Policies and Procedures for WISE Qualified Service Providers

Wireless Device Processing

Version 1.0

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WISE Certification Program
1400 16th Street, NW
Suite 600
Washington, DC 20036

qualified@wisecertification.com

www.wisecertification.com

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Section 1 Introduction

1.1 Purpose

The purpose of this document is to define the requirements and processes to become a WISE Qualified Service Provider for entities supporting the channel of preowned smartphones, tablets and Chromebooks.

The recognition of "WISE Qualified Service Provider" does not imply nor is it inclusive of OEM authorization. An OEM may have additional requirements above and beyond WISE Qualified Service Provider requirements to become an OEM-authorized ASC.

This document also defines the ongoing compliance requirements for WISE Qualified Service Providers.

1.2 Scope of the Program

The program equally applies to:

- Non-repair service providers of fully functional, pre-owned electronics, including, but not limited to: smartphones, tablets, PCs and Chromebooks
- Organizations intaking devices in bulk who may be performing services including, but not limited to the following: data wipe, cosmetic grading, functionality testing, software updates, buffing, polishing, kitting and packaging for shipping
- All qualifying service providers operating globally

The program does not apply to 3PLs, businesses engaging in Level 2 repair events or greater or recyclers.

1.3 Acronyms and Terms

Table 1.3-1 Terms and Acronyms

Acronym/Term	Definition
CAR	Corrective Action Report
CPI	Customer Personal Information
CTQ	Critical to Quality
EPA	Environmental Protection Agency
ESD	Electrostatic Discharge
Li-Ion	Lithium Ion
OEM	Original Equipment Manufacturer
QC	Quality Control
QSP	Qualified Service Provider
RI	Receiving Inspection
SD	Secure Digital Card
SIM	Subscriber Identity Module
SOP	Standard Operating Procedure
Universal Waste	Any of the hazardous wastes that are subject to the universal waste requirements in Title 40 of the U.S. Code of Federal Regulations (CFR), part 273.
WISE	Wireless Industry Service Excellence

1.4 References

[1] United States Environmental Protection Agency: Title 40, Protection of Environment, June 2020

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

[3] CTIA Wireless Device Grading Scales Criteria and Definitions, Version 5.1 or later

Section 2 Requirements

2.1 Sustainability and Responsible Recycling

The Service Provider shall have documented sustainability policies as a part of the organization's company goals.

2.2 Service Provider Management Responsibility

2.2.1 Service Quality

The Service Provider shall ensure that services are provided in an documented amount of time, due care, skill and diligence and in a professional and workmanlike manner with the level of quality and performance consistent with the practices of top-tier providers of such services and shall be (i) technically accurate, complete and performed in accordance with the requirements of this authorization; and (ii) free from defects in material and workmanship.

2.2.2 Customer Focus

Management shall ensure that customer focus is maintained throughout the organization as demonstrated by clearly determining and consistently meeting customer requirements resulting in improved customer satisfaction.

2.3 Purchasing

The Service Provider shall document the methods it utilizes to procure/purchase materials, supplies, and services used to produce goods and/or services. The Service Provider shall establish and maintain procedures for evaluating, approving, and monitoring suppliers and vendors of materials, components, devices, tools, and services used in its operations.

2.3.1 Declaration of Inventory Sourcing Procedures

The Service Provider shall have a documented inventory sourcing procedure. This procedure shall identify the categories of devices, raw materials, components, tools, and other inventory purchased or acquired by the service provider and shall define the criteria and process used to qualify, approve, and periodically review suppliers and vendors. Records of approved suppliers shall be maintained.

2.4 Product Availability and Traceability

The identification system shall allow for traceability from the finished product back to incoming material records and customer specifications. Products shall be suitably identified by a part number or job number corresponding to applicable drawings, specifications and other technical documents related to the product.

2.5 Inspection and Testing

The Service Provider shall:

- Inspect, test, and identify the product during the process in accordance with documented procedures.
- Determine whether the product conforms to specifications.
- Hold the product until required inspections and tests have been performed.
- Clearly identify any failed or nonconforming product

Inspection and test results shall be maintained in accordance with program and customer requirements. They shall be available at the time of the audit.

2.6 Third Party Repair (As Applicable)

The Service Provider shall maintain and disclose a list of approved outsource partners, including their physical address and the repair processes performed by each partner. The Service Provider shall establish and maintain a documented process for evaluating, vetting, approving, and periodically reviewing outsourced repair providers to ensure they can meet applicable quality, technical, and customer requirements.

The Service Provider shall maintain documented outsourcing procedures that define the workflow of outsourced repair processes, responsibilities of each party, and controls for monitoring outsourced activities. The service provider shall have a Basic Requirements Document(s) (BRD) or equivalent documented agreement for each approved outsource partner.

At final touch, the Service Provider shall have a documented inbound quality control process for all products received from outsourced repair providers to verify conformity with applicable requirements prior to further processing or release.

2.7 Corrective and Preventive Action

The Service Provider shall maintain and utilize a documented Corrective Action program, including the use of Corrective Action Reports (CARs), to collect and analyze information, identify and investigate product, process, and quality issues, determine root causes, and implement appropriate and effective corrective and/or preventive actions to prevent recurrence. CARs shall document the issue, investigation, root cause analysis, corrective actions taken, responsible parties, completion dates, and verification of effectiveness.

2.8 Handling, Storage and Packaging

The Service Provider shall document and maintain procedures/process for handling, storage, packaging, and shall conform to all regulatory standards and requirements.

The goal is to eliminate/minimize damaged or lost goods, wasted effort, and material in replacing those goods. The Service Provider shall make every reasonable effort to eliminate or reduce corrugated materials within the manufacturing area.

Handling - Ensure proper handling methods to prevent unanticipated damage to the product when in custody.

Storage - Provide proper and secure storage areas to help prevent improper exposure or damage to product. Storage shall meet all regulatory compliance requirements.

Packaging - Utilize the correct packaging materials to ensure security, identity, and conformance to the appropriate regulatory standards and provide proper controls and identification. Examples: ESD packaging, battery packaging, etc.

2.9 Processing Guidelines

2.9.1 Receiving Inspection

The Service Provider shall have a documented Receiving Inspection (RI) process.

2.9.2 Content Clearing

The Service Provider shall have a documented process to perform content clearing utilizing validated software. Content clearing records shall be maintained to provide traceability to prove individual devices have been cleared.

2.9.3 Customer Personal Information (CPI)

The Service Provider shall approach Customer Personal Information (CPI) protection with the highest priority by demonstrating protection of the following, but not limited to:

- Customer phone number (as applicable)
- Customer contact information
- Call logs
- Personal contact list
- Phone book (as applicable)
- Pictures/videos
- Dictated notes
- Applications
- Text messages
- Browsing history
- Data held within a SIM card
- Data held within a SD card

The Service Provider shall utilize an independent third-party solution in compliance with IEEE 2883 – Standard for Sanitizing Storage to sanitize a device to render a Certificate of Destruction (COD).

The Service Provider shall destroy media-bearing devices in such a manner that the information contained is unrecoverable.

2.9.4 Diagnostics

The Service Provider shall have a process to perform diagnostics on the device in accordance with the [3] CTIA Grading Criteria for Fully Functional Devices. The Service Provider shall utilize a diagnostic software provider that demonstrates their commitment to data security, quality management, environmental responsibility, and compliance with industry-specific standards and regulations.

2.9.4.1 Diagnostics Report

The Service Provider shall produce an independent, third-party validation report that maintains the device has been fully tested, graded, and is functional.

2.9.5 Cosmetic Grading

The Service Provider shall follow specific marketplace or [3] CTIA grading standards for grading devices.

2.10 Training

The Service Provider shall have a documented training program with records of training being performed by qualified instructors. These records shall be available upon request.

2.11 Technician Certification

For Smartphone/Tablet and Chromebook product categories only.

The Service provider shall have at least one operational lead per shift that is WISE Level 1 certified. WISE Certification is described and obtained at wisecertification.com.

2.12 Handling Lithium-Ion Batteries

Precautionary measures and best practices shall be followed when handling devices with Li-Ion batteries. The Service Provider shall maintain and implement a formal Standard Operating Procedure (SOP) that outlines the safety protocols and handling requirements for devices containing batteries that are swollen, creased, dented, punctured, or otherwise deformed.

The Service Provider shall possess the following equipment for working on Li-Ion batteries:

Neoprene or nitrile gloves (EN 374) or equivalent	Yes/No
Heat-resistant gloves	Yes/No
Safety glasses	Yes/No
Cleaning wipes (to clean safety glasses)	Yes/No
8–10 cups of clean, dry, untreated sand, stored in a container as specified below	Yes/No
Wide-mouth non-breakable plastic quick-pour sand container with a flip-top lid	Yes/No
Hand broom with dust pan	Yes/No
Existing ESD bags or re-sealable, plastic disposal bags, and boxes	Yes/No
Yellow fire-proof safety cabinet	Yes/No
Re-sealable aluminized bags	Yes/No
ABC fire extinguisher	Yes/No
Voltmeter and appropriate wiring	Yes/No

2.12.1 Battery Safety Training

Employees handling batteries, regardless of their skill level, shall complete battery safety training. Training shall be documented and take place on a regular basis, with the recommended frequency being once a year.

2.12.2 Operational Equipment Standards

The Service Provider shall connect the battery only to the designated electronic device, an authorized charger, or approved testing equipment. The Service Provider shall exclusively use certified chargers for all charging and diagnostic activities.

Service provider follows the following 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. Note: Lithium-ion batteries function best in the temperature range of 32° to 95° F (0° to 35° C)	Complies/Does Not Comply
Store batteries in an isolated area, away from combustible materials and preferably in a fireproof safety container	Complies/Does Not Comply
Store lithium batteries in their original protective cases, padding and boxes	Yes/No/NA
Do not compress or force batteries into boxes if they do not fit	Yes/No/NA
Store used batteries in a separate location from new batteries	Yes/No/NA
Make sure to place only one battery in each box or pad, exactly as provided by the manufacturer	Yes/No/NA
Any Li-Ion battery storage area shall have immediate access to quick-pour sand container with sand, an ABC fire extinguisher and a Li-Ion battery containment device	Yes/No/NA
Never stack heavy objects on top of boxes containing Li-Ion batteries and take necessary precautions to avoid crushing or puncturing the cell case. Severe damage may potentially lead to hazardous chemical release or a battery thermal event.	Yes/No/NA
Minimize the number of Li-Ion battery boxes that are stacked on top of each other	Yes/No/NA
Do not allow excessive quantities of batteries to accumulate in any storage area	Complies/Does Not Comply

2.12.3 Proper Disposal of Electronic Waste

All electronic waste, including batteries, shall be disposed of in strict accordance with local, regional, and national regulations to ensure both environmental safety and institutional compliance.

2.13 Kitting and Shipping

2.13.1 Kitting

The Service Provider shall have a documented process which follows marketplace standards for kitting.

2.13.2 Shipping

The Service Provider shall generate a shipping label and share the tracking information with the customer. The Service Provider shall ensure the device is safely secured in the box.

The Service Provider shall follow [2] IATA's guidance on battery shipping label requirements.

The Service Provider shall follow all applicable local, state, and country regulations.

2.13.3 RMA/Returns

The service provider shall have a documented shipping and return policy that specifies who is responsible for the device while in transit.

2.14 Employees Emergency Actions

The Service Provider shall maintain a documented employee emergency action plan. The Service Provider shall ensure the plan is communicated to all personnel and that employees are formally trained on its procedures. The Service Provider shall conduct and document periodic emergency preparedness drills to test the effectiveness of the emergency action plan and employee readiness. Records of drills, including the date, type of emergency scenario, participants, and any corrective actions identified, shall be maintained.

2.15 First Aid Procedures

The Service Provider shall always have first aid equipment on-hand and documented procedures for handling incidents.

2.16 Service provider Structure

The Service Provider shall operate within a fully enclosed facility that adequately safeguards workers, customers, visitors, and products. The Service Provider shall maintain a current facility map or floor plan that identifies key operational areas, including workstations, inventory storage areas, receiving and shipping locations, restricted-access areas, emergency exits, and other areas applicable to the services performed. The facility map shall be documented, maintained, and made available to relevant personnel as needed.

2.17 Facility Environment

The overall environment shall be clean of debris, packaging materials, food and drink, overstock inventory, and repair equipment and tools within operational work areas. The Service Provider shall establish, document, and implement procedures for facility housekeeping, organization, and cleanliness, including the identification of responsibilities, inspection frequencies, and corrective actions for nonconformities. Records of facility inspections and corrective actions shall be maintained.

2.18 Physical Security

The Service Provider shall comply with industry best practice and make all reasonable efforts to ensure the physical security of materials, products and assets within its facility and/or within contractual control boundaries should they extend beyond the facility's physical location.

The Service Provider shall demonstrate the following:

- The Service Provider shall have fully operational intrusion detection systems in place
    - Operational intrusion detection systems shall have records of testing
    - Intrusion systems shall have documented incident escalation framework and adequate contact information
- The Service Provider shall have adequate security lighting in place
    - Security lighting shall be appropriate to allow for proper surveillance camera operation and review

  - Security lighting shall be sufficient to allow for employee safety inside all areas of the facility and outside the facility
- The Service Provider shall have appropriate video surveillance in restricted and sensitive areas of the facility
  - Video surveillance record retention period shall not be less than 30 days

Section 3 Audit and Compliance

3.1 Application Submission

The Service Provider shall contact WISE Certification at qualified@wisecertification.com to begin the application process. WISE Certification will provide instructions for submitting the application package. Reference Appendix A for details.

3.2 Application Review

WISE Certification will review the application package for completeness and adequacy. If the package is sufficient, the applicant will be prompted to submit the required documentation to schedule their remote audit. It is advised that the same individual who submitted the initial application be responsible for the documentation uploaded to keep the Service Provider’s records clean.

3.3 Audit Process

The Service Provider will be an assigned an auditor from the approved auditor list and shall be responsible for contracting with the auditor for the **remote** audit. Once scheduled, the date of the audit, shall be communicated to the WISE team by the selected auditor.

Audits will be conducted virtually. Participants shall plan for a 4-hour virtual call which will be scheduled within a focused four-week window following onboarding.

During the audit, the auditor will inspect the Service Provider and request, as necessary, evidence of compliance to the requirements in Section 2 of this document. Additionally, the Seller shall report to the auditor any violations of regulatory requirements (e.g., EPA, OSHA) for which it has been assessed.

The Service Provider has 60 days to correct any identified deficiencies. Failure to correct deficiencies within this 60-day period will require the facility to undergo a full in-person audit if they wish to obtain the WISE Qualified credential. Failure to comply with the policies of the program results in probation, full third-party audit, or removal from program.

Option to upgrade to WISE ASC status if the Service Provider expands into repair upon their anniversary date.

At the end of the audit, the auditor will conduct an assessment review. Within ten business days, the auditor will provide the audit report to WISE documenting any observations and deficiencies identified during the audit, including deficiencies corrected during the audit.

3.4 Qualified Decision

WISE will grant industry recognition to the Service Provider once all remaining requirements are met.

3.5 License and Service Agreement

The WISE Qualified Service Provider License and Service Agreement is the legal agreement between CTIA and the participating Service Provider. Upon qualifying the participant, WISE will provide the agreement to the service provider for signature.

3.6 Annual License Fee

Along with the ASC License and Service Agreement, CTIA will invoice the service provider for the annual license fee of $7,500 USD for each qualified location. The WISE Qualified Service Provider shall pay this fee.

3.7 Qualified Logo and Certificate

The WISE Qualified Service Provider logo identifies the Service Provider as meeting industry requirements for the processing of wireless devices. The logo pertains to the qualified location only.

Service providers licensed by WISE as WISE Qualified Service Providers are issued a WISE Qualified Service Provider logo with a unique service provider identification number. WISE will provide a Qualified Service Provider with digital files for reproduction of the logo, along with WISE Marks Usage Guidelines. The service provider will also be provided with a framed certificate incorporating this logo and identifying the service provider as a WISE Qualified Service Provider.

Section 4 Ongoing Compliance Requirements

4.1 Maintaining Compliance with Program Requirements

Ongoing compliance requirements for the WISE Qualified Service Provider program are currently being established as part of this pilot phase. Initial compliance will be measured against the requirements defined in [1]. As the pilot progresses, these standards will be refined based on performance data and operational feasibility. Finalized ongoing compliance benchmarks, including audit frequency and performance KPIs, will be published following the evaluation of the pilot's success metrics

Appendix A Checklist of Requested Documents for WISE Qualified Service Providers

- ☐ Company Quality (2.2.1) and Sustainability Policy (2.1)
- ☐ Roles & Responsibilities/Org Chart (2.2)
- ☐ Quality Objectives/goals (2.2.2)
- ☐ Customer feedback and service level metrics (2.2.2)
- ☐ Device Processing Procedure to include: (one for each device sold):
- o Purchasing (2.3 and 2.3.1)
- o Declaration of Inventory Sourcing Procedures (2.3.1)
- o Receiving (2.5 and 2.9.1)
- o Data Destruction Work Instructions (2.9.2 and 2.9.3)
    - Sample data destruction record (2.10)
- o Tracking (2.4)
- o Inspection and Testing Procedure (2.5)
    - Sample functional test record (2.9.3.1)
- o Handling, Storage and Packaging Procedure (2.8)
- o Cosmetic Grading criteria and procedures (2.9.4)
- o Kitting and Shipping procedures (2.14)
- ☐ Third-Party Repair procedure (2.6) and Third-Party Repair approved vendors list (2.6)
- ☐ Corrective Action Procedure for non-conforming products (2.7)
- o Corrective action records (2.7)
- ☐ WISE Certified technician records (2.12)
- ☐ Battery Handling and Storage Procedures (2.13), Battery Handling SOP (2.13), Battery Training Safety Evidence (2.13.1)
- ☐ Return Policy (2.14.2)
- ☐ Emergency Action Plan (2.15) and First Aid Procedures (2.16)
- ☐ Facility Map (2.17)
- ☐ Security Procedure (2.19) and Video surveillance records – 60 days (2.19)

Appendix B Revision History

Date	Version	Description
July 2026	1.0	Initial release for WISE Qualified Service Providers