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SECMP0010 ‘Introduction of triage arrangements for Communication Hubs’

June 2019 Working Group Meeting

05 June 2019

Meeting summary

Recap on SECMP0010

The Working Group meeting began with SECAS providing an overview of the modification which included:

- The Issue
 - Suppliers cannot triage Communications Hubs (CH) in the event of an unsuccessful installation
 - For each CH that is not genuinely faulty and sent back to the CSP, there is a £10 fee
 - Approximately 20% of CH that are returned are genuinely faulty
- Modification Intent
 - Enable Suppliers to triage CH, and only return those that have been found to be faulty

Revised DCC Preliminary Assessment

SECAS advised the Working Group attendees that the revised Preliminary Assessment had been received from the DCC. The proposed solution outlined in the Preliminary Assessment was briefly covered. A Supplier would have a Hand-Held Terminal (HHT), also known as a Triage Tool, which they could plug into a CH to run Diagnostics, and then perform a reset if the device is found not to be faulty.

SECAS advised the Working Group attendees that the quoted cost had increased to £14.5 Million design, build, and test the proposed solution and that the increase in cost was due to the amount of testing that would be needed. However, DCC stated that User Testing and Implementation to Live is not included in this cost.

The Working Group were provided with some rough statistics and assumption of costs around returning a non-faulty CH with the current arrangements. These were provided prior to the Working Group meeting by the Proposer to help assess the business case.

Assumptions:

- 18 Million CHs still to be fitted
- 1% of CHs returned to CSP

- 20% of those CHs returned are genuinely faulty

Breakdown:

- 1% of 18M CHs still to be fitted = 180k CHs returned to CSP
- 80% of 180k CH returned to CSP = 144k non-faulty CHs that will be returned to CSP
- £10 x 144k non-faulty CHs returned to CSP = £1.44 cost to Supplier

This rough calculation puts the cost of the proposed solution in the Preliminary Assessment at approximately 10 times the cost of the current situation. It was pointed out that this does not include any shipping and transport cost, however it was considered that these still would not outweigh the cost quoted in the Preliminary Assessment.

Working Group attendees asked the DCC for a breakdown of the cost quoted in the Preliminary Assessment, to which the DCC could not answer at the time. The Working Group attendees asked if there could be a comparison of costs between SECMP0010 and SECMP0013, as they are essentially seeking the same solution, but of different devices.

The Proposer made some suggestions of alternative solutions that could be investigated. The first, was to investigate if would there be a difference in cost if the Supplier could just reset and try to install the CH again (ie no ability for diagnostics).

The second line of investigation is into the company Arvato. The Proposer stated that the DCC contracted with Arvato for meter triaging. The DCC representative was unaware of this relationship.

Next Steps

SECAS to investigate the two alternative solutions suggested and provide an update for the next Working Group meeting in July 2019.