkways and dedicated parking lots shall be clear of debris. During inclement weather, proper treatment procedures shall be performed.

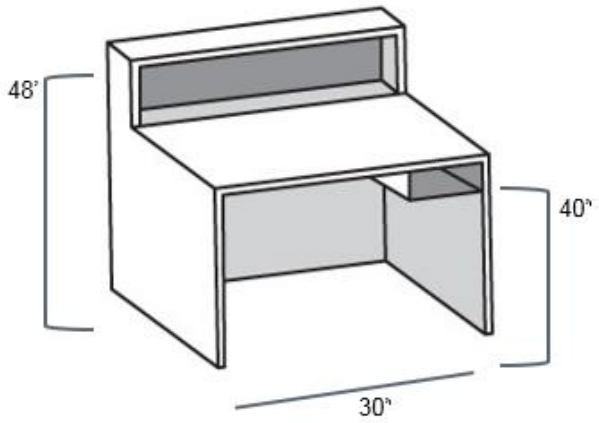
4.3 Retail Environment Interior

The overall environment shall be clean of debris, food and drink, overstock inventory, and repair equipment and tools.

Merchandising walls shall be organized and shall maintain a professional appearance.

The check-in and check-out counter shall be a dedicated area for customer interaction and transaction and shall not be used for repair. The counter shall be recognizable and defined, and no less than 40 inches in height.

Repairs being conducted in the front of the house shall be conducted in a dedicated space, separate from other activities at a service desk that is recommended to be a minimum of 48” height x 30” length. When conducting front-of-house repairs, the retail environment shall implement the required safety parameters e.g., required distancing, shielding. The repair space shall be a clean environment with appropriate ESD safety executed and electrical outlets. Customers must be excluded from the dedicated repair space and immediate area.



4.4 Retail Environment Customer Experience

The location shall remain open during the posted hours of operation.

Customers shall be greeted upon entrance.

Customers shall be asked what is wrong with their device and how the problem(s) may have happened.

The model of the device shall be verified.

The customer shall be asked if their device is under warranty or currently has insurance.

The customer shall be given a possible range of fees that may apply to the repair.

The customer shall be given a timeframe of when the full pre-repair triage process will be completed, and when a more accurate repair fee amount will be known.

The customer shall be asked if their data has been backed up and advised of the risk of data loss if not backed up.

The customer should be notified of the use of third-party parts as a part of the repair.

There should be alignment between any additional services offered outside of repair. Any additional services may be subject to additional audit requirements for the purpose of WISE Certification.

4.5 Customer Data Privacy

Retail environments shall follow the requirements and guidelines as detailed in Section 3.4.2.

Additionally, video security cameras capable of recording all activities that take place at repair workstations in all retail environments with appropriate notice to individuals that recording is occurring.

4.6 Safety, Security and Storage

Retail Environments and technicians shall follow the requirements and the best practices for security compliance detailed in Section 3.6, in addition to the following:

- Retail environments shall maintain lighting in all areas of the store and in the surrounding areas outside

- Retail environments shall have smoke and carbon monoxide detection and notification
- Retail environments shall utilize cameras and alternative security system features like audio monitor sensors, remote monitoring, and intrusion detection
- Technicians in the storefront shall be vigilant and attentive to customers in the store

4.6.1 Employee Emergency Action Plan

The retail environment shall have an employee emergency action plan in place.

4.6.2 First Aid Procedures

A retail environment shall always have first aid equipment on-hand and documented procedures for handling incidents.

Section 5 Requirements for Remote Technician Organization ("We Come to You")

5.1 Staffing Requirements for Remote Technician Organization

All technicians of a certified Remote Technician Organization shall be WISE Level 2 Certified Technicians. All technicians operating repairs out of a repair service vehicle shall be WISE Level 2 Certified. New hires have 60 days to complete Level 1 and Level 2 WISE certification.

5.2 Website and Online Presence

In addition to following the requirements in Section 3.1, the website shall include:

- Scheduling functionality
- Pictures of vehicles and technicians

5.3 Remote Technician Organization Vehicles

Vehicles used by technicians shall be:

- Less than 10 years old
- Branded on the exterior
- Clean
- Free of unrelated stickers or decals
- Free of oil or other fluid leaks
- Voltage must be 110 - 120V 60 Hz

Technicians shall avoid parking in driveways, when possible, shall never park on grass or in a yard or garden, and shall not block any other vehicles when possible. Technicians shall follow state and local parking enforcement laws and regulations.

5.4 Remote Technician Organization Clothing & Badges

Technicians shall wear branded clothing.

Technicians shall present a physical or virtual badge incorporating a photo matching the technician's current appearance, individual name, and company name. If a physical badge is used, the badge shall always be visible to the customer.

5.5 Remote Technician Organization Workstation Configuration

- Remote vans must have a partition/divider behind the driver/passenger seats separating the repair space from the driver during transit
- Repair area should be properly kitted to allow for all repair tools and materials to be stowed and secured during transit
- The repair space should be built out by a custom van upfitter, featuring locking drawers and adequate storage

5.6 Customer Experience

The customer shall be provided with the opportunity to complete a scheduling form online to prepare the technician for the repair.

The customer shall receive an email confirming the appointment date and time along with general instructions on how to back up their device, update to the latest software and be prepared for when the technician arrives.

The technician shall be on time for all appointments, and the customer shall be contacted 30 minutes prior to the service time window and keep the customer updated on arrival time. The technician may be required to call additional numbers or to reach out to their organization's support staff for assistance in contacting the customer.

The remote organization shall have a published customer service standard by which their technicians and/or contractors are trained.

The technician shall refer the customer to the company's customer service if unable to answer a question.

The technician shall notify the customer of the use of third-party parts.

The repair space shall be a clean environment with appropriate ESD safety executed and electrical outlets. Customers must be excluded from the dedicated repair space and immediate area.

All repair consent forms must be completed in accordance with applicable law. The technician shall not take the customer's device outside or anywhere beyond the customer's view unless authorized in writing (e.g., terms and conditions agreement, separate consent form).

The technician shall not use the customer's restroom. The technician shall not eat, drink, or smoke in the customer's home, property, or place of employment. Also, the technician shall not accept food, drink, money, or any other items from the customer.

The remote organization shall have a mechanism to collect customer feedback on their repair experience.

The technician shall clean the area when work is completed and take trash upon departure.

The customer shall acknowledge completed repair by signing a post release. This may be signed physically or digitally and must be completed in accordance with applicable law.

The technician shall wear the appropriate PPE protections and best practices according to local, state, and federal jurisdiction, as required.

If the device is damaged beyond repair by the technician, the customer shall be fully refunded, or the device replaced with a comparable model.

5.7 Safety, Security and Storage

Remote environments and technicians shall follow the requirements and the best practices for security compliance as detailed in Section 3.6.

Section 6 Consumer Mail-In Requirements (Optional)

6.1 Scope

The consumer mail-in repair service requirements are optional requirements relevant to the WISE ASP Program. The requirements are available as a standalone certification path; however, a customer-facing service provider who has met only the consumer mail-in repair service requirements shall not represent and advertise itself as having obtained WISE Authorization.

6.2 Qualifications

The consumer mail-in repair service requirements apply to retail storefronts who perform customer-facing mail-in repairs that account for 20% or less of their total repair operations.

6.3 Requirements

6.3.1 Service Request Intake

Based on business and customer preference, mail-in repair requests may be serviced through an on-line public website or by phone. The intake process should capture:

- Search/selection for the nearest repair location accepting mail-in repairs (online only)
- Description or selection of repair type
- Selection for mail-in service or alternative repair service (in-store, on demand)
- Description or selection of the device and defect type
- Customer contact information

The price of the repair and the shipping terms and options shall be clearly communicated to the customer before the order is confirmed.

Once the request is confirmed and logged, the customer shall receive an email confirmation that includes at a minimum:

- Time stamp of the request received
- Customer contact information
- Store contact information
- General instructions on preparing the device for transit, including instructions on how to back their device and update the latest software
- Shipping instructions, including guidance on packaging the device for shipment
- Tracking information if applicable

The service provider shall also communicate a time for the repair service and an estimated close date to the customer. The service provider shall explain that following the close date, if the device has not been received for repair, the customer will need to open a new request.

6.3.2 Return Policy

Service providers shall have a documented return policy that specifies who is responsible for the device while in transit. It is recommended that the service provider provides a pre-paid shipping label to the customer with shipping instructions. If a pre-paid label is not used, the service provider's return policy should state they are not responsible for packages lost in transit back to the customer if the customer chooses to supply their own shipping label or shipping account.

6.3.3 Customer Experience

Once the device is received at the store location, the repair technician should take photo evidence of the device's condition as it is received. The repair technician shall contact the customer to confirm receipt and perform the intake process as detailed in Appendix B of the WISE Industry Best Practices in Same Unit Repair. If photos are taken of the device, the repair technician may share the photo evidence with the customer. The technician shall describe any variances between what they see and what the customer described over the phone.

Prior to performing a repair, the technician shall review the terms and conditions with the customer and require an acknowledgement with signature or verbal agreement to continue with the repair. Reference Section 3.4 for more details.

The customer shall be asked if their data has been backed up and advised of the risk of data loss if not backed up.

Retail environments and technicians shall follow the customer service requirements and the best practices detailed in Section 5.4.

6.3.4 Returning the Device

Once the repair is complete, the repair technician shall contact the customer to let them know when the repair service provider plans to ship the customer back their device.

The technician shall generate a return label and share the tracking information with the customer. A technician should use a fresh box to return the device and shall ensure the device is safely secured in the box.

The technician shall follow [3] IATA's guidance on battery shipping label requirements.

Section 7 Authorization Process

7.1 Application Submission

Please review Section 2, Section 3 and Section 4 of this document and ensure all requirements can be met. To submit an application visit https://www.wisecertification.com/authorized-service-providers/ and select the applicable application listed under “3 Submit.”

7.2 Application Review

WISE Certification will review the application and determine whether it sufficiently meets the requirements. Any deficiencies or questions will be identified and communicated to the applicant for resolution in reasonable time.

7.3 Application Acceptance

Once all deficiencies and questions are resolved to the satisfaction of CTIA Certification, the applicant will be notified that the requirements for WISE Authorization have been met.

7.4 License and Service Agreement

CTIA Certification will provide the applicant with the WISE ASP License and Service Agreement for execution.

7.5 License Fee

The WISE ASP license fee is $400 per store location. CTIA Certification will invoice the applicant for this fee as a part of the application review process.

7.6 Authorization

Once the License and Service Agreement is executed and the license fee is paid, CTIA Certification will recognize the customer-facing service provider as a WISE ASP. The customer-facing service provider will be issued a WISE ASP logo with a unique identifier number, along with digital files for reproduction. The customer-facing service provider will be listed in the directory of WISE ASPs at https://www.wisecertification.com/retaildirectory/ unless they specifically request not to be included.

Section 8 Ongoing Compliance Requirements

8.1 Notification of Material Financial or Management Changes

The ASP shall promptly notify WISE Certification at programs@wisecertification.com of any material change in its financial condition, management, or control/ownership of a majority of its outstanding equity.

8.2 Renewal Requirements

Thirty days prior to the ASP's renewal date, CTIA Certification will alert the store manager that their store location is required to renew their authorization. The store manager will be required to verify in writing there have been no changes to the following information:

- (Manager) Point of Contact listed on the service provider's initial WISE application
- Customer-service provider's location contact information, including the store's physical address and phone number

As a part of the renewal process, the manager will be required to provide the names of all WISE Certified Technicians and report to any new technicians that may require certification.

Managers will have 30 days from the ASP's renewal date (60 days from notification) to complete the recertification process and provide CTIA Certification with the information listed above.

If a WISE ASP fails to comply with the ASP renewal requirements within the required timeline, CTIA Certification will notify the Enterprise or Regional point of contact. If the location does not have an Enterprise of Regional point of contact, CTIA Certification will provide notice that if the retail service provider does not comply with the ASP renewal requirements within the given timeline, they will be de-listed from the WISE Retail Directory. If 30 days from notice (60 days from the store's renewal date), the ASP still does not comply with the requirements, they will be stripped of their authorization and removed from the public WISE ASP Directory. If a retail service provider's certification is revoked, they must reapply for WISE Authorization.

8.2.1 Staffing Renewal Requirements

WISE Level 1 Certification for Smartphones and Tablets require renewal every two years. To renew certification, technicians shall enroll in the WISE Technician Level 1 Renewal Plan on the WISE Certification platform. Technicians must pass the WISE Technician Level 1 Renewal Plan to maintain their Level 1 WISE Certification.

Technicians shall have 30 days from the renewal date to complete the recertification process. If the technician does not comply with the renewal requirements within the given timeline, they shall not be included on WISE ASP Retail Application or WISE Retail Renewal Form as a WISE Certified Technician. Applications and WISE Retail Renewal Forms that include a technician with an outdated certification may result in a denied application or retail renewal. If a retailer's application or renewal is denied, the technician may remedy this by completing their technician renewal course or by listing a certified technician in good standing with WISE Certification.

WISE Level 2 Certification is a one-time certification. The technician simply must maintain their Level 1 Certification to remain compliant with the program's Level 2 requirements.

The certification for Chromebooks is a one-time test and certification. There is no renewal requirement. There is no retail requirement to staff a technician with WISE Certification for Chromebook Repair.

8.3 License and Service Agreement Renewal

The WISE ASP License and Service Agreement shall be renewed on an annual basis. WISE Certification will provide a license renewal agreement for execution.

8.4 Staffing Requirements

WISE Certified technicians shall renew their Level 1 Certification every 2 years.

8.5 License Renewal Fee

The annual WISE ASP license renewal fee is $400. WISE Certification will invoice the ASP for this fee.

Appendix A Recommended Tools

A customer-facing service provider shall have the proper tools to complete the necessary repairs in their environment (WCTY or retail). This includes:

- Adhesive
- Alcohol and Solvents
- Alignment Jig
- Battery Hand Roller
- Clamps
- ESD Safety Equipment
- Eye Goggles
- Flat-Head Screwdriver
- First Aid Kit
- Fire Extinguisher
- Gloves
- Guitar Picks
- Heat Gun
- Heat Mat
- Heat-Resistant Mat
- JIS Screwdriver
- LED Desk Lamp
- Lighted Headset Magnifier
- Lipo Bag
- Magnetic Mat
- Magnetizer/ Demagnetizer
- Pentalobe Screwdriver
- Phillips-Head Screwdriver
- Precision Knife
- Press Fixture
- Pry Tool
- Reflector Kit (WCTY only)
- Removal Fixture
- Safety Cones (WCTY only)
- Sand Bucket
- Separation Tool
- Spudger
- Suction Cups
- Thermal Spreader
- Tool Bag
- Torx-Head Screwdriver
- Tri-Point (Y000) Screwdriver
- Tweezers

Appendix B Guidance for Handling Lithium-Ion Batteries

When handling devices with Li-Ion batteries, it is imperative to take basic precautionary measures and follow best practices. This guidance does not contain device-specific training procedures. Please refer to organizational or OEM training materials for device-specific battery replacement procedures.

Batteries that are swollen and/or have a crease, dent, puncture, or other deformation shall be removed and replaced with a new battery. These batteries shall not be reused.

B.1 Background

Like many consumer electronics devices, smartphones contain Li-Ion batteries and sensitive electronic components that are designed to be serviced by qualified technicians. Li-Ion batteries are a safety-critical component of these devices and must be handled with care.

When fully or partially charged, Li-Ion batteries can combust if punctured, bent, dented, or damaged. Basic best practices can minimize incidents with Li-Ion batteries. All appropriate measures to protect personnel against possible chemical, thermal, and/or explosion hazards shall be taken.

It is important to note that consumer do-it-yourself (DIY) battery replacement or repair kits, often made available via third parties, do not ensure safety-critical best practices. Some may not adhere to basic lithium battery design requirements, although form and fit criteria are met. It is very important to use battery packs approved by the OEM.

Technicians who perform smartphone repairs shall be properly trained and provided with the appropriate tools, components, and work instructions. Careless work during a repair, or the use of improper components, can lead to safety risks including battery thermal events.

Testing for charge capacity, cycle count and battery health are essential first steps when servicing suspected battery issues.

The batteries used in most modern smartphones are contained in a soft pouch protected by the outer enclosure of the device. When the device enclosure is opened for repair, the battery can be damaged by tools or other components contacting the battery. Damaging the battery can create a safety risk.

It is highly recommended and in many cases an OEM requirement to replace a soft pouch battery that has been removed from a device, as the removal process is potentially damaging to the battery. A removed battery, including those “harvested" from other devices, does not provide the same guarantee of quality and safety as a new battery.

Use the highest quality components/batteries available along with proper tools as defined in Appendix B.

Any repair requiring the removal of screws or other components shall be carefully performed to ensure that loose screws or misaligned components are not left inside a device. Loose screws or misaligned components can damage the battery and potentially lead to a battery thermal event.

Appropriate final testing according to each organization’s internal processes and procedures shall be done to ensure the quality and safety of any repair. Best practices including checking and re-checking your work will ensure these standards are met.

B.2 Battery Service: Recommended Equipment

The customer-facing service provider shall possess the following equipment for working on Li-Ion batteries:

- Neoprene or nitrile gloves (EN 374 standard grade) or equivalent
- Heat-resistant gloves
- Safety glasses
- Cleaning wipes to clean safety glasses
- 8–10 cups of clean, dry, untreated sand, stored in a container as specified below
- Wide-mouth non-breakable plastic quick-pour sand container with a flip-top lid
- The sand container shall be within arm's reach (2 ft. or 0.6 m), on either side of the workstation, for immediate access during an unexpected thermal event. It shall not be stored above or below the workstation.
- Hand broom with dust pan
- Existing ESD bags or re-sealable, plastic disposal bags, and boxes
- Yellow fire-proof safety cabinet
- Lipo bags
- ABC fire extinguisher
- Voltmeter and appropriate wiring

B.3 Battery Service: Safety Precautions, Training and Handling Guidelines

The customer-facing service provider shall follow these precautions and guidelines when working on Li-Ion batteries:

- Wear safety glasses whenever handling batteries.
- Remove jewelry items such as rings, wristwatches, pendants, etc., that could come in contact with the battery terminals.
- Always inspect Standard Operating Procedure (SOP) prior to disassembly to ensure the proper temperature guidelines are followed when disassembling devices.
- Do not handle battery packs if they feel warm/hot to the touch or look deformed, swollen, crushed, have breached enclosure, show signs of electrolyte leakage. Ask for a supervisor's involvement.
- All swollen, creased, dented, punctured, or otherwise deformed, batteries shall be processed in accordance with appropriate SOP.

- Handle batteries with signs of leakage in a well-ventilated area.
- Always have all safety equipment available (ABC fire extinguisher, fire safety gloves and dedicated Li-Ion battery containment container with sand) when disassembling or processing devices with internal soft-pouch batteries.
- Cover all metal work surfaces with an insulating material (ESD mat). Work areas shall be kept clean and free of metal or sharp objects that could shorten the contacts, puncture, or damage the cover to the battery.
- All tools shall be made of ESD material with no sharp edges to prevent dents and punctures.
- Promptly dispose of used batteries in accordance with local regulations.

B.4 Battery Safety Training

Every technician handling batteries, regardless of their skill level, shall complete battery safety training that includes the best practices described here. Training shall take place on a regular basis, with the recommended frequency being once a year. It is also recommended to undergo training if an unfamiliar battery pack design or chemistry is to be handled.

B.4.1 Battery Handling

Technicians shall follow these key handling and safety points when working on Li-Ion batteries. Some can be dangerous to the people carrying them out. All appropriate measures to protect personnel against possible chemical, thermal, and/or explosion hazards shall be taken.

- Do not subject batteries or battery-powered devices to high levels of force
- All appropriate measures to protect personnel against possible chemical, thermal, and/or explosion hazards shall be taken
- Excessive force shall not be used to free a battery lodged inside the housing
- Check for proper fit before inserting the battery into any type of housing
- Batteries shall not be forced into the battery cavity
- Do not expose Li-Ion batteries to liquids
- Only use inspection tools, such as calipers and rulers, that are made from, or covered with a non-conductive material
- Properly connect the battery in the electronic device, charger, or testing equipment
- Use only certified chargers. Non-certified chargers may not properly charge or may over-charge a battery, causing swelling.
- Discharge battery only in an approved device
- Do not short circuit the battery

- Do not directly solder a battery
- Never attempt to open a battery
- Never attempt to repair a battery
- Remove batteries from a device that will not be used for an extended period (if possible)
- Do not reuse soft-pouch batteries

If something unusual is noticed, stop using the battery. If the battery or battery-powered device gives off an unusual odor, overheats, vents, sparks, is discolored, deformed, or reacts unusually in any way during use, recharging or storage, remove it from the device or battery charger and discontinue use.

- Never use a battery if it is:
    - Swollen
    - Dented
    - Creased
    - Punctured
- Keep metal tools away from batteries
- Never use water to put out a battery fire. Only use an ABC fire extinguisher and Li-Ion battery containment device with sand.

B.4.2 New Battery Installation

The customer-facing service provider shall follow this guidance when working with new Li-Ion battery assemblies:

- Follow the provided work instructions.
- When required to remove a battery that is installed in a device using adhesive, always use new battery adhesives when installing the replacement battery. Reusing the adhesive left on the housing could lead to the battery coming loose and may cause safety issues.
- Before placing new adhesive, completely remove and clean any residue left on the housing gets completely cleaned using isopropyl alcohol before placing new adhesive.
- Never place a new adhesive on top of existing adhesive since it increases the height and could cause interference with the internal space or battery cavity.
- Ensuring proper alignment of the adhesive to the housing surface is critical for proper bonding strength.
- Do not use clamps to hold the battery pack in place during the rework process.
- Ensure proper use of press and hand roller so that adhesive properly bonds to the housing and battery. Insufficient bonding may cause the battery to loosen, resulting in safety issues.

- Some batteries may require adding pads and tape after assembly; ensure those are not skipped.
- Inspect the housing to ensure no sharp edges contact the battery.
- Inspect battery flex or cable for signs of damage.
- Inspect the connectors on the battery flex or cables and board to ensure they are not damaged.
- Proper alignment of the battery to the housing surface is critical for safety.
- Do not place labels on the battery unless required by the OEM.
- Ensure the battery connector is properly connected to the board.
- Secure all battery connectors and the battery pack itself by using properly placed adhesive tape and wraps. This should be clearly explained in the work instruction.

B.4.3 Storage Guidelines

The customer-facing service provider shall follow these Li-Ion battery storage guidelines:

- Store batteries in a well-ventilated, dry area. The storage temperature shall be between -4° F (-20° C) and 113° F (+45° C), or according to the battery manufacturer's guidelines.
- Lithium-ion batteries function best in the temperature range of 32° to 95° F (0° to 35° C)
- Store batteries in an isolated area, away from combustible materials and preferably in a fireproof safety container
- Store lithium batteries in their original protective cases, padding and boxes
- Store used batteries in a separate location from new batteries
- Make sure to place only one battery in each box or pad, exactly as provided by the manufacturer
- Any Li-Ion battery storage area shall have immediate access to an ABC fire extinguisher and a Li-Ion battery containment device with sand
- Never stack heavy objects on top of boxes containing Li-Ion batteries to preclude crushing or puncturing the cell case. Severe damage can lead to internal short circuits, resulting in a battery thermal event.
- Minimize the number of Li-Ion battery boxes that are stacked on top of each other
- Do not allow excessive quantities of batteries to accumulate in any storage area

B.4.4 Proper Disposal of Electronic Waste

The customer-facing service provider shall source a recycle provider and adhere to their prescribed shipping procedures. The recycler shall have appropriate certifications including [2] R2, version 2013 or later. Where a R2 recycler is unavailable in a region, the customer-facing service provider shall apply for an exception as a part of the application process. WISE will review the exceptions and determine at their sole discretion whether to grant authorization.

To find R2 recyclers, please see https://sustainableelectronics.org/find-an-r2-certified-facility/.

B.4.5 Remote Technicians and Thermal Events

Remote technicians shall always carry Lipo battery bags when performing repairs and a fireproof box available in their vehicle.

Appendix C Revision History

Date	Version	Description
October 2019	1.0	Initial release of document
September 2021	2.0	• Restructured document; separated requirements for remote and retail repair into two separate sections (Section 4 and 5) • Updated business park definitions • Updated environments not eligible description • Updated Remote Repair requirements • Added in an example of a Work Authorization Form • Added in Section 6 Consumer Mail-In Requirements (Optional) • Updated Appendix C
September 2022	3.0	• Revised Website Online Presence contact requirements (Section 3.2) • Update Section 3.5 relating to legal review of warranties language • Updated Section 3.6 relating to legal review of privacy language
September 2023	4.0	• Expanded scope to include the eligibility of kiosks; revised Section 2.1.4 • Revised requirements in Section 3.8; kiosks are required to have two locks when holding customer devices overnight. • Revised requirements in Section 4.3; retailers and kiosks are required to have the appropriate ESD safety executed in their repair space. Additionally, customers must be excluded from the dedicated repair space and immediate area. • Added language regarding “maintenance mode” on the device to Section 3.7. • Added language to Section 3.4 to address best practices when a device is being repaired outside of an OEM authorized repair provider.
August 2025	5.0	• Changed “required tools” to “recommended tools” in Section 3.3 • Revised language in Section 7.6 to include an opt out to the WISE Directory Listing • Revised Liquid Damage Policy in Section 3.5.5 to include requirements on warranty disclosure relating to water damage. • Broadened liquid damage indicator language to account for electronic LDIs in devices as a part of the recommended liquid damage inspection process in Appendix B.3.3. • Updated C.4.4 to include a pathway for service providers who do not have access to an R2 recycler. Expanded the scope from battery recycling to electronic waste recycling.
December 2025	5.0	• Streamlined to focus on requirements only. Removed all best practice language, which is captured as a part of WISE Industry Best Practices in Same Unit Repair Service for Mobile Devices.

Date	Version	Description
May 2026	5.1	• Added requirements for workstation configuration in repair vans in Section 5.5 • Updated the voltage requirements to 110 - 120V 60 in Section 5.3 • Updated service location and parking requirements in Section 3.4.3 • Added Reflector Kit, Removal Fixture, Safety Cones, Sand Bucket, and Fire Extinguisher to Appendix A.