

**Certification Policy (HNCA-TAC-01/2)**  
**Information and Requirements for Type Approval of IoT, Communications and Multimedia Equipment**

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Reviewed and Issued by:	Approved by :
Signature :	Signature :
Date :	Date :

## 1. Introduction

Harvestnet Sdn. Bhd. (Company No. 650668-A) (herein after referred to as “HNCA”) is a private limited liability company incorporated under the Companies Act 1965 on April 27th, 2004.

HNCA Certificate Policy (CP) applies to the services of HNCA that are associated with the issuance of and management of digital/printed certificates issued and managed by HNCA.

Note: It is important that potential Applicants to fully understand the contents of this CP before submitting application for a certification.

### 1.1 Certification Schemes

HNCA under the Certifying Agency License Approval of MCMC, provides the certification scheme for Type Approval Scheme for communications and multimedia products provides documentation assessment of type test report and evaluation of sample for issuance of Certificate of Conformity, CoC.

### 1.2 Normative References

2.1	ISO/IEC 17065 : 2012	Conformity Assessment – Requirements for Bodies Certifying Products, Processes and Services.
2.2	ISO/IEC 17067	Conformity Assessment – Fundamentals of product certification and guidelines for product certification schemes
2.3	ISO/IEC 17025	Conformity Assessment – General requirements for the competence of testing and calibration laboratories.
2.4	TSR 2000	Communications and Multimedia (Technical Standards Regulations) Year 2000

## 2.0 Certification Agreement: Purpose, Scope, Use of License, and Roles

2.1 HNCA has legally enforceable agreement, Certification Agreement **HNCA-TAC-01/1** (for Certification and Compliance Approval of IoT, Communications and Multimedia Equipment); with its certified clients for the provision of certification activities. The agreement specify the obligations of HNCA in relation to the provision of the product certification services and of the certified clients in relation to maintaining the certification.

2.2 The certification agreement requires that the clients comply with the requirements of HNCA Product Certification Schemes and Clause 4.1.2.2 of ISO/IEC 17065:2012.

- 2.2.1 The standards which specify the technical requirements for the certification of communications equipment are listed in the Register of Technical Codes which is accessible from the following link:  
<http://skmm.gov.my/legal/registers/cma-registers>
- 2.2.2 The certification process for a compliance approval may involve paper evaluation, laboratory or field tests or a combination of them.
- 2.2.3 The certification of all communications equipment under the compliance approval is only undertaken by the MCMC's registered certifying agency for the designated scope.
- 2.3 Prior to accepting the terms & conditions of this CP, it is advisable for potential Applicant to have some pre-requisite knowledge of Type Approval with the following information.
- 2.4 **Type Approval or Certificate of Conformity** is granted to a specific model of communications product that meets a minimum set of regulatory, technical and safety requirements. The compliance can be either singular or combination of the followings:
- a) Malaysian Communications and Multimedia Commission's Technical Specifications;
  - b) Malaysian Standard;
  - c) International Standard;
  - d) Foreign standard of a national standards organisation;
  - e) E-Forms for New Type Approval & Technical Checklist;
  - f) Technical Declaration (association or industry standards or acceptable customer specification).
- 2.5 The Purpose of Type Approval is:
- a) to safeguard interoperability between any communications equipment;
  - b) to ensure non-interference, impairment or malfunction of or harm to any communications product or any other product;
  - c) as a safety guide to public in general and for any communications equipment or any other equipment;
  - d) as a quality assurance;
  - e) to protect consumers rights.

- 2.6 The Certificate Holder shall use Certification label/mark issued by HNCA on the product to denote its compliance with the requirements as listed in Clause 2.4 as a mandatory requirements under Communications and Multimedia Act (CMA) 1998, Communications and Multimedia (Technical Standards) Regulations 2000.
- 2.7 The Certificate Holder shall apply the import permit to all radio communications product capable of being used for telecommunication in the frequency band lower than 3000 GHz or their motherboards and apparatus or equipment to be attached or connected to Public Network or System. The imports shall be declared to Royal Malaysian Customs Department, irrespective whether they are dutiable or not, inclusive of equipment for Licensed network. It is a mandatory requirement in accordance to Customs Act 1967, Customs (Prohibition of Import) Order 2008.
- 2.8 List of Accredited Laboratories or/ and Certification Bodies Accepted by HNCA shall refers:
- 2.8.1 Test report's result shall comply with all standards stated in MCMC's Technical Codes (TC). As per SKMM website (<https://www.skmm.gov.my/faqs/communications-equipment-certification/equipment-standards/what-are-the-skmm-technical-specifications-which-n> ), SKMM has published the Technical Codes for the testing and certification for both fixed and wireless communications equipment. The documents deal primarily with the technical requirements for safety, frequency bands, interoperability, electromagnetic compatibility and non-interference. The standards which specify the technical requirements for the certification of communications equipment are listed in the Register of Technical Codes which is accessible from the following link:
- 1) <http://www.skmm.gov.my/Legal/Register/CMA-Registers.aspx>
  - 2) [www.mtsfb.org.my/download/guideline-and-technical](http://www.mtsfb.org.my/download/guideline-and-technical)
- 2.8.2 Test report shall be issued by laboratory accredited by National Accreditation Body (NAB) such as Standards Malaysia (SAMM), United Kingdom Accreditation Service (UKAS) and American Association for Laboratory Accreditation (A2LA) etc. These Accreditation Bodies are available at :
- 1) [http://www.iaf.nu/articles/IAF\\_Members\\_Signatories/4](http://www.iaf.nu/articles/IAF_Members_Signatories/4)
  - 2) [http://www.jsm.gov.my/accredited-organisation-directories?p\\_auth=ZRLhd3ng&p\\_p\\_id=cabdirectoriessearch\\_WAR\\_CABDirectoriesSearchportlet&p\\_p\\_lifecycle=1&p\\_p\\_state=normal&p\\_p\\_mode=view&p\\_p\\_col\\_id=column-2&p\\_p\\_col\\_count=1&cabdirectoriessearch\\_WAR\\_CABDirectoriesSearchportlet\\_javax.portlet.action=triggerIPC\\_usingTypel&type=ACB](http://www.jsm.gov.my/accredited-organisation-directories?p_auth=ZRLhd3ng&p_p_id=cabdirectoriessearch_WAR_CABDirectoriesSearchportlet&p_p_lifecycle=1&p_p_state=normal&p_p_mode=view&p_p_col_id=column-2&p_p_col_count=1&cabdirectoriessearch_WAR_CABDirectoriesSearchportlet_javax.portlet.action=triggerIPC_usingTypel&type=ACB)

2.8.3 Acceptance of test report is not more than 5 years from test report’s issue date.

2.8.4 Test report format shall follow the guideline as stated in ISO/IEC 17025 : 2015 (General requirements for the competence of testing and calibration laboratories)

**2.9 Scope, Requirement, Certification Evaluation and Standards Adherence**  
(refer to Table 1.0)

2.9.1 This table is non-exhaustive as any other scopes not included now, shall be extended in future certification scheme.

TABLE 1.0				
No.	Scope	Requirement	Certification Evaluation	Standard
i	Power Supply Requirement - Adapter for IT Equipment (up to 20V)	Pre-approved by relevant regulatory body	Recognize CB safety mark or evaluate test report.	MS IEC 60950-1 /equivalent
	- Power Supply Cord			MS 140 / equivalent
	- Main Plug			13A fused plug: BS 1363 Max 2.5A Flat Non-rewirable 2-pole plug: MS1578 / BS EN 50075,
ii	Radio Frequency	Standard and scope cited	Evaluate test report	GSM: ETSI EN 301 511 3G/LTE: ETSI EN 301 908-1 ,-2, -13
iii	EMC	Radiated and Conducted Emissions		ETSI EN 301 489-1
iv	Safety	Standard and scope cited		MS IEC 60950-1
v	Specific Absorption Rate (SAR)	Standard and scope cited		EN 50360 EN 62209-1

2.10 Use of license, certificates, and marks of conformity

2.10.1 HNCA shall take action on the client if there are occurrences of incorrect reference to the certification scheme, misleading use of licenses, certificates, certification labels/marks. Refer to Clause 11.

2.10.2 Actions shall be taken on the client if there are occurrences of incorrect reference to the certification scheme, misleading use of licenses, certificates, certification marks/labels found in documentation during surveillance audit or market surveillance audit or market surveillance activities conducted by HNCA.

## 2.11 The Certificate Holder

The Certificate Holder shall be a registered company in Malaysia with a valid registration number under Registration of Company (ROC) or Registration of Business (ROB) of Companies Commission of Malaysia (CCM) which may be categorized as follows :

- a) Principal;
- b) Importer;
- c) Manufacturer/Assembler
- d) Network Operator/Service Provider;
- e) Foreign company;
- f) Repair Service Centre
- g) Authorized Agent/Consultant
- h) Non-governmental organizations (based on ROS ID)- internal organizational use;
- i) Consumers/members of the public (based on NRIC)- personal use.

2.11.1 The Certificate Holder shall appoint a Applicant Representative (herein after known as "Applicant") who will be responsible for the Type Approval application.

2.11.1 The Applicant shall register the company in E2 Online Certification (E2) and the Applicant shall automatically become the Administrator of the company account. The Applicant shall manage the users, consultant or agents and be responsible to their activities on behalf of the applicant.

2.11.2 The Applicant shall sign the **Certification Agreement HNCA-TAC-01/1** upon registration in E2 to indicate that the Applicant agrees to abide by the terms and conditions set forth.

2.11.3 The Applicant shall sign, comply and agree with Certification Policy HNCA-TAC-01/2, the Communications and Multimedia (CMA) 1998 and the Custom Act 1967.

## **2.12 The Agent/Consultant**

2.12.1 The Applicant may appoint Agent or Consultant to submit application on behalf of the Applicant.

2.12.2 The Agent or Consultant shall have same responsibilities as the applicant in abiding the Certification Policy HNCA-TAC-01/2, the Communications and Multimedia Act (CMA) 1998 and the Customs Act 1967.

2.12.3 HNCA does not have any relations or involvement in regards with the arrangement between the Applicant and the Agent or Consultant. The listing of consultants in E2 does not indicate that HNCA has assessed their performances.

The listing is for the purpose of assisting the applicant to make selection on the Agent or Consultant. HNCA reserves the right to remove any Agent or Consultant from the listing in E2 when it feels necessary.

2.12.4 The appointed Agent or Consultant shall provide Letter of Authentication from Certificate Holder and undertake to sign the Certification Agreement HNCA-TAC-01/1 and Certification Policy HNCA-TAC-01/2 as well.

## **3.0 Scope of Product, Application Procedures, Requirements and Fees**

3.1 Scope of communications product either wired or wireless or a combination of both which requires Type Approval is categorized as follows :

- a) Customer Premise Equipment (CPE);
- b) Network Facilities.

Note: This is as pursuant to Regulation 14, Part III of Communications and Multimedia Act (CMA) 1998, Communications and Multimedia (Technical Standards) Regulation 2000.

## **3.2 Application Procedures**

3.2.1 Application for Type Approval, Applicant will need to fill up an online form with all the necessary information via the E2 system [www.iot.upsizze.com](http://www.iot.upsizze.com). All instructions are made clear within the **Client User Manual UMC-DOC-01/5**

3.2.2 Applicants are advised to visit HNCA's web site Knowledge Base at <https://www.iot.upsizze.com> for relevant support documents.

For further assistance in relation to Application of TAC, please contact:

**Harvestnet Sdn Bhd (HNCA)**

**C-05-05, Setiawalk, Persiaran Wawasan, Pusat Bandar Puchong, 47170 Puchong, Selangor, Malaysia. Tel: +603 8657 6811/ 6822**

### 3.2.3 Type Approval Application Requirements

3.2.3.1 Type Approval process is within **Client User Manual UMC-DOC-01/5**

3.2.3.2 Product compliance shall be based on the following requirement:

- a) Fill up the Online E-Form for New Type Approval & Technical Checklist TN/TE-FM-01/2/1
- b) Upload links for Test reports for the Product Paper Evaluation based on Communications, Electromagnetic compatibility, Safety, Specific Absorption Rate (SAR) or Radiation Hazards; Product or sample verification on Product Specifications, Functions, Product Network interoperability and connectivity.

Test reports from accredited laboratory or which has been recognized by HNCA or MCMC or Standards Malaysia. The applicant shall provide the valid laboratory's evidence of accreditation according to ISO/IEC 17025 on the adopted standards and acceptance of test report shall be within 5 years from its issuance date.

In case the results from external test report submitted does not cover the main technical specification or requirements as per Technical Specification or Class Assignments (CA), Apparatus Assignment (AA) or Spectrum Plan or SRSP, the product shall be re-tested to the above requirements at laboratory recognized by MCMC or accredited laboratory

- c) Product description including relevant dimensioned drawings, illustrations, materials, components, internal PCB or module or card finishes, performance characteristics, marking/label used may be submitted to support evaluation process. The product technical specification and product brochure shall reflect the applied/approved product.

Product that operates outside the allowable frequency band and not as per designated application as stated in Technical Specification or Class Assignments (CA) or Spectrum Plan or Standard Radio System Plan (SRSP) or Apparatus Assignment Interactive Guidelines (AAIG), shall refer to MCMC for frequency clearance.

- d) Colour Photos (Digital copies) or Brochure with clear view of the Specifications and Visuals.
- e) Softcopy of User Manual
- f) Processing and Registration fees in the sum of RM150.00 (non-refundable) together with evaluation fees (refundable less administration costs); as per Clause 3.3 Financial Provisions



3.2.3.3 The authorization letter shall contain the approved or earlier main applicant company name , TAC number, product brand, model and new applicant company name .Any authorization letter in regard to the technical matters requirements shall be furnished by the same principal or manufacturer as declared in the application

### **3.3 Financial Provisions**

3.3.1 In consideration of HNCA providing the Compliance Approval and the non-exclusive rights to use its Certification Mark and/or Certification Label, the Certificate Holder shall agree to pay to HNCA the fees based on the certification fees issued to the Certificate Holder as stipulated under Clause 3.4 (hereinafter referred to as “the Fees”). All the Fees shall be paid in full and in advance to HNCA and HNCA reserves the right to change the Fees and/or the Certification Fees without prior notice to the Certificate Holder.

3.3.2 In the event of any excess in the Fees, it may be reimbursed by HNCA at its absolute discretion. If during the evaluation it becomes evident that the Fees collected earlier is insufficient, the Certificate Holder shall be required to make payment for the balance of the Fees. Failure to make such payment within the time stipulated by HNCA, shall result in non-issuance of Compliance Approval.

3.3.3 The Certification Fees payable to HNCA by the Certificate Holder shall be as follows:-

- i. Processing fee;
- ii Registration fee;
- iii. Certification Activities / Evaluation fees for documentation audit, equipment evaluation and all other associated costs for conducting such evaluation/site inspection including fees for employing technical specialists;
- iv. Annual renewal fee for the renewal of each CoC granted;
- v. All fees shall subject to six (6%) percent of Sales and Services Tax (SST);
- vi. Any additional costs incurred by HNCA due to the Certificate Holder’s non-compliance with this Agreement or for evaluating changes to the Certificate Holder’s equipment which shall be borne by the Certificate Holder at the rate to be determined by HNCA.

The Certificate Holder shall pay the Fees to HNCA prior to the Certification Activities are carried out or within thirty (30) days from the date of the invoice issued by HNCA whichever is earlier.

- 3.3.4 In the event the Certificate Holder is unable to adhere to the schedule stipulated in the Fee and Schedule for Compliance Approval as issued by HNCA, the Certificate Holder shall give a written notice to HNCA prior to the Certification Activities are carried out.
- 3.3.5 If the Certificate Holder fails to notify HNCA for any reason whatsoever, HNCA shall be entitled to impose a surcharge on the Certificate Holder. The amount of surcharge payable by the Certificate Holder shall be as determined by HNCA as per Table 1.0.
- 3.3.6 In the event of the Certification Activities fails to meet one or more of the requirements of the Standards and the remaining evaluation has not been carried out by HNCA, the Certificate Holder may request for the refund of the balance of the Fees. HNCA may at its absolute discretion reimburse the balance of the Fees to the Certificate Holder.
- 3.3.7 In the event that any Certified Equipment is/are found not to be in compliance with the Scope of Certification and therefore recall is required, the Certificate Holder hereby agrees to bear all the associated cost involved.
- 3.4 Certification Fees for each Category are prescribed as below (Table 2):**
- The Category Fees above are non-exhaustive and shall be revised as per discretion of HNCA based on latest technology, legal or costs' requirements. HNCA shall has the rights to make necessary changes and the information made available publicly for 7 (seven) days in advance.
- 3.5 Fast track fee is double the evaluation fee and applicable to all applicants. The availability of Fast Track slots will be limited. Therefore the Certificate Holder must enquire prior to making any application and payment using fast track request.

<b>TABLE 2</b>			
<u>Category</u> <u>Description</u>	<u>Product</u>	<u>Factor</u>	<u>Fee</u>
Communication	All Frequencies	1 band	650
Communication	Additional Fee (Frequency)	-	500
Communication	Alarm System / In-house paging	1 Tx	650
Communication	Alarm System / In-house paging	2 Tx	1300
Communication	Alarm System / In-house paging	More than 2 Tx	1650
Communication	ADSL	-	300
Communication	Bluetooth	-	650
Communication	BroadBand over Power Line	-	300
Communication	Cable terminator (Distribution Box / Housing)	-	300
Communication	Cable terminator (Terminal Block)	-	300
Communication	Cable terminator (Plug)	-	300
Communication	Cable terminator (Socket)	-	300
Communication	Cable terminator (Splitter)	-	300
Communication	Call ID (A Clip)	-	500
Communication	Cellular (voice)	1 band	650
Communication	Cellular (data)	1 band	650
Communication	Circuit-switched Data Network	-	300
Communication	Coaxial cable	-	300
Communication	Company		300
Communication	Copper cable	-	300
Communication	DVB-T2 (RF,SI/PSI,OAD)		750
Communication	Evaluation		50
Communication	Global Positioning System (GPS) [Voluntary]	-	300
Communication	Integrated Subscriber Digital Network (ISDN) [Primary]	-	300
Communication	Leased Line	-	300
Communication	Lightwave apparatus	-	1000
Communication	LMR / Digital Trunking (eg. TETRA, GoTA, iDEN)	1 Channel Spacing	650
Communication	Microwave	-	650
Communication	Optical Fibre cable	-	300

Communication	Over-voltage protection device	-	300
Communication	PABX / Key Telephone	-	1000
Communication	Packet-switched Data Network (eg. ATM, Frame relay etc)	-	300
Communication	PERSONAL		55
Communication	Public Switched Telephone Network (PSTN) [Voice]	-	500
Communication	Public Switched Telephone Network (PSTN) [Data]	-	500
Communication	Radar	-	300
Communication	Technical Declaration	-	300
Communication	Trunking System	-	300
Communication	Wireless LAN [Support 802.11b/g/n] (Mobile Phone Only)	Any band	1000
Communication	Wireless LAN [Support 802.11a/n: 5150 MHz - 5350 MHz, 5725 MHz - 5875 MHz] (Mobile Phone Only)	Any band	1000
Electromagnetic Compatibility (EMC)	-	-	300
Electromagnetic Compatibility (EMC) [for BPL only]	-	-	600
Electrical Safety	-	-	300
Processing			100
Registration	-	1 year	50
Registration	-	2 years	100
Registration	-	3 years	150
Registration	-	4 years	200
Registration	-	5 years (Max)	250
Registration Fee	-	-	100
Renewal	-	1 year	50
Renewal	-	2 years	100
Renewal	-	3 years	150
Renewal	-	4 years	200
Renewal	-	5 years (Max)	250
SAR / EMF Exposure			300

## **4. Certification Types for Type Approval**

### **4.1 Normal Application**

4.1.1 Normal application is a Type Approval application where one model of product is from one applicant only

4.1.2 The required documents for normal application are as per Clause 3.2.3.2

### **4.2 Package Application**

4.2.1 Package Application is a Type Approval application where multiple of applicants had applied an identical product at the same time. The Master applicant shall be identified and declared through application submission in E2. The package application shall be treated as normal or new application.

4.2.2 The required documents for package application are as per Clause 3.2.3.2.

4.2.3 The following conditions shall be applied to the Package Application:

- a) Only one copy of documents (3.2.3.2) requires to be submitted;
- b) The sample must be submitted by the Master applicant;
- c) The main applicant shall be responsible to pay the processing, registration and evaluation fees whereby the fees shall be imposed on each applicant.

### **4.3 Parallel Application (Tag Along)**

4.3.1 Parallel Application is the Type Approval application for identical product that has been approved earlier for a different applicant with the authorization letter from the same manufacturer/principal of the Master applicant only.

4.3.2 Parallel application is only based on the first approval application (Master applicant only). The Parallel applicant shall be responsible to pay the processing, registration and evaluation fees.

4.3.3 All parallel applications shall be evaluated against the latest requirements as listed in Clause 2.9

4.3.4 The required documents for parallel application are as per Clause 3.2.3.2. (except b)

4.3.5 Official authorization letter from the manufacturer/principal (original copy or traceable to the originator)

#### **4.4 Parallel by Comparison Application**

- 4.4.1 Parallel by Comparison Application is the Type Approval application for similar product that has been approved earlier with the authorization letter of similarity from the same manufacturer/principal of the Master Applicant.
- 4.4.2 Parallel by Comparison Application is allowed for the applied model that have no change on communications characteristic and performance, safety, EMC and SAR or radiation hazards if applicable with the Master Applicant.
- 4.4.3 Parallel by Comparison application is only based on the first approval application (the Master Applicant only).
- 4.4.4 All Parallel by Comparison applications shall be evaluated against the requirements as listed in Clause 2.9
- 4.4.5 The required documents for Parallel by Comparison application are as per Clause 3.2.3.2 (except b) and with additional requirements as follows:
- i) Official authorization letter from the manufacturer/ principal (original copy or traceable to the originator);
  - ii) Copy of valid Certificate of Conformity (CoC) from the earlier Master applicant;

#### **4.5 Conversion of Special Approval to Type Approval Application**

- 4.5.1 The conversion application is the Type Approval application for identical product from the same applicant as in the Special Approval application. This application shall be treated as normal (new) application.
- 4.5.2 Only the following categories of the Special Approval application may be converted to Type Approval application:
- a) Company;
  - b) Exhibition
  - c) Trial/Market Survey/Demo
  - d) Consignment
- 4.5.3 The required documents for conversion application are the same as Clause 3.2.3.2 with additional requirement as follows:
- a) Official letter for conversion;
  - b) Copy of Special Approval Certificate of Conformity (CoC);

## **5.0 Criteria for Award of Certificate of Conformity (CoC)**

5.1 The product must comply with:

- a) the requirements a listed in Clause 2.4;
- b) Terms and Conditions for Type Approval of communications and multimedia product;
- c) Regulatory requirements.

## **5.2 Submission of Sample**

5.2.1 The Applicant shall submit the samples for product physical evidence and evaluation prior to issuance of CoC. Only new sample is accepted for verification. Used or re-conditional sample shall not be accepted.

5.2.2 Samples submitted for verifaion shall possess a valid importation documentation or declaration of importation. The document shall be under the applicant's name. Samples submitted without these documents shall not be accepted for verification.

5.2.3 The maximum number of samples required for Type Approval is normally 2 units. The samples submitted shall be:

- a) Clearly marked with the brand and type/model designation;
- b) Only Final prototype or commercial model may be submitted only in the case of locally manufactured product;
- c) Supplied with all relevant accessories and peripherals, if applicable.

5.2.4 The sample shall be submitted directly to the Verification Officer/ Evaluator who is conducting the verification. The Applicant or appointed consultant/ agent shall be responsible for ensuring that the submitted sample in complete, in good working condition and as per applied model.

5.2.5 Deviation in sample may result in the cancellation of the application. HNCA shall not be liable for any consequences to the applicant arising from the cancellation of the verification.

## **5.3 Assistance during Product Physical Evidence and Verification**

5.3.1 HNCA or its appointed personnel or Service Points (herein after known as "SP") shall not be liable for any damage caused during the verification of the product. The Applicant or appointed consultant/agent shall, whenever needed, provide all necessary assistance and support on technical matters

pertaining to the product evaluation to the related HNCA's evaluation personnel. Any special precautions required in handling of the sample shall be distinctly notified to HNCA during application submission. The sample shall be submitted complete with certified power supply, adaptor, plug, socket, appliance connector, inter-connection coupler etc where applicable.

#### **5.4 On-site (field) inspection**

May be carried out by HNCA's Evaluator at its own discretion upon official written request from the Applicant. Any additional costs related to inspection incurred to HNCA shall be borne by the Certificate Holder.

5.4.1 Consideration for on-site inspection is given only for the following cases:

- a) The product is very expensive and sensitive; or
- b) The product is very large/huge; or
- c) High logistic cost, customize or sales based on tender approval; or
- d) The importation of product is by parts and takes time for hardware installation;
- e) Mutual Understanding/Agreement with the Applicant.

#### **5.5 Collection of Samples**

5.5.1 The Applicant or appointed consultant/agent shall collect the sample immediately after the physical evidence verification to avoid abuse or storage requirements; OR within two (2) weeks from the date of CoC issuance and it will be notified through E2. Failure to collect the sample within the said two (2) weeks may result in the sample being disposed in any manner deemed fit by HNCA. HNCA shall not be liable in whatsoever manner for any loss suffered by the Applicant as a result of the disposal of the sample after the said two (2) weeks or in any manner account for the disposal of the sample after the said two (2) weeks.

5.5.2 In all cases, HNCA has the right to retain the sample for further evaluation and investigation.

#### **5.6 Cancellation of Application and Evaluation**

5.6.1 Cancellation of application or evaluation shall be requested in writing (letter or email) and is subjected to a forfeiture of the processing fee and evaluation fee based on the respective application. The amount forfeited is as per Table 3.0.

5.6.2 The applicant shall request in writing (letter or email) for a new evaluation date. The payment for the surcharge shall be made before the next evaluation could be carried out.



<b>TABLE 3.0</b>			
	Processing fee	Evaluation fee	Surcharge
Cancellation of application	RM100.00	Job Progress	-
Cancellation of evaluation date			
Notified more than 7 working days from evaluation date	RM100.00	Job Progress	-
Notified less than 7 working days from evaluation date	RM100.00	Job Progress	RM 100.00

## 6. Obligations

### 6.1 Certifying Agency (CA) Obligations

HNCA shall be obliged to:

- a) Operate in full accordance with this Certification Policy (CP), as well as with any applicable laws of the governing jurisdiction.
- b) Frequently verify that its employees and any contracted staff comply with the relevant provisions of the CP.
- c) Publish certificates in HNCA Repository and maintain certificate status information therein in a manner accessible to all Relying Parties.
- d) Provide support to Certificate Holders as described in this CP.
- e) Issue electronic certificates in accordance with this CP.
- f) Revoke certificates issued according to this CP upon receipt of a valid and authenticated request to revoke a certificate from the Applicant or regulatory body.
- g) If HNCA lacks any competence or capability for the certification activities it must undertake, then HNCA must decline to undertake a specific certification by informing the Applicant Representative via email and a FULL refund shall be done by Finance Officer within 7 working days.

### 6.2 Service Points (SPs) Obligations

#### 6.2.1 Operation of SPs

- a. To perform registration services (non-evaluation assessment), HNCA may outsource the functions to several registration Service Partners

(SPs). SPs are reputable organisations that are capable to carry out the non-assessment functions without compromising to the applications and evaluation procedures adopted by HNCA. Before SPs are appointed, the SPs need to sign up contract with HNCA.

Training and acceptance process will be carried out to ensure they are in compliance to the procedures.

- b. The main functions of SPs are as follows:
- Receipt of application for certification services
  - Personal identification of applicants.
  - Online Application (Briefing on requirements only)
  - Documents and Product Physical Evidence Submission without Evaluation
  - Assist Certificate Holder on SLP and E-Permit Processes
  - Renewal or any services related to the Applicant's support
  - Market Surveillance Support
  - Other functions related to certification services (non-evaluation) as commissioned by HNCA.
- c. Provide location support to HNCA Evaluator to service Certificate Holders better

## **6.2.2 Protection of Private Information & Safekeeping of Data Security**

All personnel shall protect the private information obtained in performing the certification services and at all-time. All personnel shall also safeguard the security of data information about the client obtained from sources other than the client (e.g. complainant, regulators).

## **6.2.3 Safeguard of Facilities & Personnel**

In performing the certification services, all personnel must also observe security guidelines for facilities and personnel as set by HNCA.

## **6.3 Certificate Holder Obligations**

### **6.3.1 Provision of Accurate Information**

The Certificate Holder must at all-time provide accurate and factual information demanded by HNCA. In the event that the information provided by the Certificate Holder is incomplete, false and misleading, HNCA shall have the rights to revoke the certificate issued without prior notice to the Certificate Holder.

- 6.3.2 If confidential information is requested by the authorities, we will notify the Certificate Holder about it. The Certificate Holder will need to respond back within 3 (THREE) working days. If we do not receive the respond after the period, it means HNCA has Certificate Holder's consensus to pass on the information.

## **7. Certificate of Conformity (CoC) Information**

- 7.1 The CoC is a document issued by HNCA to the Certificate Holder in recognizing the conformance of the Certificate Holder's product to the requirements listed in Clause 2.9, the Terms and Conditions for Type Approval and to comply with the regulatory requirements.

The approval of CoC does not itself confer a right on the Certificate Holder to operate the product. The product may be subjected to Apparatus Assignment (AA) license or any other approval or conditions by MCMC or related bodies before it can be operated.

- 7.2 The CoC shall have the following information:

- a) Registration Number: Company Code;
- b) Approval Number: Unique Reference Number;
- c) Certificate of Conformity (CoC) holder name;
- d) Device Category;
- e) Standards;
- f) Brand;
- g) Model;
- h) Approval Date;
- i) Expiry Date.

- 7.3 After the approval is granted, the Certificate Holder shall apply import permit and certification label. The certification label shall be affixed on the certified model to denote the compliance to the regulatory requirements.

## **8.0 Renewal of Certificate of Conformity**

- 8.1 The CoC shall be renewed every year upon official request from the Certificate Holder. The renewal application shall be made through E2. Fill Changes to Directory of Certified Products Form DCP-FM-12/1

- 8.2 The Applicant is responsible to ensure the following requirements are met before submission of CoC renewal application :

- a) Continue compliances to the current requirements as listed in Clause 1.1.1 and Terms and Conditions for Type Approval;
- b) Continue compliances to Regulatory requirements;
- c) No valid complaint/feedback and findings from market monitoring and surveillance activities;
- d) Maximum validity period for renewal is 5 years from current year.

8.3 The applicant may renew the CoC one month before the expiry date. The new date starts from the expiry date.

8.4 If the CoC already expired for more than six (6) months, the CoC will be automatically be suspended. If there is no respond within the six (6) months, the CoC will automatically be terminated. A new Type Approval application is required.

8.5 Renewal Fee

The renewal fee of RM50.00 per year per CoC. HNCA reserves the right to require payment of a fee for delivery of HNCA services. Fees may differ depending on Certificate type and may be regularly increased or decreased the exclusive discretion of HNCA. The corresponding price list is will be in HNCA website.

## **9. Process for Changes of Particulars in Certificate of Conformity**

Please fill up Changes to Directory of Certified Products Form **DCP-FM-12/1**

### **9.1 Process for changes of company name and address (no change of ROB/ROC)**

9.1.1 Any changes to the certificate holder's name and/or address (i.e. not transferring of CoC to another entity), the certificate holder shall submit the following documents:

- a) Application form for changes in [www.iot.upsizze.com](http://www.iot.upsizze.com);
- b) Original CoC (only applicable for CoC issued before E2 is implemented);
- c) Related supporting documents from relevant authorities (e.g. copy of approval from ROC/ROB);
- d) Change Request Fee: RM 50.00 / CoC.

**9.2 Process for Transfer of ownership of CoC (change of ROB/ROC)**

9.2.1 Any changes to certificate holder's name and/or address (i.e. transferring of COC within the group of company), the certificate holder shall submit without delay with the following documents:

- a) Application form for changes;
- b) Application form for Type Approval;
- c) Original COC (only applicable for COC issued before E2 is implemented); Related supporting documents from relevant authorities (e.g. copy of approval from ROC/ROB);
- d) Change Request Fee: RM450.00 /COC.

**9.3 Process for Transfer of Ownership of Certificate (bought over of Company) (change of ROB/ROC)**

9.3.1 For any changes to certificate holder's name and/or address (i.e. transferring of certificate to another entity), the certificate holder shall submit the following documents:

- a) Application for changes Type Approval via [www.iot.upsizze.com](http://www.iot.upsizze.com);
- b) Original COC (only applicable for COC issued before E2 is implemented);
- c) Related supporting documents from relevant authorities (i.e. copy of approval from ROB/ROC);
- d) Change request fee: RM450.00 / COC.

**9.4 Change of Manufacturer/Principal (within the group of company)**

9.4.1 Any changes to Manufacturer/Principal within the group of company, the certificate holder shall submit without delay with the following documents:

- a) Application form for changes;
- b) An official written request from the certificate holder to specify the changes;
- c) Original COC (only applicable for COC issued before E2 implemented);
- d) Related supporting documents from previous manufacturer/principal;
- e) Sample from new manufacturer/principal;
- f) Change Request Fee: RM250.00 /COC.

**9.5 Change of Manufacturer/Principal (not within the group of company)**

9.5.1 Any changes to Manufacturer/Principal which is not within the group of company (i.e. not under the same parent company/no legal relationship), the certificate holder shall submit without delay with new application.

**9.6 Deviation of Product**

9.6.1 Change in Colour or Change in Appearance (eg. casing, button, port etc) (Model number remained)

9.6.2 The certificate holder shall submit without delay with:

- a) Application form for changes;
- b) Undertaking letter specifying the changes for the model does not affect the communication characteristic and performance, safety, EMC, SAR and radiation hazards where applicable.

9.6.3 If the result of evaluation is satisfactory, HNCA shall inform the applicant of the result and shall keep a record for the changes. Fee is not applicable.

9.6.4 If the result of evaluation is not satisfactory, the certificate holder is required to submit for new application. The model number shall be different from the previous model.

**9.7 Change in Model Number and/or Brand**

9.7.1 When there is a change in Model Number (i.e. even with additional character/symbol), the applicant shall submit without delay with new application.

9.7.2 When there is a change in Brand and the model number remain the same (within the group of company), the applicant shall submit new application and may be treated as parallel by comparison with evaluation fee of RM450 / CoC.

9.7.3 When there is a change in Brand and the model number remain the same, (not within the group of company) the applicant shall submit new application and be treated as parallel by comparison with evaluation fee as per parallel application.

9.7.4 When there is a change in Brand and model number, the applicant shall submit new application.

**9.8 Determination of Product Category**

- 9.8.1 Classification/Determination of product category and technical criteria are set by HNCA. Reference is made to the product category which is already available in the database (E2 - Listing of product category).
- 9.8.2 The applicant may request a product category to be considered by HNCA by indicating the said category in the application form.
- 9.8.3 If there is a request to change product category, the applicant / certificate holder shall acquire a supporting letter from the manufacturer/principal.
- 9.8.4 Change Request Fee: RM 200.00/application. Registration Fee: RM 50.00 / CoC (Product Category).

**10. Additional Host**

- 10.1 Additional host means to include the new host model number in existing Type Approval for module/card and only applies for valid CoC.
- 10.2 The certificate holder shall submit the application for additional host through E2 with the followings :
- a) Product Specification with brochure for host;
  - b) Test report for safety, EMC and SAR or radiation hazards which applicable;
  - c) Fee: RM 150.00 per host (if not subject to clause 10.3).
- 10.3 Each additional host shall comply with safety, EMC and SAR or radiation hazards requirements where applicable according to the latest requirements as listed in Clause 2.9 and subject to respective evaluation fee.
- 10.4 The Certificate Holder shall submit the host for verification by HNCA.

**11. References**

- 11.1 Guidelines to Terms and Conditions on Self-Labeling Procedures to refer to SLP-PRO-01/3
- 11.2. Guidelines to Terms and Conditions on E-Permit Procedures to refer to EP-PRO-01/4

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