

DCP 209 Draft Legal Text

Resolving Unregistered Customers

Add a new definition in Clause 1.1 as follows:

Resolving Unregistered Customers Code of Practice	means the code of practice of that name set out in Schedule [].
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Add a new Clause 32A as follows:

32A. RESOLVING UNREGISTERED CUSTOMERS

32A.1 From the date that is 4 months after [implementation date]* the Company shall comply with the obligations of the ‘Distributor’ set out in the Resolving Unregistered Customers Code of Practice (or procure that another person undertakes such obligations on the Company’s behalf) and shall use reasonable endeavours to do so prior to then.

32A.2 From the date that is 4 months after [implementation date]* the User (where it is a Supplier Party) shall comply with the obligations of the ‘Supplier’ set out in the Resolving Unregistered Customers Code of Practice (or procure that another person undertakes such obligations on the User’s behalf) and shall use reasonable endeavours to do so prior to then.

32A.3 The Resolving Unregistered Customers Code of Practice establishes a minimum standard. Nothing in this Clause 32A shall prevent a Party providing or procuring a service to Resolving Unregistered Customers that goes beyond the obligations set out in the Resolving Unregistered Customers Code of Practice.

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