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MP154 'CH Returns SLA Amendment'

Business requirements – version 0.1

Annex B

About this document

This document contains the business requirements that support the solution(s) for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The DCC will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

Business Requirements	
Ref.	Requirement
1	Extend the current CH returns SLA from five Working Days to 15.

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will only look to change the five Working Days Service Level Agreement (SLA) to notify the Data Communications Company (DCC) of removed Devices in the returns process. The solution will not change the length of the 90 Working Days required for a return.

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)2 Devices only.

2.2 Requirement 1: Extend the current CH returns SLA from five Working Days to 15.

The solution will amend the existing SLA for Communications Hub (CH) returns from five Working Days to 15. The DCC Systems will need to change any part of its process to accommodate the extension to the SLA so that Users aren't charged until the newly specified SLA time period elapses.

The solution will only be used against extending the SLA to 15 Working Days for Service Request (SR) 8.14.3 'Communications Hub Status Update – Fault Return' and SR 8.14.4 'Communications Hub Status Update – No Fault Return'.

3. Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
CH	Communications Hub
DCC	Data Communications Company
SLA	Service Level Agreement
SMETS	Smart Metering Equipment Technical Specifications

Glossary	
Acronym	Full term
SR	Service Request