

## Change Proposal

### EU Gas Capacity Conversion Interim Optimal Solution

**Mod reference: Mod616**  
**CDSP Reference: CP4368**

Document Stage	Version	Date	Author	Status
ROM Request / Change Proposal	0.1	15/09/17	Bill Goode	Draft
ROM Response				Choose an item.
Change Management Committee Outcome	1.0	11/10/2017	CDSP	Approved by Change Committee
EQR	n/a	n/a	n/a	Choose an item.
Change Management Committee Outcome	n/a	n/a	n/a	Choose an item.
BER	0.1	29/09/17	Rachel Addison	Draft
Change Management Committee Outcome				Choose an item.
CCR				Choose an item.
Change Management Committee Outcome				Choose an item.

## Document Purpose

This document is intended to provide a single view of a change as it moves through the change journey. The document is constructed in a way that enables each section to build upon the details entered in the preceding section. The level of detail is built up in an incremental manner as the project progresses.

The template is aligned to the Change Management Procedures, as defined in the CDSP Service Document. The template is designed to remove the need for duplication of information. Where information is required in one section but has been previously captured in a previous section, the previous section will be referenced.

The summary table on the front page shows the history and the current status of the Change Proposal.

<b>Section</b>	<b>Title</b>	<b>Responsibility</b>
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<b>Appendix</b>		
A1	Glossary of Key Terms	N/A

## Section 1: Proposed Change

Please complete section 1 and 2 and specify within section 2 the output that is required from the CDSP

Originator Details			
<b>Submitted By</b>	Chris Gumbley	<b>Contact Number</b>	07816341177 / 01926 654071
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		<b>Email Address</b>	<a href="mailto:Chris.gumbley@nationalgrid.com">Chris.gumbley@nationalgrid.com</a>
<b>Customer Class</b>		<input type="checkbox"/> Shipper <input checked="" type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> iGT	
Overview of proposed change			
<b>Change Details</b>	<p>National Grid is legally obligated to be compliant with the EU Capacity Allocation Mechanism (CAM) Network Code and the UNC. This Change Proposal proposes to modify Gemini to meet the obligations set-out in the CAM Code and the UNC in relation to Capacity Conversion for Interconnection Points.</p> <p>The proposal is to modify Gemini in the most efficient way possible to meet the compliance deadlines laid out in UNC Modification 616 and the CAM Code, which stipulate a go live date of January 2018.</p> <p>National Grid have completed the period of Feasibility and Analysis for all EU CAM and GB Charging change requirements f</p> <p>Defined in XRN4262 <b>“EU/GB Charging 18/19 Gas Regulatory Change Feasibility and Analysis Study”</b>. This change proposal is being raised in relation to the Capacity Conversion analysis results and seeks to modify Gemini in-line with Solution 7 outlined in the Capacity Conversion ‘Change, Business Requirements and Solution’ (CBRS) document.</p> <p>The solution is known as: <b><i>Buyback with Actual Price and System solution for Product Update</i></b></p> <p>In order to meet the Capacity Conversion obligations deadline National Grid plans to utilise the existing Buy-Back functionality in Gemini. However to ensure Product level data (Sold/Unsold values) remains correct within the system post a conversion request, a change is required in Gemini to give National Grid Business users the functionality to manually update this data. This update will form part of a wider manual process to be completed by National Grid in for Capacity Conversion requests.</p> <p>This change needs to be delivered at the earliest opportunity to mitigate any potential requirement for system data-fixes and extensive manual workarounds.</p> <p><b>Change Overview:</b></p> <p>A Capacity Conversion HLE was created as an output from the work undertaken as part of XRN4262. This HLE provides an indicative timeline</p>		

	<p>and cost for this change. National Grid would expect the change to be delivered in-line with these parameters.</p> <p>The delivery plan is expected to be for a period of approximately 14 weeks to allow for delivery by the end of February 2018. To mitigate the risk of Conversion requests being submitted prior to the system implementation NG will ensure a robust manual process is in place and request for Xserve to support should Gemini data need 'fixing' during the period Jan-Feb 2018.</p>
<b>Reason(s) for proposed service change</b>	<p>This particular Change Proposal relates to compliance with the Capacity Conversion obligations, in relation to the amendments to the primary legislation in the Capacity Allocation Mechanism Network Code and UNC modification 616.</p>
<b>Status of related UNC Mod</b>	<p>Sent to Panel</p>
<b>Full title of related UNC Mod</b>	<p>UNC Mod 0616S: Capacity Conversion Mechanism for Interconnection Points</p>
<b>Benefits of change</b>	<p>By undertaking this change National Grid could meet the compliance obligation deadline in relation to Capacity Conversion in an efficient and cost effective manner. National Grid propose to utilise existing Gemini functionality wherever possible in conjunction with the creation of an off-line operational process, however the mitigation of the risk of key data becoming out of sync/not compliant is the key benefit of this change.</p>
<b>Required Change Implementation Date</b>	<p>Q1 2018</p>
<b>Please provide an assessment of the priority of this change from the perspective of the industry.</b>	<p><input checked="" type="checkbox"/> High  <input type="checkbox"/> Medium  <input type="checkbox"/> Low</p> <p>Rationale for assessment: <a href="#">Compliance deadline January 2018</a></p>

## Section 2: Initial Assessment / ROM Request / Change Proposal

<b>Service Level of Quote/Estimate Robustness Requested</b>	<p><b>Evaluation Services</b></p> <p><input type="checkbox"/> Initial Assessment (<i>Mod related changes only</i>)</p> <p><input type="checkbox"/> ROM estimate for Analysis and Delivery</p> <p><b>CDSP Change Services</b></p> <p><input type="checkbox"/> Firm Quote for Analysis</p> <p><input checked="" type="checkbox"/> Firm Quote for both Analysis and Delivery</p>
<b>Has any initial assessment been performed in support of this change?</b>	<p><input checked="" type="checkbox"/> Yes: HLE produced as part of XRN4262 "EU/GB Charging 18/19 Gas Regulatory Change Feasibility and Analysis Study"</p> <p><input type="checkbox"/> No</p>

<b>Is this considered to be a Priority Service Change?</b>	<p><input checked="" type="checkbox"/> Yes (Mod Related)</p> <p><input type="checkbox"/> Yes (Legislation Change Related)</p> <p><input type="checkbox"/> No</p>
<p><b>Is this change considered to relate to a 'restricted class' of customers?</b></p> <p>Consider if the particular change is only likely to impact those who fall under a particular customer class</p> <p>If it impacts all customer classes (i.e. Transmission, Distribution &amp; Shippers) then choose 'No'.</p>	<p><input checked="" type="checkbox"/> Yes (please mark the customer class(es) to whom this is restricted)</p> <p><input type="checkbox"/> No</p> <p>-----</p> <p><input type="checkbox"/> Shippers</p> <p><input checked="" type="checkbox"/> National Grid Transmission</p> <p><input type="checkbox"/> Distribution Network Operators</p> <p><input type="checkbox"/> iGT's</p>
<p><b>Is it anticipated that the change would have an adverse impact on customers of any other customer classes?</b></p> <p>Please refer to appendix one for the definition of an 'adverse impact'</p>	<p><input type="checkbox"/> Yes (please give details)</p> <p><input checked="" type="checkbox"/> No</p>
<b>General Service Changes Only (please ensure that either A or B below is completed)</b>	
<p>A) Customer view of impacted service area(s)</p> <p>For a definition of the Service Areas, please see the 'Charge Base Apportionment Table' within the <a href="#">Budget and Charging Methodology</a>. Please indicate the service area(s) that are understood to be impacted by the change. Please enter 'unknown' if relevant. Where the change is likely to impact more than one service area please indicate the percentage split of the impact across the impacted service areas. For example if it is split equally across two service areas then enter 50% in the 'split' against each service area.</p>	
20	
<p>B) If the change is anticipated to require the creation of a new service area and service line please give further details stating proposed name of new service area and title of service line:</p>	

<b>Specific Service Changes Only:</b>
Please detail the proposed methodology (or amendment to the existing methodology) for determining Specific Service Change Charges.
Please detail the proposed basis (that is, Charging Measure and Charging Period) for determining Specific Service Change Charges in respect of the Specific Service.
<b>Impacts to UKLink System or File Formats</b>
Expected new Charge Type required to be created for "Capacity Conversion"
<b>Impacts UKL Manual Appendix 5b</b>
N/A
<b>Impacts to Gemini System</b>
The Capacity Conversion "Change, Business Requirements and Solution" (CBRS) document provides the high level impact to Gemini. Further analysis required to understand full impacts.
<b>Please give any other relevant information.</b>
Change Overview:

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

**Section 3: ROM Request Acceptance**

Is there sufficient detail within the ROM Request to enable a ROM Analysis to be produced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, please define the additional details that are required.	

If the ROM Request is not accepted. Please forward this document to the Portfolio Office for onward transmission to the Change Management Committee

## Section 4: ROM Analysis

This ROM is Xoserve's response to the above Evaluation Service Request. The response is intended to support customer involvement in the development of industry changes. Should the request obtain approval for continuance then a Change Proposal must be raised for any further analysis / development.

**Disclaimer:**

This ROM Analysis has been prepared in good faith by Xoserve Limited but by its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to Xoserve at the time of its preparation. Xoserve accordingly makes no representations of accuracy or completeness and any representations as may be implied are expressly excluded (except always for fraudulent misrepresentation).

Where Xoserve becomes aware of any inaccuracies or omissions in, or updates required to, this Report it shall notify the Network Operators' Representative as soon as reasonably practicable but Xoserve shall have no liability in respect of any such inaccuracy or omission and any such liability as may be implied by law or otherwise is expressly excluded.

This Report does not, and is not intended to; create any contractual or other legal obligation on Xoserve.

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ROM Analysis
<p><b>Change Assessment</b> High level indicative assessment of the change on the CDSP service description, on UKLink and any alternative options if applicable</p>
<p><b>Change Impact:</b> Initial assessment of whether the service change is / would have:</p> <ul style="list-style-type: none"> <li>• a restricted class change,</li> <li>• a priority service change</li> <li>• an adverse impact on any customer classes</li> </ul>
<p><b>Change Costs (implementation):</b> An approximate estimate of the costs (or range of costs) where options are identified</p>
<p><b>Change Costs (on-going):</b> The approximate estimate of the impact of the service change on service charges</p>
<p><b>Timescales:</b> Details of timescale for the change i.e. 3months etc. Details of when Xoserve could start this change i.e. the earliest is release X.</p>
<p><b>Assumptions:</b> Any key assumptions that have been made by Xoserve when providing the cost and or timescale</p>
<p><b>Dependencies:</b> Any material dependencies of the implementation on any other service changes</p>





**Constraints:**

Any key constraints that are expected to impact the delivery of the service change

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Requesting Party	As specified in ROM Request

## Section 5: Change Proposal: Committee Outcome

The Change Proposal is approved. An EQR is requested	Approved		
Approved Change Proposal version	1.0		
The change proposal shall not proceed	na		
The committee votes to postpone its decision on the Change Proposal until a later meeting	na	Date of later meeting	
The committee requires the proposer to make updates to the Change Proposal:	na		
Updates required:			

## Section 6: Evaluation Quotation Report (EQR): Change Proposal Rejection

Change Proposal Rejection				
	<b>Yes</b>		<b>No</b>	<p>Is there sufficient detail within the Change Proposal to enable an EQR to be produced? If no, please provide further details below.</p>
<p>Agreed with NG 21/09/17 that this project will progress straight to BER stage and there is no requirement for an EQR.</p>				

Please send the document to the following:

<i><b>Recipient</b></i>	<i><b>Email</b></i>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 7: Evaluation Quotation Report (EQR): Notification of Delivery Date

Notification of EQR Delivery Date	
Original EQR delivery date:	
Revised EQR delivery date:	
Rationale for revision of delivery date:	

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 8: Evaluation Quotation Report (EQR)

Project Manager			
Project Lead			

Please provide an indicative assessment of the impact of the proposed change on: <ul style="list-style-type: none"> <li>i. CDSP Service Description</li> <li>ii. CDSP Systems</li> </ul>	
Approximate timescale for delivery of 'business evaluation report' (N.b this is from the date on which the EQR is approved.)	
Estimated cost of business evaluation report preparation This can be expressed as a range of costs i.e. 'at least £xx,xxx but probably not more than £xx,xxx'.	
Does the CDSP agree with the 'Restricted class change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Adverse Impact' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Priority Service Change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
<b>General service changes</b>	
Does the CDSP agree with the assessment made in the Change Proposal regarding impacted service areas?  This should refer to whether the proposing party	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)

considers the service change to relate to an existing service area or whether it constitutes a new service area.	
<b>Specific service changes</b>	
<p>Does the CDSP agree with the proposal made in the Change Proposal regarding specific change charges?</p> <p>This should refer to the proposed methodology (or amendment to existing methodology) for determining the specific service charges and the proposed basis for determining the specific service change charges.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Please provide a draft amendment of the Specific Service Change Charge Annex setting out the methodology for determining Specific Service Change Charges proposed in the Change Proposal	
EQR validity period:	

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 9: Evaluation Quotation Report: Committee Outcome

The EQR is approved			
Approved EQR version			
The Change Proposal shall not proceed. The Change Proposal and this EQR shall lapse			
The committee votes to postpone its decision on the EQR until a later meeting		Date of later meeting	
The committee requires updates to the EQR:			
Updates required:			
<b>General service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the change proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Does the committee agree with the assessment of the service area(s) to which the service line belongs and the weighting of the impact?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.) If no, please enter the agreed service area(s) and the weighting:			
<b>Specific service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the Change Proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Please confirm the methodology for the determination of Specific Service Change charges			
2.) Please confirm the charging measure and charging period for the determination of Specific Service Change charges			

## Section 10: Business Evaluation Report (BER)

Change Implementation Detail												
1.) Detail changes required to the CDSP Service Description												
There are no changes to Service Area 20: UK Link Gemini System Services												
2.) Detail modifications required to UK Link												
New charge type will be created but will not feed into Neutrality.												
3.) Detail changes required to appendix 5b of the UK Link Manual												
A new charge type, CEC (capacity entry conversion) is being set up to support the change. The UKL Manual will need to be updated to reflect this.												
4.) Detail impact on operating procedures and resources of the CDSP												
No impact. A manual process will be undertaken by NGGT.												
5.) Implementation Plan												
The Analysis Phase is planned to commence on 20/11/17. Target implementation date is 11/02/18												
6.) Estimated implementation costs												
The estimated cost for delivering the requirements of Change Proposal 4368 is forecast to be <b>£312,616</b>												
6a.) How will the charging for the costs be allocated to different customer classes? (General Service Changes only)												
Please mark % against each customer class:												
<table style="border-collapse: collapse;"> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"><b>100</b></td> <td style="padding: 2px 5px;">National Grid Transmission</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"> </td> <td style="padding: 2px 5px;">Distribution Network Operators and IGT's</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"> </td> <td style="padding: 2px 5px;">DN Operator</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"> </td> <td style="padding: 2px 5px;">IGT's</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"> </td> <td style="padding: 2px 5px;">Shippers</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px 5px; text-align: center;"><b>100%</b></td> <td></td> </tr> </table>	<b>100</b>	National Grid Transmission		Distribution Network Operators and IGT's		DN Operator		IGT's		Shippers	<b>100%</b>	
<b>100</b>	National Grid Transmission											
	Distribution Network Operators and IGT's											
	DN Operator											
	IGT's											
	Shippers											
<b>100%</b>												
7.) Estimated impact of the service change on service charges												
No impact to service charges												
8.) Please detail any pre-requisite activities that must be completed by the customer prior to receiving or being able to request the service.												
National Grid Transmission to provide the high level business requirements based on European Code and corresponding UNC modifications where available.												
<b>Implementation Options</b>												
Please provide details on any alternative solution/implementation options: This should include:												
(i) a description of each Implementation Option;												



- (ii) the advantages and disadvantages of each option
- (iii) the CDSP preferred Implementation Option

**Do Nothing:** This option is not recommended. NGGT would be non-compliant with the relevant EU Codes and Consequential modifications to the Uniform Network Code (UNC) leading to sanctions for non-compliance to EU legislation. A labour intensive manual workaround would need to be in place along with regular data fixes if this system change option is not implemented.

**Recommended option:**

The recommended option is detailed below:

**Buyback with Actual Price (New Method of Sale (MoS) and new Charge Type) and System solution for Product Update.**

This option will provide NG with the facility to update bundled and unbundled sold capacity at product level in both Gemini and Gemini Exit.

- Conduct new Buyback Forward MoS
- Create new Charge Type associated to NTE Invoice Type
- New Charge Type will not be linked to Neutrality
- Capacity not re-allocated from CMP/Non-Ob can be bought back using this option

The advantages of this option are detailed below:

- a) Charge calculation is automatic and the Credit and Debit charges are issued in the same invoice.
- b) The Revenue generated from the new MoS will not feed into Neutrality.
- c) This is the most likely Production scenario as there may not be any capacity re-allocated from CMP/Non-Ob.
- d) No data discrepancy.
- e) System solution to allow NG to update Sold Capacity at Product level (Gemini and Exit).

**Restricted Class Changes only**

Is there any change in the view of the CDSP on whether there would be an 'Adverse Impact' on customers outside the relevant customer class(es)?

- Yes (please give detail below)
- No

**Dependencies:**

Approval of the BER is required by 03/11/17 in order to commence the project on 20/11/17.  
 Availability of sufficient suitably skilled NGGT resources to provide support and inputs to the project phases as appropriate.

**Constraints:**

The solution needs to be delivered as soon as is practicable. Target implementation date is 11/02/17.

**Benefits:**

By undertaking this change, National Grid would meet the compliance obligation deadline in relation to Capacity Conversion in an efficient and cost effective manner. National Grid propose to utilise existing Gemini functionality wherever possible in conjunction with the creation of an off-line operational process, however the mitigation of the risk of key data becoming out of sync/not compliant is the key benefit of this change.

The Network benefits are not exhaustive. There may be other benefits to the Network that Xoserve is not aware of.

**Impacts:**

There are no identified impacts of this change.

**Risks:**

There is a small risk that delivering this change will further add to the current change congestion by utilising the same shared resources. This will be mitigated by advance planning of any use of such resources.

**Assumptions:**

Relevant preparatory material from National Grid will be available prior to commencing the analysis phase. This material will include (but is not limited to) the following artefacts:

- Latest version of UNC modification / EU network codes
- NGGT interpretation of UNC modification / EU network codes

**Information Security:**

There are no impacts to information security. The system change will allow NG users to manually update sold capacity at product level in both Gemini and Exit. There are no changes to existing functionality.

**Out of scope:**

This document will not provide a detailed analysis of solution options.

Please provide any additional information relevant to the proposed service change:

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 11: Business Evaluation Report: Committee Outcome

The BER is approved and the change can proceed			
<b>Modification Changes Only</b> Please ensure that the Transporters are formally informed of the Target Implementation Date			
Approved BER version			
The change proposal shall not proceed and the BER shall lapse			
The committee votes to postpone its decision on the BER until a later meeting		Date of later meeting	
The committee requires updates to the BER:			
Updates required:			

## Section 12: Change Completion Report (CCR)

### Change Overview

Please include detail on the following for the chosen implementation option: modifications to UKLink, impact on operating procedures and resources of the CDSP.  
 Actions required of the customer prior to the commencement date

Please detail any differences between the solution that was implemented and what was defined in the BER.

Detail the revised text of the CDSP Service Description reflecting the change that has been made

Were there any revisions to the text of the UK Link Manual?

Yes (please insert the revised text of the UK Link manual below)

No

Proposed Commencement Date		Actual Commencement Date	
-------------------------------	--	-----------------------------	--

Please provide an explanation of any variance

Please detail the main lessons learned from the project

Service change costs			
Approved Costs (£)		Actual Costs (£)	
Reasons for variance between approved and actual costs:			

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	enquiries@gasgovernance.co.uk

## Section 13: Change Completion Report: Committee Outcome

The implementation is complete and the CCR is approved			
Approved CCR version			
The committee votes to postpone its decision on the CCR until a later meeting		Date of later meeting:	
The committee requires further information			
Further information required:			
The committee considers that the implementation is not complete			
Further action(s) required:			
The proposed changes to the CDSP Service Description or UK Link Manual are not correct			
Amendments to CDSP service description / UKLink manual required:			

## Section 14: Document Template Version History

The purpose of this section is to keep a record of the changes to the overall version template and the individual sections within. It will be updated by the CDSP following approval of the template update by the Change Management Committee.

**Version History:**

Version	Status	Date	Author(s)	Summary of Changes

--- END OF DOCUMENT ---



## Appendix One: Glossary

Term	Definition
Adverse Impact	<p>A Service Change has or would have an Adverse Impact on Customers of a particular Customer Class if:</p> <p>(a) Implementing the Service Change would involve a modification of UK Link which would conflict with the provision of existing Services for which such Customer Class is a Relevant Customer Class;</p> <p>(b) the Service Change would involve the CDSP disclosing Confidential Information relating to such Customers to Customers of another Customer Class or to Third Parties;</p> <p>(c) Implementing the Service Change would conflict to a material extent with the Implementation of another Service Change (for which such Customer Class is a Relevant Customer Class) with an earlier Proposal Date and which remains Current, unless the Service Change is a Priority Service Change which (under the Priority Principles) takes priority over the other Proposed Service Change; or</p> <p>(d) Implementing the Service Change would have an Adverse Interface Impact for such Customers.</p>
General Service	A service provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.
Non-Priority Service Change	A Service Change which is not a Priority Service Change
Priority Service Change	<p>A Modification Service Change;</p> <p>or</p> <p>A Service Change in respect of a Service which allows or facilitates compliance by a Customer or Customers with Law or with any document designated for the purposes of Section 173 of the Energy Act 2004 (including any such Law or document or change thereto which has been announced but not yet made).</p>
Relevant Customer class	A Customer Class is a <b>Relevant Customer Class</b> in relation to a Service or a Service Change where Service Charges made or to be made in respect of such Service, or the Service subject to such Service Change, are or will be payable by Customers of that Customer Class
Restricted Class Change	Where, in relation to a Service Change, not all Customer Classes are Relevant Customer Classes, the Service Change is a <b>Restricted Class Change</b> ;
Service Change	<p>A change to a Service provided under the DSC (not being an Additional Service), including:</p> <p>(i) the addition of a new Service or removal of an existing Service; and</p> <p>(ii) in the case of an existing Service, a change in any feature of the Service specified in the CDSP Service Description,</p> <p>and any related change to the CDSP Service Description</p>
Specific Service	A service (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer.