



Spectrum Management and Telecommunications

Procedures for Conformity Assessment Bodies

Recognition Criteria and Administrative and Operational Requirements Applicable to Certification Bodies (CBs) for the Certification of Radio Apparatus

Amendment: The scope of this procedure has been expanded to include Mutual Recognition Agreements/Arrangements (MRAs) or any other equivalent agreements or arrangements.

Preface

This document specifies the requirements applicable to the recognition of Canadian and foreign certification bodies (CBs) under the terms of Mutual Recognition Agreements/Arrangements (MRAs) or any other equivalent agreement or arrangement.

This document will come into force upon its publication on Innovation, Science and Economic Development Canada's website.

Issue 8 of CB-02 has been updated as per the decision on New Requirements for Wireless Device Testing Laboratories.

Enquiries concerning the procedure for equipment certification should be directed to:

Innovation, Science and Economic Development Canada
Certification and Engineering Bureau
Attention: Manager, Equipment Certification
P.O. Box 11490, Station H
3701 Carling Avenue, Building 94
Ottawa, Ontario K2H 8S2
Email: ic.certificationbureau-bureauhomologation.ic@canada.ca

Enquiries concerning technical specifications should be directed to:

Innovation, Science and Economic Development Canada
Engineering, Planning and Standards Branch
Attention: Regulatory Standards Directorate
235 Queen Street
Ottawa, Ontario K1A 0H5
Email: ic.consultationradiostandards-consultationnormesradio.ic@canada.ca

All Spectrum Management and Telecommunications publications are available on the [Official publications](#) page of Innovation, Science and Economic Development Canada's website.

Issued under the authority of
the Minister of Innovation, Science and Economic Development

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Engineering, Planning and Standards Branch

Contents

1.	Purpose	1
2.	Definitions	1
3.	Related documents	2
4.	Recognition criteria	2
4.1	Accreditation requirements.....	2
4.2	Scope of accreditation	3
4.3	Technical competence requirements.....	3
5.	Administrative and operational requirements	4
5.1	CB requirements	4
5.2	CB restrictions	5
5.3	Product audit requirements	6
5.4	Certificate requirements	8
5.5	Notification of certification	10
5.6	Certification of terminal equipment	10
5.7	Notification of changes.....	10
5.8	Acknowledgement of CB certification procedure	10
5.9	Recording of details of certifications.....	10
	Annex A — Application for recognition checklist	12

1. Purpose

This document specifies the recognition criteria used by Innovation, Science and Economic Development Canada (ISED) in the recognition of Canadian and foreign entities as certification bodies (CBs), under the terms of Mutual Recognition Agreements/Arrangements (MRAs) or any other equivalent agreements or arrangements, to certify products to Canadian regulatory requirements. It also specifies the administrative and operational requirements that CBs must meet in order to maintain their recognition. For related procedures, refer to CB-01, [Requirements for Certification Bodies](#).

CB-02 applies to CBs interested in certifying radio apparatus, including telecommunications terminal equipment (TE), with radio interface. The assessment of telecommunications TE conformity is subject to a declaration of conformity process. The use of CBs for the certification of telecommunications TE to Canadian requirements is therefore not required, and ISED will not recognize any CBs for this purpose.

2. Definitions

For the purpose of this document, the following definitions apply:

Accreditation: a procedure by which an authoritative body gives formal recognition that a body or person is competent to carry out specific tasks.

Accreditation body (AB): an authoritative body that performs accreditation to certification bodies by assessing them against international voluntary standards.

Bureau: ISED's Certification and Engineering Bureau (CEB).

Category I equipment: radio equipment subject to technical regulations for which certification is required, such as cordless and cellular telephones.

Certification: an attestation by a recognized certification body or the Bureau that a product conforms to specified ISED requirements.

Certification body (CB): a recognized independent organization that conducts certification of radiocommunication equipment to Canadian regulatory requirements.

Radio apparatus: devices or equipment used for radiocommunication, including broadcasting.

Radio equipment list (REL): a list of radio equipment that has been certified for use in Canada. This list is maintained by ISED. Equipment included on the REL has been certified. The supplier is therefore permitted to manufacture, import, distribute, lease, offer for sale, sell, install or use this equipment in Canada.

Telecommunication apparatus register (TAR): the official list of TE maintained by ISED. Equipment included on the TAR has been registered. The supplier is therefore permitted to manufacture, import, distribute, lease, offer for sale, sell, install or use this equipment in Canada.

3. Related documents

The following documents and web information pertain to CBs and can be found on ISED's [Official publications](#) page.

- CB-01 — [Requirements for Certification Bodies](#): this document specifies the requirements and procedure for the recognition of CBs to certify radio apparatus to ISED's standards and specifications;
- Radio Standards Procedure RSP-100 — [Certification of Radio Apparatus](#): this document specifies the procedural requirements to be followed and the information to be submitted by an applicant wishing to obtain certification of radio apparatus to ISED's standards and specifications by the Bureau or a recognized CB;
- Radio Standards Specification RSS-Gen — [General Requirements for Compliance of Radio Apparatus](#); and
- [Category I equipment standards list](#).

4. Recognition criteria

4.1 Accreditation requirements

For the purpose of accreditation, CBs shall:

- a. have at least one permanent location in Canada or in a partner territory of an MRA or any other equivalent agreement or arrangement;
- b. be accredited in accordance with the latest edition of ISO/IEC 17065, [Conformity assessment — Requirements for bodies certifying products, processes and services](#), by the Standards Council of Canada or a recognized accreditation organization or equivalent, as per the terms of the applicable MRA;
- c. ensure that they have current technical competence, knowledge and expertise to evaluate the test data and test reports in order to reach the appropriate conclusion in the conformity assessment work with respect to applicable technical regulations, as specified in section 4.3;
- d. submit their radio apparatus certification procedure (available to clients) to ISED through their Designating Authority;
- e. submit their internal product audit procedures to ISED to demonstrate how the certified equipment will meet the minimum audit requirements through their Designating Authority;

- f. submit to ISED, through their Designating Authority, the assessment report, signed by the Accreditation Body assessors. A list of the names of personnel interviewed during the assessment shall also be provided;
- g. submit a list from the Accreditation Body, based on the [Category I equipment standards list](#), of all Radio Standards Specifications (RSSs) and/or Broadcasting Equipment Technical Standards (BETS) that were used in their assessment, as per section 4.2. The list shall be submitted to ISED through the CB's Designating Authority and shall include the issue number and date of publication of the RSSs and/or BETS; and
- h. submit a sample of the certificate that the CB would issue to its clients.

4.2 Scope of accreditation

As per section 4.1 (b), CBs shall be accredited to certify equipment to at least one of the following scopes:

- a. Radio Scope 1 – Licence-Exempt Radio Frequency Devices;
- b. Radio Scope 2 – Licensed Personal Mobile Radio Services;
- c. Radio Scope 3 – Licensed General Mobile and Fixed Radio Services;
- d. Radio Scope 4 – Licensed Maritime and Aviation Radio Services;
- e. Radio Scope 5 – Licensed Fixed Microwave Radio Services; and
- f. Broadcasting – All BETS in the [Category I equipment standards list](#).

Details of the above-mentioned scopes can be found on ISED's [Spectrum Management and Telecommunications](#) website.

Note: Equipment cannot be certified solely on the radio apparatus general standard (RSS-Gen) or on radio frequency exposure standard RSS-102, [Radio Frequency \(RF\) Exposure Compliance of Radiocommunication Apparatus \(All Frequency Bands\)](#). These standards are requirements that are referenced by other RSSs.

4.3 Technical competence requirements

For the purpose of maintaining current technical competence, knowledge and expertise, CBs shall:

- a. have their in-house testing laboratory accredited, in accordance with **ISO/IEC 17025:2017 or ISO/IEC 17025:2005 (valid until November 30, 2020)**, [General requirements for the competence of testing and calibration laboratories](#) by the Standards Council of Canada or a recognized accreditation organization or equivalent, as per the terms of the MRA or any other equivalent agreement or arrangement; or

- b. enter into contractual arrangements with testing laboratories such that the CB's personnel can have access to testing laboratories personnel and facilities that are capable of performing the required testing and can supervise the testing. The purpose of this arrangement is to maintain current expertise and understanding of the applicable technical regulations. These contracted testing laboratories must be recognized by ISED and accredited in accordance with **ISO/IEC 17025:2017 or ISO/IEC 17025:2005 (valid until November 30, 2020)** by a recognized accreditation organization or equivalent, as per the terms of the MRA or any other equivalent agreement or arrangement. Copies of all arrangements with the testing laboratories shall be provided to ISED by the CB through the Designating Authority (in the case of a foreign CB) before the recognition is granted;
- c. provide the signed [Testing Laboratory Technical Assessment Checklist](#).

The scope of the CB's in-house testing laboratory and that of the contracted testing laboratory, as per the contractual arrangements, shall cover all RSSs and/or all BETSs in the entire CB scope selected in section 4.2.

A list of applicable standards can be found in the [Category I equipment standards list](#).

5. Administrative and operational requirements

5.1 CB requirements

For the purpose of administrative and operational requirements, CBs shall:

- a. limit their certification activities to their scope(s) of accreditation for which recognition was issued, unless a bulletin for a newly published or revised RSS and/or BETS provides specific instructions. The CB's scope(s) shall be updated to include any newly published RSS and/or BETS in the CB scope(s), within one year of the date of publication;
- b. publish, maintain and make available to clients their radio apparatus certification procedure;
- c. ensure that the persons involved in certification (or the certification decision) are not the same persons involved in testing and evaluation;
- d. retain, for ten (10) years, all documentation furnished in support of an application for certification and make such documentation available to ISED upon request;
- e. conduct a product audit, as outlined in section 5.3;
- f. accommodate changes or additions to their processes and procedures, as may be required by ISED;
- g. stay abreast of ISED's regulations, procedures, requirements, standards, specifications and amendments thereto and, in order to do so, shall:

- forward all issues and inquiries to the [Bureau](#);
 - keep CB contact information up to date by forwarding any changes to the [Bureau](#) within thirty (30) days; and
 - participate, as required, in discussion groups or teleconferences that are established, under the supervision of ISED, to address certification issues.
- h. maintain a list of all products that have been certified to Canadian requirements and make the list available to ISED upon request;
- i. accept test reports only from testing laboratories that are recognized by ISED and listed on the [Conformity Assessment Bodies](#) webpage. Test reports should only be accepted if the recognized testing laboratory is recognized for the specific scope. Ensure that testing laboratories testing equipment subject to radio frequency (RF) exposure are accredited to the proper section of RSS-102;
- j. submit an electronic copy of the technical brief to the Bureau, as per [RSP-100](#), for every certification performed. For equipment subject to RF exposure requirements, as per [RSS-102](#), a copy of the RF exposure test report shall be included in the submission;
- k. ensure that a certification number is assigned to each equipment model, as per [RSP-100](#);
- l. inform certificate holders of ISED's requirements for labelling certified equipment with the assigned certification number, as specified in [RSP-100](#);
- m. address complaints forwarded by ISED regarding their operation and non-compliance notices on products they have certified; and
- n. implement the required corrective action and report to ISED, as prescribed, within thirty (30) calendar days of the notification.

5.2 CB restrictions

For the purpose of administrative and operational requirements, CBs shall not:

- a. assign a new Company Number (CN), as specified in [RSP-100](#);
- b. interpret ISED's regulations;
- c. grant a waiver of ISED's regulations or certify equipment for which the application of the rules or requirements is unclear;
- d. certify equipment to radio standards that are outside their scope of accreditation;
- e. certify equipment for which there are no requirements promulgated by ISED; or
- f. advertise their recognition status for certification activities that are outside their scope of recognition.

ISED is the final arbiter of disputes relating to equipment compliance with Canadian requirements between CBs and certificate holders, testing laboratories and suppliers of radio apparatus. Dispute information shall be sent to ISED.

5.3 Product audit requirements

The following subsections specify the requirements for requested product audits.

5.3.1 Acceptable audit activities

CBs shall conduct appropriate product audit activities in accordance with the latest edition of ISO/IEC 17065.

5.3.2 Samples to be audited

The number of samples to be audited by the CB in any given calendar year (January 1 through to December 31 inclusive) shall be based on the following:

- a. a minimum of five percent (5%) of the total number of products certified by the CB in that calendar year; and
- b. a minimum of one percent (1%) of the total number of products certified by the CB in that calendar year that are subject to specific absorption rate (SAR) requirements outlined in RSS-102. This one percent (1%) SAR audit can be part of the five percent (5%) audit in (a) if the audited equipment requires testing for both radio and SAR parameters.

5.3.3 Number of products to be audited

When calculating the number of products to be audited, the following shall apply:

- a. different models of equipment covered under a unique ISED certification number are counted as a single product;
- b. the total number of products to be audited comprises the total number of products subject to:
 - i. single new certifications;
 - ii. new family certifications, as per [RSP-100](#); and
- c. the number of products to be audited shall be rounded up to the next whole number. For example, a result of 0.04 is rounded up to 1; a result of 95.3 is rounded up to 96, and so on.

A product certified in a previous calendar year but audited in the current calendar year shall be credited as an audit in the current calendar year.

5.3.4 Responsibility to notify

As part of the CB's product audit responsibility, CBs shall notify the Bureau, by email (Microsoft Word or Adobe PDF) at ic.certificationbureau-bureauhomologation.ic@canada.ca, once an audit has been completed during the current calendar year, or no later than January 31 of the following year.

5.3.5 Selection of samples for audit

CBs should consider the following when selecting samples for audit:

- a. the manufacturer's history of compliance;
- b. whether the sample comes from a new applicant;
- c. whether the sample is based on new technology;
- d. popularity (mass deployment) of the technology;
- e. price of the sample relative to the average price of similar technology; and
- f. potential harm/impact to networks or individuals due to non-compliance.

5.3.6 Availability of product samples

CBs shall notify certificate holders of the audit requirement and advise them that, for auditing purposes, they should make provisions to always have product samples upon request by the CB or by the Bureau. The CB shall notify the Bureau if the request for a sample cannot be met.

5.3.7 Quality control

CBs shall advise certificate holders that, in the event of an investigation for non-compliance, the certificate holder will be asked to provide ISED with records of the quality control process and any relevant information that would help identify the cause and extent of the non-compliance. All certificate holders are expected to be able to demonstrate the quality control process used for production inspection and testing, in accordance with good engineering practices.

- a. If a product fails to comply with the applicable requirements during an audit conducted by the CB, the **CB shall immediately notify the certificate holder and the Bureau**. The information submitted to the Bureau shall include a copy of the certificate that was issued for the subject equipment;
- b. In the notification to the certificate holder, the CB shall instruct the certificate holder to provide it with relevant information, including, but not limited to, the following:
 - i. test samples and/or test reports,
 - ii. quality control data, and/or
 - iii. a corrective action plan.

The notification will indicate that the requested information shall be provided within thirty (30) calendar days of the date of the notification. An acknowledgement of receipt of the notification by the certificate holder shall be provided to the CB within twenty-one (21) calendar days of the date of the notification.

However, if a product fails to comply with SAR requirements, the requested information shall be submitted to the CB within fifteen (15) calendar days from the date of the notification. An acknowledgement of receipt of the notification by the certificate holder shall be provided to the Bureau within seven (7) calendar days of the date of the notification.

If the non-compliance case is not resolved, the CB will provide the Bureau with all information obtained during its investigation. Decertification will be considered after full consultation between the Bureau, the CB and the certificate holder. ISED anticipates that the certificate holder will normally take prompt, satisfactory corrective action.

5.3.8 SAR testing laboratories

If a CB does not have an SAR testing facility and therefore subcontracts testing to a third-party laboratory, the CB shall coordinate the audit results of the subcontracted SAR testing laboratory and submit the audit results to ISED, as part of the CB's audit report.

5.3.9 Request for test reports

The Bureau may also request test reports of audit activities from the CB. The CB shall submit such reports to the Bureau within thirty (30) calendar days of the request.

5.3.10 Testing targeted products

In addition to the minimum auditing requirements of section 5.3.2, CBs shall conduct testing on targeted products upon request by ISED. CBs shall submit their findings to the Bureau within thirty (30) calendar days of the request, via the [Bureau](#)'s website.

5.4 Certificate requirements

When a CB performs a certification, the CB shall issue a certificate which bears the name and logo of the CB. ISED's logo, the Canadian flag, a "Canada" word, or statements such as "Issued, Tested or Certified under the Authority of Innovation, Science and Economic Development or under the Authority of the Minister of Innovation, Science and Economic Development" shall not be used.

5.4.1 Information required for the certificate

The following information shall appear on the certificate:

- a. name and address of the certificate holder;

- b. model identification, including product marketing name (PMN), hardware version identification number (HVIN) and firmware version identification number (FVIN), where applicable, as well as the equipment category for the certified equipment;
- c. name(s), issue number(s) and date(s) of ISED's standard(s) and specification(s) under which the subject equipment was tested and certified;
- d. contact information of the testing laboratory that performed the testing (name, mailing address, e-mail, fax and telephone numbers);
- e. company number of the testing laboratory that performed the testing, if available. This number will have been assigned by ISED;
- f. certification number;
- g. frequency range, conducted RF power or field strength and antenna information;
- h. emission designations (including necessary bandwidth(s)), type(s) of modulation, nature of the signal(s), type of information being transmitted, details about the signal(s) and the nature of multiplexing (see TRC-43, [*Designation of Emissions, Class of Station and Nature of Service*](#));
- i. the following conditional notice:

Certification of equipment means only that the equipment has met the requirements of the above-noted specification. Licence applications, where applicable to use certified equipment, are acted on accordingly by the ISED issuing office and will depend on the existing radio environment, service and location of operation. This certificate is issued on condition that the holder complies and will continue to comply with the requirements and procedures issued by ISED. The equipment for which this certificate is issued shall not be manufactured, imported, distributed, leased, offered for sale or sold unless the equipment complies with the applicable technical specifications and procedures issued by ISED.

La certification du matériel signifie seulement que le matériel a satisfait aux exigences de la norme indiquée ci-dessus. Les demandes de licences nécessaires pour l'utilisation du matériel certifié sont traitées en conséquence par le bureau de délivrance d'ISDE et dépendent des conditions radio ambiantes, du service et de l'emplacement d'exploitation. Le présent certificat est délivré à la condition que le titulaire satisfasse et continue de satisfaire aux exigences et aux procédures d'ISDE. Le matériel à l'égard duquel le présent certificat est délivré ne doit pas être fabriqué, importé, distribué, loué, mis en vente ou vendu à moins d'être conforme aux procédures et aux spécifications techniques applicables publiées par ISDE.

- j. the following statement shall also be included in the certificate:

I hereby attest that the subject equipment was tested and found in compliance with the above-noted specification.

J'atteste, par la présente, que le matériel a fait l'objet d'essai et a été jugé conforme à la spécification ci-dessus.

- k. authorized signature, with the title of the signing officer and the date of issue of the certificate.

5.5 Notification of certification

The Bureau shall be notified of all certifications performed by CBs. To ensure the timeliness of the information, the requested information shall be sent to the Bureau by electronic filing at the same time as the certificate is issued. The information to be provided with the notification for the type of certification shall include all required documents, as per the appropriate section in RSP-100.

5.6 Certification of terminal equipment

Terminal equipment which is also a radio apparatus requires certification under the [Radiocommunication Act](#). Notification to ISED of the certification to the applicable RSS and the registration of the terminal equipment must be provided by the CB at the same time. This will allow the device to have the same registration number and certification number. ISED reserves the right to withhold notification of certification and/or registration if they are not submitted together. If a registration number has already been assigned for the terminal part of the device, the notification to ISED for radio certification shall include the already assigned registration number. For the registration of TE, the CB shall verify that testing of the terminal part was performed by a [recognized testing laboratory](#). For information regarding registration of TE, refer to DC-01 — [Procedure for Declaration of Conformity and Registration of Terminal Equipment](#).

5.7 Notification of changes

CBs shall notify the Bureau of any changes to the technical parameters referred to in section 5.5, as per the appropriate section in [RSP-100](#), for the type of certification which resulted from an equipment modification.

5.8 Acknowledgement of CB certification procedure

The CB certification procedure shall require an acknowledgement from the certificate holder allowing the technical parameters referred to in section 5.5, as per the appropriate section in RSP-100 for the type of certification, to be posted in the [radio equipment list \(REL\)](#) on the Bureau's website.

5.9 Recording of details of certifications

The Bureau will record the details of all certifications in ISED's radio equipment list based on the notification received from CBs through electronic filing. **Certified equipment shall not be distributed, leased, sold or offered for sale in Canada before the details of the certification have been added to the Radio Equipment List and Telecommunication Apparatus Register (where applicable).**

An applicable fee (see TRC-49, [*Telecommunications and Radio Equipment Service Fees of the Certification and Engineering Bureau*](#)) shall be paid to the Bureau before the equipment is added to the radio equipment list. Payment may be made by the CB on behalf of the certificate holder.

Annex A — Application for recognition checklist

ACCREDITATION REQUIREMENTS FOR CERTIFICATION BODIES	EVIDENCE
1. Have at least one permanent location in Canada or in a partner territory of a Mutual Recognition Agreement/Arrangement (MRA) or any other equivalent agreement or arrangement. (section 4.1 (a))	
2. Have accreditation, in accordance with the latest edition of ISO/IEC 17065 — <i>Conformity assessment — Requirements for bodies certifying products, processes and services</i> (for at least one of the scopes defined in section 4.2) by the Standards Council of Canada (SCC) or a recognized Accreditation Body or equivalent, as per the terms of the applicable MRA or any other equivalent agreement or arrangement. (section 4.1 (b) and section 4.2)	
3. Have accreditation, in accordance with ISO/IEC 17025:2017 or ISO/IEC 17025:2005 (valid until November 30, 2020) , <i>General requirements for the competence of testing and calibration laboratories</i> (for all RSSs and/or BETS for at least one of the scopes defined in section 4.2) by the SCC or a recognized accreditation organization or equivalent, OR have contractual arrangement with a recognized testing laboratory accredited in accordance with ISO/IEC 17025 for the required RSSs and/or BETSs. (section 4.2 and section 4.3 (a))	
4. Submit signed Testing Laboratory Technical Assessment Checklist .	
5. Submit signed assessment report from the Accreditation Body; and include a list of names of personnel interviewed during the assessment. (section 4.1 (f))	
6. Provide list (from the Accreditation Body) of all RSS and/or BETS against which the CB was assessed (include issue number and date of publication). (section 4.1 (g))	
7. Limit CB certification activities to the scope of accreditation for which recognition was issued; CB’s scope shall be updated to include any newly published or revised RSS and/or BETS within a year from publication. (section 5.1 (a))	
CERTIFICATION PROCEDURES	
8. Shall be submitted to ISED through the Designating Authority, published, maintained and made available to clients. (section 4.1 (d)) and section 5.1 (b))	
ADMINISTRATIVE REQUIREMENTS:	
9. Retain all information provided in support of applications for certification for ten (10) years from the date the certificate is issued and make such documentation available upon request. (section 5.1 (d))	
10. Maintain a list of all products CB certified to Canadian requirements and make the list available upon request. (section 5.1 (h))	
11. File the technical brief electronically to the Bureau, as per <u>RSP-100, Certification of Radio Apparatus</u> , for every certification performed. (section 5.1 (j))	
12. Notify the Bureau of any changes to the technical parameters, as per	

RSP-100. (section 5.7)	
OPERATIONAL REQUIREMENTS	
13. Ensure that the persons involved in certification (or involved in the certification decision) are different from those involved in testing and evaluation. (section 5.1 (c))	
14. Provide a copy of the arrangement, if applicable, with the testing laboratory that has test sites registered with the Bureau. (section 4.3 (b))	
15. Accept test reports only from recognized testing laboratories . (section 5.1 (i))	
CERTIFICATE REQUIREMENTS	
16. Include all requirements listed in (section 5.4).	
17. Submit a sample of the certificate that the CB would issue to its clients. (section 4.1 (h))	
18. Inform certificate holders of labelling requirements for certified equipment as per RSP-100. (section 5.1 (l))	
PRODUCT AUDIT REQUIREMENTS	
19. Submit internal product auditing procedures to ISED to demonstrate how the certified equipment will meet the minimum audit requirements. (section 4.1 (e))	
20. Conduct appropriate product audit activities, in accordance with the latest edition of ISO/IEC 17065 . (section 5.3.1)	
21. Perform audits on a minimum of 5% of the total number of products certified in a given year and a minimum of 1% of products, subject to SAR requirements, certified in a given year. (section 5.3.2)	
22. Notify the Bureau, by electronic filing via the Bureau's website, once an audit has been completed during the current calendar year or, at the latest, by January 31 of the following year. (section 5.3.4)	
23. Consider samples for audit of (a) manufacturer's history of compliance; (b) whether samples come from a new applicant or are (c) based upon a new technology; (d) mass deployment of technology; (e) price of sample; and (f) potential harm/impact to network or users due to non-compliance. (section 5.3.5)	
24. Include in the audit report audit results from the third party laboratory (if sub-contracting SAR testing). (section 5.3.8)	
25. Provide audit test reports within 30 days upon request by ISED. (section 5.3.9)	
26. Conduct audits of targeted products and submit findings within 30 days upon request by ISED. (section 5.3.10)	

NON-COMPLIANCE REQUIREMENTS	
27. Advise certificate holders that, in the event of an investigation of non-compliance, the certificate holder will be asked to provide records of the quality control process and any relevant information that would help to identify the cause and extent of the non-compliance. (section 5.3.7)	
28. Notify both the certificate holder and the Bureau immediately when a product fails to comply, and include a copy of the certificate issued. (section 5.3.7 (a))	
29. Provide a follow-up report within 30 days. If a product fails to comply with specific absorption rate (SAR) requirements, prepare a follow-up report within 15 days. (section 5.3.7 (b))	
CORRECTIVE MEASURES OF CB OPERATION/NON-COMPLIANCE NOTICES	
30. Address complaints forwarded to CB by ISED regarding their operation and non-compliance notices on CB's certified products. (section 5.1 (n))	
31. Implement the required corrective actions and report to ISED within thirty (30) calendar days of the notification. (section 5.1 (n))	
NOTIFICATION OF CERTIFICATION REQUIREMENTS	
32. Notify the Bureau of all certifications and these notifications shall include all required documents, as per <u>RSP-100</u> . (section 5.5)	
33. Perform both notification of certification and registration together for terminal equipment which is also radio apparatus. (section 5.6)	
34. Verify that the testing of the terminal part was performed by a testing laboratory recognized by ISED. (section 5.6)	
35. The certification procedure shall include an acknowledgement from the certificate holder allowing all technical information referred to in CB-02, section 5.6, to be posted in the radio equipment list (REL). (section 5.8)	