

## Federal Communications Commission

Pt. 14

(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 examination 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; General pleading requirements.

14.39 Format and content of formal complaints.

14.40 Damages.

14.41 Joinder of complainants and causes of action.

14.42 Answers.

14.43 Cross-complaints and counterclaims.

14.44 Replies.

14.45 Motions.

14.46 Formal complaints not stating a cause of action; defective pleadings.

14.47 Discovery.

14.48 Confidentiality of information produced or exchanged by the parties.

14.49 Other required written submissions.

14.50 Status conference.

14.51 Specifications as to pleadings, briefs, and other documents; subscription.

14.52 Copies; service; separate filings against multiple defendants.

### 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.

SOURCE: 76 FR 82389, Dec. 30, 2011, unless otherwise noted.