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DP305 - Communications Hub Returns Process Review

Annex A

Legal text – version 0.2

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

Appendix I - CH Installation and Maintenance Support Materials

These changes have been redlined against Appendix I version 11.0.

Amend Section 10 Communications Hub Returns as follows:

Delivery of Returns

10.11 Where the Party does not return a Communications Hub within ~~180~~90 days pursuant to Section F8.6 of the Code, the Communications Hub shall be deemed to be lost or stolen and the DCC shall prevent that Communications Hub from connecting to the SM WAN.

10.12 The Party shall ensure that the Communications Hub delivery is accompanied with a Return Delivery Note

that contains, as a minimum, the following information:

- (a) booking reference for the return delivery as supplied by DCC pursuant to clause 10.7;
- (b) return date and return delivery time;
- (c) Party Signifier;
- (d) DCC Returns Location;
- (e) list of all CHF Identifiers being returned; and
- (f) (where one or more pallets are to be returned), the pallet identifiers for each pallet being returned.

10.13 The DCC shall provide the Party with a printable RMA label for each return delivery via the OMS (using the CH Ordering or CH Delivery and Returns profile) immediately following authorisation. The Party shall securely attach the corresponding RMA label on each pallet and each carton (where a carton is not part of a pallet) and each Communications Hub (where a Communications Hub is not part of a pallet or carton) for each return delivery.

10.14 The Party shall notify the DCC if there are any known issues that mean the delivery will be late, stating the reason for the delay and the expected time of arrival. The Party shall take all reasonable steps to make such notification a minimum of 5 Working Hours prior to the return delivery booking time. The DCC shall take all reasonable steps to accommodate a revised return delivery booking time and shall confirm to the Party that the DCC is either:

- (a) able to accept the late return delivery; or
- (b) unable to accept the return delivery.

10.15 Where the DCC is unable to accept the return delivery the DCC shall notify the returning Party as soon as reasonably practicable and shall notify the Party of the full range of available delivery dates and times within the following 90 days and the Party shall notify the DCC of an acceptable revised date and clauses 10.13 and 10.14 shall apply in relation to the revised date.

Amend Section 11 CH Fault Diagnosis By DCC as follows:

Fault Diagnosis Approach

11.4 The DCC shall undertake CH Fault Diagnosis consisting of three elements. 1: Is the CH safe to test. 2: Does the CH have any electronic faults. 3: Can the CH be re-deployed. using visual and electronic analysis of returned Communications Hubs, as set out in clauses 11.5 and 11.6.

SafetyVisual analysis

11.5 The DCC may undertake the following visual inspections of a returned Communications Hub and shall subsequently update the information in the record created pursuant to 11.1 to include the results from this analysis:

- (a) check for any physical damage to any ~~part of the Communication Hub including, but not limited to, the outer casing, external interfaces and~~ connectors;
- (b) check to identify any loose internal components and for evidence that such components were previously connected correctly;
- (c) check for any evidence of tampering; and
- (d) check for any evidence of exposure to adverse environmental conditions including, but not limited to, water, condensation, smoke, chemicals, pests, etc.

Electronic analysis

11.6 Where the Communications Hub is ~~not~~ deemed to be safe for testing~~physically damaged~~ in accordance with clause 11.5, the DCC may undertake the electronic diagnostic tests described in Annex C of this document and shall subsequently update the information in the record created pursuant to 11.1 to include the results from this analysis.

Visual analysis

11.7 Where the Communications Hub has been deemed safe for testing in accordance with clause 11.5 and electronic analysis has been completed in accordance with clause 11.6. Visual inspection will be undertaken to determine if the condition of the Communications Hub is suitable for re-deployment.

- (a) Is there any damage to lights or any items obscuring lights or connectors
- (b) If there is any writing or text present on the Communications Hub is it free from any offensive language or personal identifiers.
- (c) Where there is the presence of stickers are they free from obvious Supplier branding that would not be acceptable for receipt by an alternative Supplier and satisfy the conditions outlined in (b) above.

Fault Analysis Report

11.~~87~~ Pursuant to Section F9.11, where the DCC disputes the reason given by a Party for the return of a Communications Hub, the DCC shall provide the Party which returned the Communications Hub with a report. The DCC shall provide this report by updating the relevant Fault Analysis Report record maintained for each returned Communications Hub, as set out in Annex D of this document, with the results of the Fault Analysis and make this available via the SSI and notify the Party that returned the Communications Hub.

Acceptance

11.~~98~~ Where the DCC provides a Fault Analysis Report and the Party does not object in accordance with Section F9.13 of the Code, no further action is required by the Party and the DCC shall update the 'Returns Record Status' field to "Closed".

Objections

11.~~109~~ Where the Party wishes to notify the DCC of their objection pursuant to Section F9.14 of the Code it shall do so via the SSI.