**ANNEX D – CH INSTALLATION AND MAINTENANCE SUPPORT MATERIALS**

**Definitions**

| Central Region | means the Region which covers the majority of Wales and the majority of central England. |
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| **CH No SM WAN Installation Procedure** | means the procedure by which a Supplier Party installs a Communications Hub where is it not to be connected to the SM WAN as described in clauses 4.7 to 4.10 of this document. |
| **CH Status Information** | means the visual information that is displayed by the Communications Hub to indicate the current operational status of the Communications Hub, as further set out in the CH Supporting Information. |
| **CH Supporting Information** | means the materials identified as such which:are published by the DCC on its website; andcontain detailed information regarding the installation and operation of Communications Hubs. |
| **CHF Identifier** | has the meaning given to that term in CHTS. |
| **Communications Hub Availability and Diagnostics Check** | means the procedure set out in clause 5.2 of this document. |
| **Communications Hub Fault Handling Procedures** | means the processes set out in clauses 8.3 to 8.6 of this document. |
| **Coverage Area** | means the geographical coverage of the SM WAN at a point in time. |
| **Coverage Database** | means the DCC database containing Coverage Area information. |
| **DCC Installer Training Plan** | means the training materials provided by the DCC to support the development of Communications Hub installation and maintenance training that is capable of being accredited by an appropriately recognised body |
| **DCC Returns Location** | means a location at which a Party should deliver Communications Hubs that it wishes to return to the DCC. |
| **Fault Analysis Report** | means the report provided to a Party by the DCC pursuant to Section F9.11 |
| **Installation Location** | means the location of a premises at which a Communications Hub is planned to be, or has been, installed. |
| **Installation Point** | means the point where a Communications Hub is installed at an Installation Location. |
| **Mesh Communications Hub** | means a WAN Variant in the Central Region and the South Region which is capable of using both mobile, cellular radio technology and wireless mesh radio technology to connect to the SM WAN |
| **North Region** | means the Region which covers the majority of Scotland and the majority of northern England. |
| **Order Management System** (or **OMS)** | means the systems comprising part of the CH Ordering System and which are used for:  (a) the submission of information comprising Communications Hub Forecasts and Communications Hub Orders;  (b) the management and tracking of Communications Hub Orders and deliveries of Communications Hubs and Communications Hub Auxiliary Equipment; and  (c) the rejection, return or replacement of Communications Hubs and Communications Hub Auxiliary Equipment;  (d) the provision of contact details by DCC and each other relevant Party where required. |
| **Return Date** | means the date on which a Communications Hub is arranged to be delivered to the DCC by a Party |
| **Return Delivery Note** | means an electronic or paper form containing the information set out in clause 10.9 |
| **Return Materials Authorisation** (or **RMA**) | means the procedure whereby the DCC authorises a Party’s request to return a Communications Hub to the DCC in accordance with Section 10 of this document |
| **Significant Metallic Obstruction** | means a metallic object of such scale and proximity to the Communications Hub as is likely to cause obstruction to SM WAN communications to the Communications Hub, and as further described in the CH Supporting Information. |
| **Substantial Stone Walls** | means walls with external or internal structure primarily made of stone, and of sufficient thickness to be likely to prevent connectivity to the SM WAN communications to the Communications Hub, as further described in the CH Supporting Information. |
| **South Region** | means the Region which covers the majority of southern England. |

1. Introduction
2. general obligations in relation to the installation and maintenance of communications hubs
3. Pre-Installation Procedures
4. Communictions Hub Installation
5. Communications Hub diagnostics
6. Special Installations & Modifications
7. DCC Request to attend a premises
   1. Where, in accordance with F7.13 DCC requests permission to attend a premises at which a Communications Hub is installed, the DCC shall notify the relevant Party of such a request. Such notification shall include:
      1. details of any premises which the DCC wishes to attend, and the nature of the activity or inspection that the DCC intends to conduct; and
      2. DCC email and telephone contact details for the Party to use in relation to the process of arranging attendance at the premises.
   2. Where the Party agrees to a request from DCC in accordance F7.14, or is required to take all reasonable steps to obtain Energy Consumer consent in accordance with F7.15, the Party shall notify the DCC, using the contact details provided pursuant to clause 7.1(b), of the of the following:
      1. confirmation that consent for the work to be carried out has been obtained in accordance with F7.14 or F7.15 or notification that consent has not been obtained;
      2. where consent has been obtained, the date and time at which the DCC should attend the relevant premises where;
         1. the Supplier Party has taken all reasonable steps to ensure that the date shall be a Working Day, and the time shall be between 09:00 and 17:00;
         2. the date shall be no less than thirty (30) Days after the DCC notification was issued in accordance with clause 7.1 or the Panel determination was made pursuant to F7.15; and
      3. contact details that the DCC should use to confirm attendance prior to the agreed date and time or in the event that further liaison with the Supplier Party is required.
   3. Following notification to the DCC pursuant to clause 7.2, the DCC shall, using the contact details provided, inform the Party of contact details for their personnel at least one full Working Day prior to the date and time set for attendance at the relevant premises.
   4. The DCC shall attend the relevant premises at the specified date and time and shall immediately notify the Party, using the contact details provided, where a delay to arrival is likely.

1. On-Site Fault Resolution and Communications Hub Replacement
2. Communications Hub Removal and Notification of Returns

### Communications Hub removal

* 1. A Supplier Party may remove a Communications Hub from an ICHIS compliant host that is powered.
  2. Where a Supplier Party removes a Communications Hub and any associated Communications Hub Auxiliary Equipment, the Supplier Party shall do so in accordance with the procedures set out in Annex B of this document.

### Notification of Communications Hubs that are removed for re-installation

* 1. Following removal of a Communications Hub that a Supplier Party intends to be installed at another premises, in accordance with F8.6(b), the Supplier Party shall:
     1. ensure that the removed Communications Hub is packaged to an equivalent standard to that in which a Communications Hub of that Device Model was originally packaged, not exceeding the maximum number of Communications Hubs per carton and cartons per pallet as set out in the CH Handover Support Materials;
     2. ensure that, prior to installation at a different premises, the removed Communications Hub is, at all times, stored and transported in accordance with the environmental conditions set out in Annex C of the Communications Hub Handover Support Materials; and
     3. pursuant to Section F8.6(b)(iii), submit a Service Request 12.2 (Device pre-notification) for the CHF to inform the DCC that the Communications Hub is in a pre-installation state within five (5) Working Days of the date of removal.

### Notification of Communications Hubs that are removed for return to DCC

* 1. Following the removal of a Communications Hub, as a result of a suspected or actual fault in the Communications Hub the Supplier Party shall notify the DCC of its removal by submitting a Service Request in accordance with clauses 9.4 or 9.5 as applicable within five (5) Working Days of the date of removal.
  2. Where the Communications Hub has been removed due to physical damage, the Supplier Party shall submit a Service Request 8.14.3 (Communications Hub Status Update – Fault Return) indicating the appropriate fault return type as specified in the DUIS.
  3. Where a Communications Hub is removed in accordance with clause 8.4, the Supplier Party shall submit a Service Request 8.14.3 (Communications Hub Status Update – Fault Return) indicating the appropriate fault return type as specified in the DUIS.
  4. Where a Communications Hub is removed and clause 9.4 and 9.5 do not apply, and the Supplier Party wishes to return the Communications Hub, the Supplier Party shall submit a Service Request 8.14.4 (Communications Hub Status Update – No Fault Return) indicating the appropriate return type as specified in the DUIS, within five (5) Working Days of the date of removal.
  5. Where either:
     1. a Communications Hub is to be returned prior to installation pursuant to clause 3.4; or
     2. the DCC has requested the return of a Communications Hub in accordance with Section F8.1(b) or the Supplier is required to return pursuant to F8.6;

the Party shall submit a Service Request 8.14.3 (Communications Hub Status Update – Fault Return).

* 1. Where a Communications Hub is to be returned prior to installation pursuant to Section F8.7, the responsible Party shall submit a Service Request 8.14.4 (Communications Hub Status Update – No Fault Return).
  2. In the event that a Supplier Party is not able to submit a Service Request in accordance with clauses 9.4, 9.5 9.6, 9.7 or 9.8 that Supplier Party shall contact the DCC Service Desk.

1. Communications Hub Returns
2. CH Fault Diagnosis By DCC
3. CH Installation Environmental Conditions
4. CH Fitting and removal procedures
5. Activation Procedure
6. Electronic Fault Diagnosis
7. Fault Analysis Report data items
8. Equipment Supplied