

§ 13.213

the COLEM must provide the results of the examination to the examinee and the COLEM must issue a PPC to an examinee who scores a passing grade on an examination Element.

(f) A PPC is valid for 365 days from the date it is issued.

[58 FR 9124, Feb. 19, 1993, as amended at 78 FR 23154, Apr. 18, 2013]

§ 13.213 COLEM qualifications.

No entity may serve as a COLEM unless it has entered into a written agreement with the FCC. In order to be eligible to be a COLEM, the entity must:

(a) Agree to abide by the terms of the agreement;

(b) Be capable of serving as a COLEM;

(c) Agree to coordinate examinations for one or more types of commercial radio operator licenses and/or endorsements;

(d) Agree to assure that, for any examination, every examinee eligible under these rules is registered without regard to race, sex, religion, national origin or membership (or lack thereof) in any organization;

(e) Agree to make any examination records available to the FCC, upon request.

(f) Agree not to administer an examination to an employee, relative, or relative of an employee.

§ 13.215 Question pools.

The question pool for each written examination element will be composed of questions acceptable to the FCC. Each question pool must contain at least five (5) times the number of questions required for a single examination. The FCC will issue public announcements detailing the questions in the pool for each element. COLEMs must use only currently-authorized (through public notice or other appropriate means) question pools when preparing a question set for a written examination element.

[73 FR 4479, Jan. 25, 2008]

§ 13.217 Records.

Each COLEM recovering fees from examinees must maintain records of expenses and revenues, frequency of examinations administered, and exam-

47 CFR Ch. I (10–1–20 Edition)

ination pass rates. Records must cover the period from January 1 to December 31 of the preceding year and must be submitted as directed by the Commission. Each COLEM must retain records for 3 years and the records must be made available to the FCC upon request.

[78 FR 23154, Apr. 18, 2013]

PART 14—ACCESS TO ADVANCED COMMUNICATIONS SERVICES AND EQUIPMENT BY PEOPLE WITH DISABILITIES

Subpart A—Scope

Sec.

14.1 Applicability.

14.2 Limitations.

14.3 Exemption for Customized Equipment or Services.

14.4 Exemption for Small Entities.

14.5 Waivers—Multi-purpose Services and Equipment.

Subpart B—Definitions

14.10 Definitions.

Subpart C—Implementation Requirements—What Must Covered Entities Do?

14.20 Obligations.

14.21 Performance Objectives.

Subpart D—Recordkeeping, Consumer Dispute Assistance, and Enforcement

14.30 Generally.

14.31 Recordkeeping.

14.32 Consumer Dispute Assistance.

14.33 Informal or formal complaints.

14.34 Informal complaints; form, filing, content, and consumer assistance.

14.35 Procedure; designation of agents for service.

14.36 Answers and Replies to informal complaints.

14.37 Review and disposition of informal complaints.

14.38 Formal complaints.

Subpart E—Internet Browsers Built into Telephones used with Public Mobile Services.

14.60 Applicability.

14.61 Obligations with respect to internet browsers built into mobile phones.

AUTHORITY: 47 U.S.C. 151–154, 255, 303, 403, 503, 617, 618, 619 unless otherwise noted.