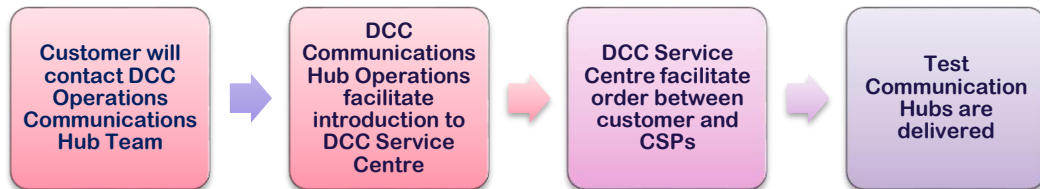# How to Order and Return Test Communication Hubs for Non-SEC Parties/DCC Users

General Information

- This article describes the actions required for a Non-SEC Party/DCC User to order and return Test Communication Hubs.

☝ **Heads up!** Please note this document pertains to Non-SEC Parties/DCC Users. If you are from a SEC Party and you wish to order test Communications Hubs, please contact the DCC Service Centre (servicecentre@smartdcc.co.uk).

What are Test Communications Hubs?

The Smart Energy Code (SEC) Section A defines Test Communications Hubs as:

(a) until such date as the DCC may determine (or such earlier date as the Secretary of State may designate for the purposes of this definition), a Prototype Communications Hub; and
(b) after such date, a device that is equivalent to a SMETS2+ Communications Hub but which contains such variations in functionality as the DCC reasonably considers appropriate to enable the device to be used for the purposes of testing, which device is provided (or to be provided) for the purpose of testing as described in Section F10 (Test Communications Hubs).

The Test Communications Hubs will be fully functional and they will act in the same manner as production Communications Hubs with the following exceptions:

- They will be ZigBee SEP1.2a certified, but they need not be CPA certified

- They will contain SMKI Test Certificates aligned to the End to End Testing environment rather than SMKI Live Certificates

- They may contain ZigBee UIT Test Certificates or ZigBee Production Test Certificates.

It is important to note that the Prototype Comms Hubs that are provided for use at the start of the End to End Testing stage will contain beta versions of firmware.

Available Test Communications Hubs

The Test Communications Hubs variants that can be ordered are set out in the following table. Any Device Model may be produced as Prototype or Instrumented Test Communications Hub.

These Prototype Communications Hubs can be used in a CSP Test Lab or in a Remote Test Lab; Mesh Communications Hubs are not available for order and can only be used in a CSP Test Lab.

CSP	Test Comms Hub Variant	Delivery Lead Time
Arqiva	Standard 420 (not Fylingdales variant – variant 450)	12 Weeks
Telefonica	Cellular (SB) Toshiba	16 Weeks
Telefonica	Cellular (SB) WNC	8 Weeks
Arqiva	Dual Band 420	12 Weeks
Arqiva	Instrumented Dual Band 420	14 Weeks
Telefonica	Dual Band Cellular Toshiba	16 Weeks
Telefonica	Dual Band Cellular WNC	8 Weeks
Telefonica	Instrumented Wired Dual Band Toshiba	20 Weeks
Telefonica	Instrumented Wired Dual Band WNC	16 Weeks

Ordering Test Communications Hubs

The following Single and Dual Band Test Communications Hub variants will be available for participants to request for use in the UIT environment in both the DCC and Remote Test Labs, alongside non-instrumented Communications Hubs:

a) Prototype Test Communications Hub (PTCH) will be available to order for use in UIT, at DCC Test and Remote Test Labs. PTCH will enable participants to diagnose and assure HAN performance and interoperability with other Devices, but may not support testing of all 1.1 Communications Hub functionality

b) Instrumented Test Communications Hub (ITCH) will be available to order for use in UIT, at DCC and Remote Test Labs. It will allow participants to diagnose and assure HAN performance and interoperability with other Devices, and undertake functional testing. There are 2 types of ITCH available:

    i.   wireless (Delivered by DCC CR-214), and

ii.   wired Dual Band (with a wired interface to a local computer), without SMWAN connectivity.
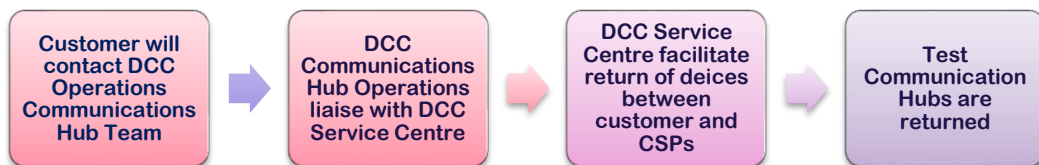
Both these Test Communications Hubs will be capable of capturing HAN, WAN, and ZigBee logs in the event of a test issue for use in defect identification and triage in a format that can be easily interrogated. The wired dual band ITCH does not support WAN functionality.

The minimum order for Test Communications Hub is 10 units with each Test Communications Hub charged at the rate defined in the charging statement.

Should you wish to request an order of Test Communication Hubs as a Non SEC Party, please contact opsch@smartdcc.co.uk in the first instance. DCC Operations Logistics will review each case individually to determine the validity of the request.

Returning Test Communications Hubs

Customer will contact DCC Operations Communications Hub Team	DCC Communications Hub Operations liaise with DCC Service Centre	DCC Service Centre facilitate return of deices between customer and CSPs	Test Communication Hubs are returned

This process allows the return of Test Communications Hubs (TCHs) to CSPs which need to be disposed securely as well as return faulty TCHs.

Where one or more TCHs are found to be faulty through a suspected fault beyond the customer's control and are still within warranty, the customer may choose to invoke a warranty return for the affected TCHs. To do this, they will complete a Returns Request (RR) form and attach it to a new Service Management Service Request (Service Request).

The RR form is validated by the Service Centre and a calculation is done to determine if any of the devices are out of warranty. For any devices that are out of warranty, the Service Centre confirms with the customer that they are happy to proceed.

Once the RR form has been validated by DCC Service Centre, the Service Request is then assigned to the CSP. The CSP will validate if the list of TCHs belong to their region and will subsequently issue a Return Merchandise Authorisation (RMA) label which will be made available to the customer to affix to a package of one or more TCHs.

Please note that Customers are responsible for the Logistics of returning Test CH assets.

To commence the returns process, please contact opsch@smartdcc.co.uk in the first instance.

User Forms and Templates*

*All appropriate forms will be provided by the DCC Service Centre.