



Alternative Returns for Communications Hubs

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1. Introduction

1.1. Document Purpose

1. This document has been published in accordance with Smart Energy Code (SEC) Section **TBC**. It defines the obligations on SEC Parties and DCC where Communications hubs (CHs) may be returned to the DCC outside of other SEC requirements.

1.2. Change Control

2. In accordance with SEC Section **TBC**, DCC shall only make changes to this document where it has:
 - undertaken reasonable consultation with SEC Parties regarding proposed changes;
 - given due consideration to, and taken into account, any consultation responses received; and
 - received approval from the SEC Panel to make such changes.
3. Following SEC Panel approval of any changes DCC shall publish an updated copy of this document on the DCC Website.

1.3. SEC Obligations and Links

4. It is noted that the SEC (**ADD SECTIONS**) describes the process that should be followed to remove and return CHs to DCC and that Parties should follow those steps at all times.
5. It is also noted that there are times when the SEC defined process is not followed at CH removal and cannot be rectified after the event. This document sets out the rights and obligations for Parties where SEC obligations have not been followed and cannot be followed.
6. This document sets out scenarios where non-SEC complaint return procedures may be followed and how charges for those returned CH will be applied.
7. Any capitalised term has the meaning as defined in the SEC or as defined in this document.

2. CH in the possession of Parties who are not the Responsible Supplier

2.1. Party Return of CH

8. A Party in Possession (PiP) should return to the DCC, CHs they are in possession of, but for which they are not the Responsible Party (RP) by following this section. A PiP is required to return all CH for which they are not the RP as soon as reasonably practicable.
9. The following references to CH in this section refer to CH that are in the possession of a Party that is not the Responsible Party (i.e. the PiP).
10. Where a PiP intends to return a CH they will notify the DCC via the Service Desk.
11. Following such notification the PiP will request a Returns Material Authorisation (RMA) via the Service Desk as per SEC Appendix I 10.6 (b), such a request will be made via the Service Desk

12. Following acceptance of an RMA request, the DCC shall:
 - a) confirm authorisation to the submitting Party using the contact details provided;
 - b) provide the Party with the following information via notification to the contact details provided:
 - i. a unique booking reference;
 - ii. confirmed timeslot for delivery;
 - iii. RMA reference; and
 - iv. any changes to the DCC contact details for the purposes of the return; and
 - c) request any additional information as may be reasonably required to facilitate the logistics of the return in accordance with good industry practice.
13. SEC Appendix I sections 10.8 through to 10.20 shall apply to returning the CHs.
14. SEC Appendix I, 10.11 shall not apply, unless the SR 8.14.3/4 has been submitted (note the above process does not request the SR 8.14.3/4 to be submitted).

2.2. DCC process of returned CHs.

15. Where a CHs is returned to the DCC by a PiP the following will apply.
16. DCC shall confirm to the PiP, the CHF Identifier for all CH returned to the DCC within 30 working days of their return.
17. SEC returns timescales for DCC processing returned CH will not apply when those CHs have been returned by a PiP.
18. On receipt of the CH an unsolicited returns record, linked to the Responsible Party, for each CH will be generated by DCC.
19. CH will be triaged to assess for damage and where damaged will be processed in line with standard procedures where damage is identified.
20. For undamaged CH:
 - a) DCC will, in a secure method, request DSP set the CH state to decommissioned (where the CH is in a commissioned state) and for the CH to be unlocked.
 - b) DCC shall undertake CH Fault Diagnoses for each CH and where fault is found determine whether the fault is Supplier or DCC responsibility. Reporting on fault reasons shall not be included in standard return reporting.
21. Where CH are not faulty DCC shall take all reasonable steps to redeploy the CH.

2.3. Determining the Apportioning of CH Charges

22. DCC will, for each returned CH, establish the final date on which the CH was communicated with. This date shall be Deemed Removal Date.
23. DCC will establish which Party was the Responsible Party at Deemed Removal Date for each CH to establish the Responsible Party at Removal.

24. Any charges applied from the Deemed Removal Data to another Party other than the Responsible Party at Removal will be removed from the other Parties charging and applied to the Responsible Party as Removal charges.
25. Any additional CH Return or damaged costs will also be applied to the Responsible Party at Removal.

3. Definitions

Term	Definition
Party in Possession	means the Party who is in physical possession of a CH but who is not recorded as the Responsible Party
Responsible Party	CHECK IF DEFINED IN SEC
Responsible Party at Removal	means the Party who was responsible for the CH on the Deemed Removal Date.
Deemed Removal Date	The final date on which communication was with the CH returned through the process set out in this document.