

Operational Subsidiary Document No. 0701: Bilateral Common Processes

Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
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Definitions

Unless expressly stated otherwise, for the purposes of this OSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply;
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Items), and/or CSD 0601 (Bilateral Data Catalogue) shall have the meaning attributed therein.

For the purposes of this OSD only, the following capitalised terms shall have the following meaning:

Term	Definition
"Unique Process"	a specific process for a Requestor and Responder to follow within the Bilateral Hub in order to fulfil a specific Request as provided for in the Operational Terms, where that process is not a Common Process;

2. Introduction

2.1 Purpose

- 2.1.1 This OSD provides for the Common Processes that are performed in the Bilateral Hub and describes the process steps required to support these Common Processes within the Bilateral Hub. These process steps may be performed through either the LVI or HVI.
- 2.1.2 The detail that accompanies these Common Processes, specifically the actions and outcomes that Requestors and Responders are required to provide, are dependent upon the context in which they are applied. In the event of any conflict between the process steps outlined in this OSD and the process steps outlined in any OSD that prescribes a Unique Process, the process steps outlined in the OSD that prescribes a Unique Process shall take precedence. Furthermore, these Common Processes may not always need to be performed in the order that they appear in this OSD.
- 2.1.3 Where a Request is initiated by a Wholesaler, the Wholesaler shall be considered both the Requestor and the Responder but the Retailer at the SPID (D2001) associated with the Request may still be required to provide input as the Request is progressed.

2.2 Scope

- 2.2.1 This OSD describes the process steps for these Common Processes as performed in the Bilateral Hub through the HVI and references to Data Transaction and Data Item numbers are specific to the HVI. However, the process steps may also be performed through the LVI by following the instructions of the Bilateral Hub. When using the LVI, the Bilateral Hub shall submit these Data Transactions on behalf of Trading Parties. All successful and failed Data Transactions shall be confirmed and notified accordingly, and in accordance with CSD 0601 (Bilateral Data Catalogue) when submitting through the HVI. The Market Operator shall provide guidance and training to assist Trading Parties in completing these process steps via both interfaces.
- 2.2.2 The process steps for these Common Processes are supported by validation rules within the Bilateral Hub to ensure accurate initiation, completion and closing of

Requests. These validation rules and associated error codes are published on the Market Operator's website.

2.2.3 This OSD does not describe the process steps for Unique Processes. Trading Parties shall comply with the following OSDs in order to deliver these Unique Processes:

- (a) OSD 0704 (Bilateral Processes for Part C - Confirmation and verification of supply arrangements).

2.2.4 The Common Processes set out in this OSD are:

- (a) Initiate and Submit Request;
- (b) Accept or Reject Request;
- (c) Request and Provide Additional Information;
- (d) Resubmit Request;
- (e) Book a Site Visit;
- (f) Notify Result of Site Visit;
- (g) Confirm Central Systems Update and Close Request;
- (h) Cancel Request;
- (i) Submit Trading Party Comments;
- (j) Attachment Process;
- (k) Time-out Process; and
- (l) Defer Request.

2.2.5 Data Items and Data Transactions as referenced in this OSD are listed in full in CSD 0301 (Data Catalogue) and/or CSD 0601 (Bilateral Data Catalogue).

3. Initiate and Submit Request

3.1 Introduction

- 3.1.1 This section sets out the process steps for a Requestor to initiate and submit a Request within the Bilateral Hub. The Requestor must be Registered to the Supply Point and must provide the SPID (D2001) where mandated by a Unique Process in order to initiate a Request for any given Supply Point.

3.2 Description of process steps

Step 1: create Request

- 3.2.1 The Requestor shall submit the relevant Data Transaction for the specific Request type as stipulated in CSD 0601 (Bilateral Data Catalogue). For example, T321.R/W (Request Meter And Supply Arrangement Verification) shall be used to initiate Process C1 (Verification of meter details or supply arrangements).

Step 2: complete declaration

- 3.2.2 The Requestor shall complete the consent to contact the Non-Household Customer section of the Request before submission.

Step 3: submission validation

- 3.2.3 Upon successful completion of the process steps above, an ORID (D8221) shall be assigned to the Request.
- 3.2.4 The next available process is Accept or Reject Request.

4. Accept or Reject Request

4.1 Introduction

4.1.1 This section sets out the process steps for a Wholesaler to accept or reject a Request within the Bilateral Hub. The rejection of a Request by a Wholesaler does not indicate that a Request is closed, but acts as the End Trigger for any started SLA. Should a Wholesaler reject a Request, the Retailer shall choose to agree to the rejection by cancelling the Request or resubmit the Request with updated information (which shall start a new SLA in accordance with Section 6 Resubmit Request).

4.1.2 A Retailer cannot reject a Request that has been initiated by a Wholesaler, but a Wholesaler may cancel a Request that it initiated itself at any time by submitting T211.W (Cancel Service Request).

4.2 Description of process steps

Step 1: review Request

4.2.1 Where a Request has been initiated by a Retailer, the Wholesaler shall review the Request and run initial desk top analysis upon receipt of the Request.

Step 2a: accept Request

4.2.2 The Wholesaler shall submit T201.W (Accept Service Request).

4.2.3 The next available processes are:

- (a) Book a Site Visit;
- (b) Request and Provide Additional Information; and
- (c) Confirm Central Systems Update and Close Request.

Step 2b: reject Request

4.2.4 The Wholesaler shall submit T202.W (Reject Service Request).

4.2.5 The Wholesaler shall provide reasons for rejecting a Request. Such reasoning is limited to:

- (a) The Request is materially inaccurate (for example the SPID (D2001) is incorrect).
- (b) The Request is a duplicate (the Wholesaler shall provide reference to a pre-existing ORID (D8223) where this applies).
- (c) The Retailer has raised the Request through the wrong process (the Wholesaler shall redirect the Retailer where this applies).
- (d) The Request has been declined due to the Wholesaler's policy (the Wholesaler shall provide a URL link to the policy in question where this applies).
- (e) The Request relates to a Household Customer rather than a Non-Household Customer.
- (f) The Request relates to an action that does not fall under the Wholesaler's responsibility.

4.2.6 The Wholesaler shall also provide any other information where it may be needed to enable the Retailer to resubmit the Request.

4.2.7 The next available processes are:

- (a) Resubmit Request; or
- (b) Cancel Request.

4.2.8 Once the Time-out Process has been implemented in the Bilateral Hub, the Time-out Process shall apply where the Retailer does not respond to the rejection of a Retailer initiated Request within 15 Business Days of the rejection.

5. Request and Provide Additional Information

5.1 Introduction

5.1.1 This section sets out the process steps for the Wholesaler to request, and the Retailer to provide, additional information relevant to a Request within the Bilateral Hub.

5.1.2 Once the Time-out Process has been implemented in the Bilateral Hub, the Time-out Process shall apply where a Request has been initiated by a Retailer. Until such time, Requests will need to be closed manually by the Retailer where the Retailer chooses not to provide additional information relevant to the Request.

5.2 Description of process steps

Step 1: request additional information

5.2.1 The Wholesaler may require additional information in, for example, but not limited to, the following circumstances:

- (a) The Non-Household Customer contact information provided by the Retailer is incorrect; or
- (b) The Wholesaler has attempted to contact the Non-Household Customer as part of the process of booking a site visit and has been unable to reach the Non-Household Customer.

5.2.2 Where a Request has been initiated by a Retailer, the Wholesaler shall submit T203.W (Request For Additional Information). Where a Request has been initiated by a Wholesaler, the Wholesaler shall submit T217.W (Request For Customer Details and Additional Information).

5.2.3 Should the Wholesaler also submit T213.W (Start Service Request Deferral) for the relevant ORID (D8221) specifying the INFOREQ Request Code (D8229) or CUSTINFOREQST Request Code (D8224), then no time shall accrue against the started SLA during the period for which the Retailer is responding to the request for additional information.

Step 2a: provide additional information

- 5.2.4 If the Retailer chooses to provide additional information where a Request has been initiated by a Retailer, the Retailer shall respond by submitting T204.R (Provide Additional Information). The Activity Status (D8224) of the Request must be INFOREQST for this Data Transaction to be submitted. If the Retailer chooses to provide additional information where a Request has been initiated by a Wholesaler, the Retailer shall respond by submitting T218.R (Provide Customer Details and Additional Information). The Activity Status (D8224) of the Request must be CUSTINFOREQST for this Data Transaction to be submitted.
- 5.2.5 The Retailer may also submit T215.R (Provide Attachment) to support the provision of additional information. The Activity Status (D8224) of the Request must not be CANCELLED or CLOSED.
- 5.2.6 The next available processes are:
- (a) Book a Site Visit; and
 - (b) Request and Provide Additional Information.

Step 2b: cancel Request

- 5.2.7 If the Retailer does not provide additional information where a Request has been initiated by a Wholesaler, the Wholesaler shall cancel the Request. If the Retailer does not provide additional information where a Request has been initiated by a Retailer, the Retailer may choose to cancel the Request. Once the Time-out Process has been implemented in the Bilateral Hub, if the Retailer does not cancel the Request within 15 Business Days of the request for additional information, the Time-out Process shall apply.
- 5.2.8 The next available process is:
- (a) Cancel Request.

6. Resubmit Request

6.1 Introduction

6.1.1 This section sets out the process steps for the resubmission of a Request by a Retailer within the Bilateral Hub where the Retailer has reviewed a rejected Request and has subsequently opted not to cancel the Request.

6.1.2 Once the Time-out Process has been implemented in the Bilateral Hub, the Time-out Process shall apply. Until such time, Requests will need to be closed manually by the Retailer where the Retailer chooses not to resubmit the Request.

6.2 Description of process steps

Step 1: resubmit Request

6.2.1 The Retailer shall submit T210.R (Resubmit Service Request).

6.2.2 Once a Request is resubmitted a new SLA shall be triggered for the same ORID (D8223). Only the first instance of an SLA for any Request which has been completed and which is subject to an Operational Performance Standard as set out in CSD 0002 (Market Performance Framework) shall be counted.

6.2.3 Each Operational Performance Standard as set out in CSD 0002 (Market Performance Framework) shall only be counted the first instance any started SLA is completed (i.e., has a valid Start Trigger and End Trigger) for each Request. Requests which are rejected, cancelled or timed-out shall not be counted in the measurement of performance.

6.2.4 The next available process is Accept or Reject Request.

7. Book a Site Visit

7.1 Introduction

7.1.1 This section sets out the process steps to book a site visit within the Bilateral Hub should a Wholesaler accept a Request for which a site visit to the Eligible Premises of the Non-Household Customer may be required. Where a site visit is not required, the Wholesaler shall update the Central Systems (where applicable) in accordance with the process steps for the Unique Process and the Retailer shall proceed to Confirm Central Systems Update and Close Request.

7.1.2 The Retailer may be present on site at the time of the planned visit.

7.2 Description of process steps

Step 1: establish whether site visit is required

7.2.1 The Wholesaler shall consider whether it has requisite information to establish the need for a site visit.

7.2.2 Where the Wholesaler requires additional information to establish the need for a site visit, the Wholesaler shall submit T203.W (Request For Additional Information).

7.2.3 The Wholesaler shall then proceed to step 2a or step 2b or step 2c below.

Step 2a: site visit not required

7.2.4 Where the Wholesaler has sufficient information to conclude that a site visit is not required, the Wholesaler shall update the Central Systems (where applicable) in accordance with the process steps for the Unique Process as set out in the relevant OSD and the Retailer shall proceed to Confirm Central Systems Update and Close Request.

Step 2b: site visit required but Non-Household Customer contact not required

7.2.5 The Non-Household Customer may not need to be contacted to carry out the site visit where one of the following criteria apply:

- (a) The Retailer has stated that the meter is outside the Eligible Premises of the Non-Household Customer and therefore the Non-Household Customer does not require contact.
- (b) The Retailer has stated that the Non-Household Customer does not require contact and the Wholesaler is able to perform the required task specified within the Request without such contact or assistance.
- (c) Where the Requestor is a Wholesaler, the Wholesaler at its own discretion decides that the Non-Household Customer does not require contact.

7.2.6 Should a Retailer indicate that Non-Household Customer contact is not required but the Wholesaler requires such contact or assistance to complete a Request, then a Non-Household Customer appointment shall be arranged at the Wholesaler's discretion.

7.2.7 Where the Non-Household Customer does not need to be contacted, the Wholesaler shall proceed to step 3 below.

Step 2c: site visit required and Non-Household Customer contact required

7.2.8 Where the Non-Household Customer does need to be contacted, the Wholesaler shall contact the Non-Household Customer using the information provided by the Retailer and arrange the site visit. This step is performed outside of the Bilateral Hub. Should the Wholesaler require further information in order to fulfil the Request, or is unable to contact the Non-Household Customer following at least three (3) separate attempts, with each attempt falling at a different time on a different day, the Wholesaler shall request additional information from the Retailer by submitting T203.W (Request For Additional Information) where the Request has been initiated by a Retailer, or T217.W (Request For Customer Details and Additional Information) where the Request has been initiated by a Wholesaler.

7.2.9 Once the site visit has been arranged, the Wholesaler shall proceed to step 3 below.

Step 3: confirm site visit booked

- 7.2.10 Once the site visit date is confirmed through step 2b or step 2c above, the Wholesaler shall update the Retailer by submitting T205.W (Update Site Visit Date).
- 7.2.11 Where the Retailer has requested that the Wholesaler contact the Non-Household Customer prior to a site visit, the Site Visit Date and Time (D8263) and the Site Visit Date and End Time (D8261) should be provided wherever possible in the submission of the T205.W (Update Site Visit Date). However, only the Site Visit Date and Time (D8263) should be provided where a specified time appointment has been agreed.
- 7.2.12 The Site Visit Date and Time (D8263) must be provided where the Site Visit Date and End Time (D8261) is provided. Furthermore, the Site Visit Date and End Time (D8261) must be the same day of the Site Visit Date and Time (D8263), and the time cannot be before the time specified in the Site Visit Date and Time (D8261). The time difference between the time specified in the Site Visit Date and Time (D8263) and the Site Visit Date and End Time (D8261) shall not exceed six (6) hours.
- 7.2.13 Should the Site Visit Date and Time (D8263) not be provided, Additional Information (D8213) shall be required in the submission of the T205.W (Update Site Visit Date).
- 7.2.14 The next available process is Notify Result of Site Visit.

8. Notify Result of Site Visit

8.1 Introduction

8.1.1 Where a site visit has been performed by the Wholesaler, the Wholesaler shall update the Retailer on the outcome of the site visit in accordance with the process steps associated with the Unique Process for the Request as set out in the relevant OSD. If required, the Retailer shall proceed to Confirm Central Systems Update and Close Request.

8.1.2 The requirement on the Wholesaler to update the Retailer on the outcome of the site visit also applies when a site visit is cancelled or has not gone ahead as planned. In such cases, the Wholesaler shall notify the Retailer that the site visit has not been completed successfully and reschedule where applicable in accordance with the process steps associated with the Unique Process for the Request as set out in the relevant OSD. The next available processes are:

- (a) Book a Site Visit; and
- (b) Request and Provide Additional Information.

9. Confirm Central Systems Update and Close Request

9.1 Introduction

9.1.1 This section sets out the process steps for a Retailer, following receipt of a completed Request, to review the completed Request, confirm any Central Systems updates, and close the relevant Request within the Bilateral Hub.

9.1.2 Once the Time-out Process has been implemented in the Bilateral Hub, the Time-out Process shall apply. Until such time, Requests will need to be closed manually by the Retailer.

9.2 Description of process steps

Step 1: update Retailer owned Data Items

9.2.1 Where updates are required to any Data Item where the Retailer is the Data Owner, the Retailer shall be required to update the Central Systems in accordance with the process steps for the Unique Process as set out in the relevant OSD before proceeding to step 2a or step 2b below.

Step 2a: accept update

9.2.2 The Retailer shall ensure that the Wholesaler has completed the intended operation as per the Request submission and shall ensure that the Central Systems have been updated correctly as per the Wholesaler's intended corrections.

9.2.3 Once the Retailer has reviewed and accepted the Wholesaler's updates, the Retailer shall submit T208.R (Close Service Request). The Activity Status (D8224) of the Request must be COMPLETED for this Data Transaction to be submitted. The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.

Step 2b: disagree update

9.2.4 Should the Retailer disagree with the Wholesaler's Central Systems update or corrections, the Retailer should resubmit the Request by submitting T210.R (Resubmit Service Request). The Activity Status (D8224) of the Request must be COMPLETED or REJECTED for this Data Transaction to be submitted.

9.2.5 The next available process is Accept or Reject Request.

10. Cancel Request

10.1 Introduction

10.1.1 This section sets out the process steps for a Requestor to cancel a Request within the Bilateral Hub where required.

10.2 Description of process steps

10.2.1 The principle requirements for this Common Process are as follows:

- (a) The Requestor may cancel a Request at any stage.
- (b) Where the Requestor is a Retailer, the Retailer shall cancel a Request by submitting T211.R (Cancel Service Request).
- (c) Where the Requestor is a Wholesaler, the Wholesaler shall cancel a Request by submitting T211.W (Cancel Service Request).
- (d) The overall process ends once the Request is cancelled.

11. Submit Trading Party Comments

11.1 Introduction

- 11.1.1 This section sets out the process steps for the Requestor and Responder to submit comments relevant to a Request within the Bilateral Hub. Trading Parties shall be notified of a relevant Request being raised by receipt of a corresponding “.M” Data Transaction and may review the Request at any time whilst the relevant Request has a Request Status (D8223) of SUBMITTED, INPROGRESS OR COMPLETED unless the Unique Process specifies otherwise.

11.2 Description of process steps

Step 1: Trading Parties submit comments

- 11.2.1 The Requestor and Responder may provide comments on a Request whilst the Request is open (or within the timescale specified by the Unique Process) by submitting T207.R/T207.W (Submit Trading Party Comments).
- 11.2.2 If the Wholesaler receives comments, queries, or objections from the Retailer, the Wholesaler shall review the feedback and may adjust its approach accordingly.

12. Attachment Process

12.1 Introduction

12.1.1 The Bilateral Hub provides for the submission of additional file attachments to help evidence a Request and any updates that require additional information from either the Retailer or Wholesaler. This section sets out the process steps to provide such additional information within the Bilateral Hub.

12.2 Description of process steps

Step 1: provide attachment

12.2.1 When providing an additional file attachment, a Requestor or Responder shall submit T215.R/T215.W (Provide Attachment).

Step 2: view or acquire attachment

12.2.2 Where a T215.M (Notify Attachment URL) has been received, a Requestor or Responder may view the attachment file through the URL (D8257). Should the Requestor or Responder choose to acquire the attachment file content, the Requestor or Responder shall submit T216.R/T216.W (Request Attachment). The requested attachment file content shall be acquired through the Attached File Content (D8277) in the subsequent T216.M (Supply Requested Attachment).

13. Time-out Process

13.1 Introduction

13.1.1 This section sets out the Time-out Process that applies within the Bilateral Hub. The Time-out Process shall only apply to the Responder. The Time-out Process is designed to provide the Responder a reasonable amount of time to complete required actions without unduly slowing the progression of the Request and causing delay with regard to the Non-Household Customer.

The Time-out Process is not currently available in the Bilateral Hub, and therefore the Close Reason (D8232) HUB shall not be applicable for any step or process to which the Time-out Process will normally apply. The Market Operator shall notify all Trading Parties in advance of the date upon which the Time-out Process is to be implemented in the Bilateral Hub, and the date upon which all references to this process shall apply and the Close Reason (D8232) HUB shall be available. Until the Time-out Process is implemented in the Bilateral Hub, manual closures of Requests, steps or processes to which the Time-out Process will normally apply shall be required. When notified by the relevant Wholesaler, the Retailer shall actively close the relevant Request, step or process as soon as reasonably practicable.

13.1.2 The table below sets out the circumstances where the Time-out Process shall apply and the subsequent Request Status (D8223) and Close Reason (D8232) following the Time-out:

Event preceding Time-out	Status following Time-out		Notes
	Request Status (D8223)	Close Reason (D8232)	
Rejection of a Request	CANCELLED	HUB	The Bilateral Hub shall automatically close a Request if the Retailer does not respond to the rejection within 15 Business Days. The Close Reason (D8232) in the T208.M (Notify Service Request Closed) shall be HUB
Request for additional information	CANCELLED	HUB	The Bilateral Hub shall automatically close a Request if the Retailer does not respond to the Wholesaler request for additional information within 15 Business Days. The Close Reason (D8232) in the T208.M (Notify Service Request Closed) shall be HUB.

Request marked complete by Wholesaler	COMPLETE	HUB	The Bilateral Hub shall automatically close a Request if the Retailer does not close a Request within 15 Business Days of the Request being marked as complete. The Close Reason (D8232) in the T208.M (Notify Service Request Closed) shall be HUB.
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14. Defer Request

14.1 Introduction

14.1.1 This section sets out the process steps to defer a Request within the Bilateral Hub where required.

14.1.2 The Operational Terms and CSD 0002 (Market Performance Framework) provide Wholesalers with the right to defer (pause) the SLA for a Request for certain permitted reasons throughout its lifecycle, for example when the Wholesaler is waiting for information either from the Retailer or third party which is inhibiting the Wholesaler from completing the Request. As such the Bilateral Hub provides for Wholesalers to actively defer Requests and remove such Deferrals where necessary.

14.1.3 Deferrals are counted in Business Days.

14.1.4 The rules and validations for starting a Deferral are as follows:

- (a) A Wholesaler shall submit T213.W (Start Service Request Deferral) to initiate a Deferral.
- (b) A Wholesaler cannot start a Deferral where the Activity Status (D8224) is SUBMITTED, RESUBMITTED, REJECTED, PLANPROP, PLANAGREED, COMPLETED, CLOSED or CANCELLED.
- (c) The Request Deferral Code (D8229) and Additional Information (D8213) fields are mandatory in the submission of a Deferral request. The Request Deferral Code (D8229) options are listed in the following table:

Code	Description
CUSTOMER	Customer Unavailable
RETAILER	Retailer Unavailable
THIRDPARTY	Third party Involvement
CONSENTS	Third party/agency consents
REGULAT	Other regulatory constraints
WEATHER	Extreme weather
FORCEMAJ	Force majeure
INFOREQD	Further information required from the Retailer to proceed

- (d) The Effective From Date (D4006) and Effective To Date (D4024) fields, which denote the dates at which a Deferral shall start and end respectively, are also mandatory in the submission of Deferral request. The Effective To Date (D4024) must be a future or current date and cannot be before the Effective From Date (D4006). The Effective From Date (D4006) cannot be a future date and cannot be prior to the date at which the Request was at Request Status (D8223) of SUBMITTED and Activity Status (D8224) of SUBMITTED, regardless of whether this date falls on a Business Day. The Effective To Date (D4024) shall be prepopulated to thirty (30) Business Days from the Effective From Date (D4006) but this Effective To Date (D4024) shall be editable within this maximum of thirty (30) Business Days.
- (e) The Effective From Date (D4006) and Effective To Date (D4024) are inclusive of each other. If the Effective From Date (D4006) and Effective To Date (D4024) in the T213.W (Start Service Request Deferral) have the same date then the duration of the Deferral shall be reported as being one (1) day.
- (f) Only one (1) Deferral may be started for any given Request at any time. A new Deferral shall only be started once a previous Deferral for that same Request has ended.
- (g) Once a Wholesaler has started a Deferral, the Activity Status (D8224) of the Request cannot be changed until that Deferral has been ended with the exception of Activity Statuses (D8224) INFOPROVD or CUSTINFOPROVD which are permitted in a deferred state.

14.1.5 The rules and validations ending a Deferral request are as follows:

- (a) A Deferral shall end automatically once the end of the Business Day set out in the Effective To Date (D4024) has been reached. However, a Wholesaler may manually end a Deferral at any stage by submitting T214.W (End Service Request Deferral).
- (b) If the Wholesaler provides an Effective To Date (D4024) in the T214.W (End Service Request Deferral) that precedes the Effective To Date (D4024) provided in the T213.W (Start Service Request Deferral), the Effective To Date (D4024) provided in the T214.W (End Service Request

Deferral) shall override the Effective To Date (D4024) provided in the T213.W (Start Service Request Deferral).

- (c) When a Deferral is ended (manually or automatically) the SLA due date shall be amended to a revised SLA due date. This revised SLA due date shall be determined by adding the number of Business Days between the Effective From Date (D4006) noted in the T213.W (Start Service Request) and the date the current SLA was started, to the Effective From Date (D4006) of the Deferral end (either automatic or noted within T214.W (End Service Request Deferral)). The figure and table below provide some example scenarios to demonstrate how these principles would apply across some example Months (September, October, November):

Business Days Non-business Days

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6
7	8	9	10	11	12	13

Scenario	SLA Due Date	Start Deferral (D4006)	End Deferral (D4024)	Revised SLA Due Date
1	21 Oct	17 Oct	28 Oct	7 Nov
2	21 Oct	14 Oct	17 Oct	25 Oct
3	3 Oct	26 Sep	30 Sep	10 Oct
4	3 Oct	26 Sep	28 Sep	6 Oct

- (d) If the Effective To Date (D4024) in the T214.W (End Service Request Deferral) matches the Effective From Date (D4006) in the T213.W (Start

Service Request Deferral) then the duration of the Deferral shall be reported as being one (1) day.

- (e) A further Deferral may be started once a previous Deferral has ended (if required).

14.2 Description of process steps

Step 1: start Deferral

- 14.2.1 The Wholesaler shall submit T213.W (Start Service Request Deferral).

Step 2: end Deferral

- 14.2.2 The Wholesaler shall submit T214.W (End Service Request Deferral).