

APPENDIX AZ Version 6.0

Virtual WAN Transition Document

1 Introduction

- 1.1 This Appendix is the Virtual WAN Transition Document initially developed pursuant to Section H19.1 of the Code.

2 Definitions for the purposes of this Appendix

Term	Meaning
CRP666	means the Technical Specification Change Resolution Proposal number 666, maintained by the Department for Energy Security and Net Zero under the Smart Metering Implementation Programme's Issues Management Process.
Pro-Rata Market Share Basis	means, for each Participating Supplier, in a ratio proportionate to the approximate number of MPANs and MPRNs registered to that Participating Supplier as compared to the approximate total number of MPANs and MPRNs registered to all Participating Suppliers.
Participating Supplier	has the meaning given to that term in Clause 4.4
VWCH	means Virtual WAN Communications Hub

3 Transitional Application of Sections of the Code

[not used]

4 Ordering and Delivery of Virtual WAN Communications Hubs (VWCHs)

- 4.1 The DCC shall make available for delivery to Supplier Parties a total of 1008 (one thousand and eight) Virtual WAN Communications Hubs that meet the requirements of:
- (a) CHTS version 1.5 (or a later version);
 - (b) GBCS version 4.1 (or a later version); and
 - (c) CRP666 v0_3.

- 4.2 Section F5 (SMETS2+ Communications Hub Forecast & Orders) of the Code shall not apply in respect of the ordering and/or delivery of VWCHs.
- 4.3 The DCC shall, as soon as reasonably practicable, notify Supplier Parties of:
- (a) the means by which they can submit a request to the DCC to be allocated a proportion of the VWCHs to be made available for delivery by the DCC pursuant to Clause 4.1 (an '**allocation request**') and if they do make an allocation request, whether they wish to specify a maximum number of VWCHs to be allocated to them; and
 - (b) the date and time by which they are required to submit their request to the DCC.
- 4.4 Following the expiry of the notified date and time referred to in Clause 4.3(b), the DCC shall allocate the 1008 (one thousand and eight) VWCHs among Supplier Parties who have submitted an allocation request ("Participating Suppliers") on the following basis:
- (a) firstly allocate the total number of 1008 (one thousand and eight) VWCHs between Participating Suppliers on a Pro-Rata Market Share Basis (subject to the allocation respecting any maximum amounts specified);
 - (b) where the process carried out under sub-paragraph (a) above results in any Participating Supplier being allocated fewer than 2 (two) VWCHs, that Participating Supplier's allocation will be adjusted to 2 (two) VWCHs;
 - (c) the number of VWCHs allocated pursuant to paragraph (a) to each Participating Supplier not falling within sub-paragraph (b) will then be adjusted to take account of the number of VWCHs available following the adjustments undertaken in accordance with sub-paragraph (b) and rounded up or down (in accordance with sub-paragraph (d)) to the nearest number of VWCH;
 - (d) where necessary such that aggregate number of VWCHs allocated equals the total number of 1008 available for delivery by the DCC, those initial allocations under 4.4(a) with a fractional part least greater than 0.5 may need to be rounded down, or those with a fractional part least less than 0.5 may be rounded up, (or otherwise VWCHs may be arbitrarily allocated to, or removed from, the

allocation of one or more Participating Suppliers (excluding those Participating Suppliers to which 2 VWCHs have been allocated));

- (e) for those Participating Suppliers that, following the application of sub-paragraphs (c) and (d) have an allocation of more than 14 (fourteen) VWCHs, the numbers of allocated VWCHs will rounded (up or down) to the nearest number of whole Cartons of 14 VWCHs;
- (f) if necessary the provisions of Clause 4.4(d) will again apply for the purposes of 4.4(e), although in this case to rounding numbers of whole Cartons and such that the number of whole Cartons allocated is equal to the number of remaining available whole Cartons (after reserving sufficient whole Cartons for those Participating Suppliers who, under sub-paragraphs (c) and (d) allocated fewer than 14 VWCHs); and
- (g) should any VWCHs remain unallocated following the process in sub-paragraph (f), they will be allocated between those Participating Suppliers who were allocated fewer than 14 VWCHs following the process in sub-paragraph (c) on the basis of minimising the number of Cartons that need to be split, and otherwise on an arbitrary basis, but subject to any maximum number specified by any such Participating Supplier.

4.5 The DCC shall, having followed the allocation processes set out in Clause 4.4 notify each Participating Supplier of the total number of VWCHs that have been allocated to them.

4.6 Subject to Clause 4.7, the DCC shall ensure that the number of VWCHs allocated to each Participating Supplier is added to a delivery for that Participating Supplier that is associated with a Communications Hub Order falling to be delivered in December 2025, and shall for the purposes of Section F6, be treated as part of that delivery.

4.7 Where appropriate for practical reasons the DCC may, by mutual agreement with any Participating Supplier, make bespoke arrangements for the delivery of VWCHs and where such deliveries successfully take place, the relevant VWCHs shall be treated as having been delivered in accordance with Section F6.

5 WAN Selection Arrangements

- 5.1 Notwithstanding any other provision of this Code, the WAN Selection Arrangements applicable to VWCHs that are initially made available pursuant to Clauses 4.1 and 7.1 of this Appendix AZ shall be the document of that name published on the DCC's website with a version number of 1.0 and dated 12/09/2025 (subject to Clause 5.2).
- 5.2 When a VWCH referred to in Clause 5.1 is upgraded to meet the requirements of CHTS v1.7 (or later), the latest version of the WAN Selection Arrangements shall apply to those VWCHs.
- 5.3 Any changes to any version of the WAN Selection Arrangements must be approved by the Secretary of State.

6 Reporting

Reporting by the DCC to the Secretary of State

- 6.1 The DCC shall collect the following information in relation to each Virtual WAN Communications Hub that has been installed in a consumer premises:
- a) the Lead Supplier for the Virtual WAN Communications Hub;
 - b) the Device ID of the Virtual WAN Communications Hub;
 - c) whether or not the SM WAN Coverage Database indicates that there is 4G mobile technology coverage at the installation location of the Virtual WAN Communications Hub;
 - d) the Device Model of any Electricity Smart Meter that is Associated with the Communications Hub Function of the Virtual WAN Communications Hub;
 - e) the Device Model of any Gas Smart Meter that is Associated with the Communications Hub Function of the Virtual WAN Communications Hub;
 - f) the Device Model of any Virtual WAN Device joined to the Communications Hub Function of the Virtual WAN Communications Hub;

- g) whether the Virtual WAN Device has been successfully enabled (through the successful execution of an EnableVWD Command as referred to in Section 3.5 of the Virtual WAN Interface Specification (SEC Appendix BA)) and if so, the date upon which it was enabled;
- h) whether the Virtual WAN Device is listed in the Communication Hub Function's Device Log;
- i) where available and by ad-hoc request, the maximum, minimum and daily average values of the Reference Signal Received Power (RSRP) and Reference Signal Received Quality (RSRQ) values for the 4G SM WAN at the relevant premises;
- j) the number of Commands that the DCC has attempted to send to the Virtual WAN Communications Hub (or any Associated Device) via the internet in the past week and the number of such Commands that have been successfully processed;
- k) the number of times that the Virtual WAN Communications Hub has switched between active communication paths in the past week;
- l) the proportion of the time that, in the past week, the internet has been selected as the active communications path for the Virtual WAN Communications Hub;
- m) the number of Commands seeking to upgrade the firmware of an Electricity Smart Meter or a Gas Smart Meter that the DCC has attempted to send to the Virtual WAN Communications Hub via the internet in the past week and the number of such Commands that have been successfully executed;
- n) whether the Virtual WAN Communications Hub has been unable to communicate with the DCC via either the SM WAN or the internet for a cumulative period of 35 days or more; and
- o) information on the processing time within the VWP for individual Service Requests and Alerts.

- 6.2 The DCC shall provide the information listed above to the Secretary of State within two working days of the end of each week.
- 6.3 In the case of the information relating to the Lead Supplier for the Virtual WAN Communications Hub, the SM WAN Coverage Database information, the active communications path for the Virtual WAN Communications Hub and the cumulative period of any inability to communicate with the DCC, the information provided should be that which applies at the end of the relevant week in relation to which the information is being provided.

Reporting by DCC to Lead Suppliers

- 6.4 The DCC shall provide the information set out in Clauses 6.1 (b), (g) and (j) to (m) to the Lead Supplier for each Virtual WAN Communications Hub within two working days of the end of each week, provided that it shall exclude any information on the number of Commands attempted to be sent and whether they were successfully executed where the Commands were sent by the DCC on behalf of a User other than the Lead Supplier.

Reporting by Suppliers to the Secretary of State

- 6.5 Each Supplier Party that installs a Virtual WAN Communications Hub shall collect:
- a) general information, and consumer and device installer feedback on, the installation, commissioning and operation of the Virtual WAN Communications Hub;
 - b) whether there have been any losses of communications with the Virtual WAN Communications Hub;
 - c) any risks or issues that it believes may affect the decision to increase the number of Communications Hubs that have Virtual WAN capability;
 - d) the use and effectiveness of its consumer engagement materials (including any hypercare arrangements), and
- provide the information as soon as reasonably practicable to the Secretary of State on request.

7 **Ordering and Delivery of Additional Virtual WAN Communications Hubs (VWCHs)**

7.1 The DCC shall, in addition to the Virtual WAN Communications Hubs made available pursuant to Clause 4, make available for delivery to Supplier Parties a total of no more than 8960 (eight thousand, nine hundred and sixty) Virtual WAN Communications Hubs (“Additional VWCHs”) that meet the requirements of:

- (a) CHTS version 1.5 (or a later version);
- (b) GBCS version 4.1 (or a later version); and
- (c) CRP666 v0_3.

7.2 The Additional Virtual WAN Communications Hubs referred to in Clause 7.1 shall be made available for delivery to Energy Suppliers in timescales notified to the DCC by the Secretary of State.

7.3 The DCC shall, as soon as reasonably practicable, notify Supplier Parties of:

- (a) the means by which they can submit a request to be allocated a number of cartons of the Additional VWCHs (an '**additional allocation request**') and if they do make an additional allocation request, the number of cartons of Additional VWCHs they wish to be allocated to them; and
- (b) the date and time by which they are required to submit their request to the DCC.

7.3A If, following the expiry of the notified date and time referred to in Clause 7.3(b), the aggregate number of Additional VWCHs requested by Supplier Parties pursuant to Clause 7.3 is fewer than or equal to 8960 (eight thousand, nine hundred and sixty) Additional VWCHs, the DCC shall allocate to each Supplier Party the number of cartons of Additional VWCHs they have requested under Clause 7.3 (subject to the number of Additional VWCHs not exceeding the number of Communications Hubs the relevant Supplier Party ordered in the relevant Communications Hub Order notified by the Secretary of State under Clause 7.6).

7.3B If the aggregate number of Additional VWCHs requested by Supplier Parties pursuant to Clause 7.3 is greater than 8960 (eight thousand, nine hundred and sixty) Additional

VWCHs, the DCC shall allocate 8960 (eight thousand, nine hundred and sixty) VWCHs between Supplier Parties based on the provisions of Clause 7.4.

7.4 Following the expiry of the notified date and time referred to in Clause 7.3(b), the DCC shall allocate cartons of the Additional VWCHs among Supplier Parties who have submitted an additional allocation request (“Additional Participating Suppliers”) on the following basis:

- (a) firstly allocate the total number of cartons of Additional VWCHs between Additional Participating Suppliers on a Pro-Rata Market Share Basis (subject to the allocation not exceeding the number of cartons requested and subject to not allocating an Additional Participating Supplier more VWCHs than the number of 4G Communications Hubs they ordered in their relevant Communications Hub Order as notified by the Secretary of State under Clause 7.6);
- (b) where the process carried out under sub-paragraph (a) above results in any Additional Participating Supplier being allocated fewer than 1 (one) carton of Additional VWCHs, that Additional Participating Supplier's allocation will be adjusted to 1 (one) carton of Additional VWCHs;
- (c) the number of cartons of Additional VWCHs allocated pursuant to paragraph (a) to each Additional Participating Supplier not falling within sub-paragraph (b) will then be adjusted to take account of the number of cartons of Additional VWCHs available following the adjustments undertaken in accordance with sub-paragraph (b) and rounded up or down (in accordance with sub-paragraph (d)) to the nearest number of cartons of Additional VWCHs; and
- (d) where necessary such that aggregate number of cartons of Additional VWCHs allocated equals the total number of 640 cartons available for delivery by the DCC, those initial allocations under 7.4 (a) with a fractional part least greater than 0.5 may need to be rounded down, or those with a fractional part least less than 0.5 may be rounded up, (or otherwise cartons of Additional VWCHs may be arbitrarily allocated to, or removed from, the allocation of one or more Additional Participating Suppliers (excluding those Additional Participating Suppliers to which one carton of Additional VWCHs has been allocated)).

- 7.5 The DCC shall, having followed the allocation processes set out in either Clause 7.3A or Clause 7.4 notify each Additional Participating Supplier of the total number of cartons of Additional VWCHs that have been allocated to them.
- 7.6 The DCC shall ensure that the number of cartons of Additional VWCHs allocated to each Additional Participating Supplier is used (where relevant partially) to fulfil the delivery of one or more Communications Hub Orders as notified by the Secretary of State and shall for the purposes of Section F6, be treated as part of that delivery.
- 7.7 Where appropriate for practical reasons the DCC may, by mutual agreement with any Additional Participating Supplier, make bespoke arrangements for the delivery of Additional VWCHs and where such deliveries successfully take place, the relevant Additional VWCHs shall be treated as having been delivered in accordance with Section F6.
- 7.8 Unless otherwise agreed between the DCC and an Additional Participating Supplier the Additional VWCHs shall be delivered on a pallet that contains only Additional VWCHs.

8 Disabling and Re-enabling SM WAN Communications with Virtual WAN Communications Hubs

- 8.1 The DCC shall establish arrangements (the “4G Comms Disablement Arrangements”) whereby it is able to configure the SM WAN such that communication via the SM WAN can be disabled for some or all of the VWCHs provided pursuant to Clause 4 ("Batch 1") or Clause 7 ("Batch 2").
- 8.2 Where a Supplier Party notifies the DCC by 30 June 2026 that it wishes to participate in the 4G Comms Disablement Arrangements for Batch 1 VWCHs, the DCC shall disable communication via the SM WAN for each VWCH that has been made available pursuant to Clause 4.1, on 1 July 2026 if:
- (a) the Communications Hub Function associated with the VWCH has not been Commissioned by 1 July 2026; or
 - (b) the Communications Hub Function associated with the VWCH has been Commissioned by 1 July 2026 and the DCC has received notification by 30 June

2026 from the Lead Supplier for the VWCH that it wishes such communication to be disabled.

- 8.3 Where a Supplier Party notifies the DCC by 30 June 2026 that the Supplier Party wishes to participate in the 4G Comms Disablement Arrangements for Batch 2 VWCHs, the DCC shall, prior to their delivery, disable communication via the SM WAN for each VWCH that is made available pursuant to Clause 7 to that Supplier Party.
- 8.4 The DCC shall notify Supplier Parties in advance of a reasonable mechanism by which they can indicate to the DCC that they wish to participate in the 4G Comms Disablement Arrangements for Batch 1 VWCHs and/or Batch 2 VWCHs and by which any notifications pursuant to Clause 8.2(b) or 8.3 may be made.
- 8.5 Indications that a Supplier Party wishes to participate in the 4G Comms Disablement Arrangements for Batch 1 VWCHs or Batch 2 VWCHs and any notifications under Clause 8.2(b) or 8.3 may be made before the coming into effect of this Clause 8.
- 8.6 The DCC shall not be required to send any Command via the SM WAN to a Communications Hub Function (or to a Device that forms part of the same Smart Metering System as the Communications Hub Function) whilst communication with the VWCH of which the Communications Hub Functions forms a part are disabled in accordance with the provisions of this Clause 8.
- 8.7 The DCC shall re-enable communication via the SM WAN with all VWCHs for which communication has been disabled on 31 May 2027, or such later date as may be notified to the DCC for the purposes of this Clause by the Secretary of State.