# DCC Responsible Communications Hubs Returns Report

## Measurement Period: January 2021 – March 2021

| | |
|---|---|
| **Version:** | **V2.0** |
| **Date:** | **12/05/2021** |
| **Security Classification:** | **DCC Controlled – SEC Panel, SEC Parties Only** |
| **DCC Catalogue Reference:** | **CHRT001** |

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# 1 Introduction

## 1.1 Purpose

This report is produced in accordance with Section F9.15 of the Smart Energy Code (SEC) and reports on the number of Communications Hubs (CH) for which the reason for return, loss or destruction is determined to have been a CH Pre-Installation DCC Responsibility or a CH Post-Installation DCC Responsibility (in accordance with Section F9 of the SEC).

The measurement period for each report covers successive periods of three months and is produced in the month following the measurement period.

The report is provided to the SEC Panel and SEC Parties.

## 1.2 Content

The report includes a supporting explanation of the circumstances that gave rise to any instances of Communications Hubs return, loss or destruction where the responsibility was determined to be a CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility.

This report also illustrates the number of DCC responsible returns by contracted Region; North, Central and South.

Where DCC is disputing (under CH Fault Diagnosis) whether an instance of CH Pre-Installation DCC Responsibility or CH Post-Installation DCC Responsibility has arisen, these are excluded from the reported volumes until the matter is finally resolved (under CH Fault Diagnosis).

## 1.3 Confidential Information

This report is classified as DCC Controlled in accordance with the confidentiality provisions under Section M of the SEC. Where content is classified as DCC Confidential, this shall be reported in an annex to this report which shall be available on request.

# 2 Executive Summary

**DCC User Generated Reason for Returns**

**South and Central Region**

| Reason For Return | Raised | Returned | Closed |
|---|---|---|---|
| Fault identified post installation | 9425 | 9885 | 2690 |
| Fault identified prior to installation | 6104 | 3990 | 2177 |
| Lost or Stolen Hub | 31 | 0 | 31 |
| **Quarter 1 Totals** | **15560** | **13875** | **4898** |

**North Region**

| Reason For Return | Raised | Returned | Closed |
|---|---|---|---|
| Fault identified post installation | 5283 | 2020 | 6425 |
| Fault identified prior to installation | 1934 | 972 | 1573 |
| Lost or Stolen Hub | 6 | 1 | 6 |
| **Quarter 1 Totals** | **7223** | **2993** | **8004** |

These are volumes of Remedy Returns Records are created off the back of the Service Requests 8.14.3 and 8.14.4, that have been raised or returned or closed with the quarter. They do not link directly with each other over this quarter.

**DCC Generated Compliance Failures**

**South and Central Region**

| Reason For Return | Raised | Returned | Closed |
|---|---|---|---|
| Lost or Stolen Hub | 31 | 0 | 31 |
| **Quarter 1 Totals** | **31** | **0** | **31** |

**North Region**

| Reason For Return | Raised | Returned | Closed |
|---|---|---|---|
| Lost or Stolen Hub | 6 | 1 | 6 |
| **Quarter 1 Totals** | **6** | **1** | **6** |

These are volumes of Remedy Returns Records which have been created or close by the DCC for customers failing to comply with the SEC requirements of returns

# 3 Regional CH Returns

**South and Central**

| Fault Attribute | January | | February | | March | | Total |
|---|---|---|---|---|---|---|---|
| | DCC | Customer | DCC | Customer | DCC | Customer | |
| Fault identified post installation | 507 | 264 | 67 | 1370 | 225 | 257 | **2690** |
| Fault identified prior to installation | 12 | 285 | 507 | 117 | 55 | 1201 | **2177** |
| Lost or Stolen Hub | 0 | 25 | 0 | 3 | 0 | 3 | **31** |
| **Total** | **519** | **574** | **574** | **1490** | **280** | **1461** | **4898** |

**North**

| Fault Attribute | January | | February | | March | | Total |
|---|---|---|---|---|---|---|---|
| | DCC | Customer | DCC | Customer | DCC | Customer | |
| Fault identified post installation | 307 | 4210 | 110 | 738 | 136 | 924 | **6425** |
| Fault identified prior to installation | 152 | 421 | 67 | 447 | 41 | 445 | **1573** |
| Lost or Stolen Hub | 0 | 3 | 0 | 1 | 0 | 2 | **6** |
| **Total** | **459** | **4634** | **177** | **1186** | **177** | **1371** | **8004** |

These are the Fault Analysis outcomes of customer generated Faulty Returns

# 4 Regional Fault Attribution

**South and Central Region**

| DCC Fault Attribute | January | | February | | March | | Total |
|---|---|---|---|---|---|---|---|
| | Single Band | Dual Band | Single Band | Dual Band | Single Band | Dual Band | |
| Aerial Fault | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| LED Fault | 20 | 0 | 1 | 0 | 1 | 0 | **22** |
| Manufacturing defect | 130 | 0 | 63 | 0 | 90 | 0 | **283** |
| SMHAN Interface Fault | 251 | 0 | 489 | 0 | 120 | 0 | **860** |
| SM WAN Fault | 118 | 0 | 21 | 0 | 69 | 0 | **208** |
| **Total** | **519** | **0** | **574** | **0** | **280** | **0** | **1373** |

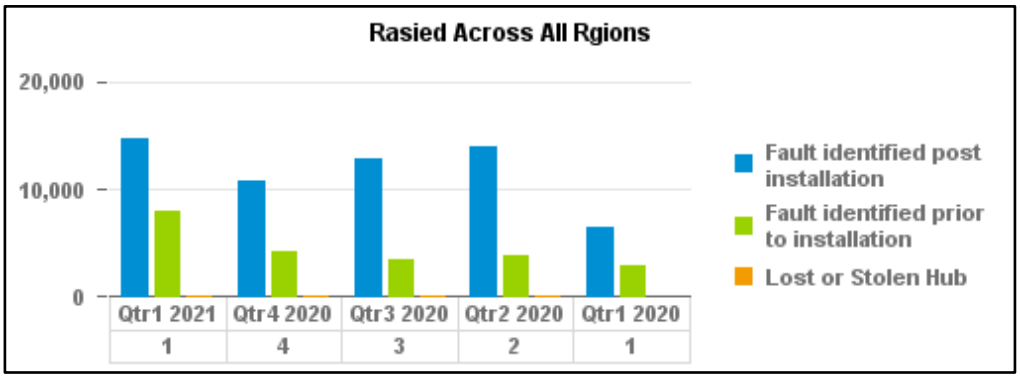
**North Region**

| DCC Fault Attribute | January | | February | | March | | Total |
|---|---|---|---|---|---|---|---|
| | Single Band | Dual Band | Single Band | Dual Band | Single Band | Dual Band | |
| Aerial Fault | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| LED Fault | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| Manufacturing defect | 459 | 0 | 177 | 0 | 177 | 0 | **813** |
| SM HAN Interface Fault | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| SM WAN Fault | 0 | 0 | 0 | 0 | 0 | 0 | **0** |
| **Total** | **459** | **0** | **177** | **0** | **177** | **0** | **813** |

# 5 Trend Analysis

Remedy Returns Records raised over the last four quarters for all regions

| | Qtr1 2021 | Qtr4 2020 | Qtr3 2020 | Qtr2 2020 | Qtr1 2020 | Total |
|---|---|---|---|---|---|---|
| Fault identified post installation | 14708 | 10699 | 12922 | 14011 | 6387 | **58727** |
| Fault identified prior to installation | 8038 | 4128 | 3545 | 3914 | 2982 | **22607** |
| Lost or Stolen Hub | 37 | 18 | 17 | 10 | 0 | **82** |
| **Total** | **22783** | **14845** | **16484** | **17935** | **9369** | **81416** |




DCC received Devices over the last four quarters for all Regions. No individual manufacturer is showing a failure rate of greater than 0.005% of the population.

# Appendix A – Glossary

| Business Term | Commentary |
|---|---|
| **CH Defect (as defined in SEC)** | means, in respect of a Communications Hub, any fault or defect in relation to the Communications Hub (including any failure: to conform in all respects with, and be fit for the purposes described in, the CHTS; to be free from any defect in design, manufacture, materials or workmanship; and to comply with all applicable Laws and/or Directives including with respect to product safety), which is not caused by a breach of this Code by a Party other than the DCC. |
| **CH Post-Installation DCC Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(f) and (g) (where they apply following completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) constitute a "CH Post-Installation DCC Responsibility,<br><br>where SEC F9.5 states;<br><br>F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(f) that the Communications Hub has a CH Defect;<br><br>(g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC. |
| **CH Pre-Installation DCC Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(f) and (g) (where they apply prior to completion of the installation of the Communications Hub at a premise in accordance with the CH Installation and Maintenance Support Materials) and Section F9.5(h) constitute a "CH Pre-Installation DCC Responsibility",<br><br>where SEC F9.5 states;<br><br>F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(f) that the Communications Hub has a CH Defect;<br><br>(g) loss or destruction of or damage to a Communications Hub caused by a breach of this Code by the DCC;<br><br>(h) rejection of a Communications Hub in accordance with Section F6.10 (Rejected Communications Hub Products). |

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| **CH User Responsibility (as defined in SEC)** | means, each of the reasons described in Sections F9.5(d) and (e) constitute a "CH User Responsibility", and where the Party required to do so under Section F9.2 fails to specify a reason in accordance with that Section the reason shall be deemed to be a CH User Responsibility;<br><br>where SEC F9.5 states;<br><br>F9.5 The reasons that apply for the purposes of this Section F9 are as follows:<br><br>(d) loss or destruction of or damage to a Communications Hub, which occurred while the relevant Party was responsible for such risk and which was caused otherwise than by a breach of this Code by the DCC or a CH Defect;<br><br>(e) return of a Communications Hub to the DCC, other than where another reason under this Section F9.5 applies…. |
| **Communications Hub Return in User Dispute Window** | means, a Communications Hub that has been returned and the outcome of the final fault analysis has been disclosed to the User and DCC is awaiting a response within the 30-day window that the User has to dispute the outcome. |
| **Completion of the installation of the Communications Hub** | means, the Communications Hub has been Commissioned. |
| **Fault Identified** | Means, the Communication hub has been classed at Fault by the Customer |
| **Lost or Destroyed** | Means, the Communication hub has been classed a Lost or Stolen either by the Customer or the DCC whereby the hub has fallen outside of the 90-day returns window |
| **No Fault Return** | Means, the communication hub has been classed as not being faulty by the customer. |
| **DCC User Non-Compliance** | Means, that the Communication Hub has been returned to the DCC not in accordance with the SEC requirements set out in SEC Section F and SEC Appendix I. |
| **Remedy Returns Record Raised** | This is when the SRV 8.14.3 or 8.14.4 was raised on the CHs generating the RRR |
| **Remedy Returns Record Returned** | This is when the CHs has been returned to the DCC and the DCC update the record to confirm receipt |

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|---|---|
| **Remedy Returns Record Closed** | This is when the RRR record is closed for the CHs |