



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin #3
8 May 2018**

Introduction

The national phase of the scheme was launched just over a month ago. So far we have seen high levels of interest from suppliers across the UK and have received a large number of requests for standard packages and new projects. The following information is provided to all registered suppliers to support your effective participation in the scheme:

State Aid Intervention Areas

You will be aware that, as described in the Terms and Conditions of the scheme (Section 3 clause 4), areas where public funds (i.e. State Aid projects) have already been invested or are contracted to deliver fibre solutions are excluded from the scheme.

We have been asked to provide further guidance about this. The affected areas are predominantly rural or semi-rural in character, so this exclusion is less likely to apply in any dense urban locations. Whilst there is no publicly-available national database of affected postcodes, we would be happy to investigate any postcode(s) areas where you are developing a Project PRP and where you believe this may be an issue. You may also wish to contact the local body concerned who may be able to assist. Please let us know if you require assistance in locating the appropriate local body contact.

Inclusion of Residential Beneficiaries

As set out in the scheme documentation, **residential vouchers** are available in all postcode areas at the current value (£500) but only as part of **project** pre-registered packages in which the collective value of vouchers contributed by SMEs is equal to or greater than the collective value of residential vouchers.

Eligibility of Wireless Technology

Connections which use **wireless technology** to meet the connectivity requirements are permitted, but **only** where included as part of an agreed **project** pre-registered package which also demonstrates the deployment of additional fibre.

Further detail is set out in scheme documentation.



Voucher Requests

Suppliers are reminded that to request a voucher you should either:

- Request a single voucher using the portal interface or
- Upload a bulk request as set out on in the [Supplier Guidance](#) (p23)

Please do not request a voucher for the same premise twice.

Customer Validation - vouchers cancelled if 28 days exceeded

It is a condition of the scheme (Beneficiary Terms and Conditions 1.vi) that your customer validates your request for a voucher on their behalf within 28 days. Our operational systems will begin to automatically cancel voucher requests which have exceeded this deadline in May. We have added a new facility to your logged on home page which will allow you to resend a validation request to a customer for whom you have requested a voucher and who has yet to respond to that request.

<h3>Re-send Request email</h3> <p>Voucher ID</p> <input type="text"/> <input type="button" value="Send"/> <p><i>Please ask your customer to check spam/junk folders if they cannot see the email in their inbox.</i></p>	<h3>Re-send Claim email</h3> <p>Voucher ID</p> <input type="text"/> <input type="button" value="Send"/> <p><i>Please ask your customer to check spam/junk folders if they cannot see the email in their inbox.</i></p>	<h3>Beneficiary validations</h3> <p>You have the following number of Vouchers awaiting validation:</p> <ul style="list-style-type: none">• 0 Requested• 0 Redeemed
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Your logged on home page now also contains a counter for pending beneficiary validations for either voucher requests or claims following the delivery of service.

Voucher requests which have been cancelled cannot be reinstated. If the customer subsequently indicates that they do wish to take part in the scheme, you will be required to make a new voucher request on their behalf. To avoid unnecessary administrative cost to you we recommend that you to make sure that the customer is aware of the need to validate these steps as part of your sales and delivery processes.

Supporting documents are available in the supplier area of the website. [HERE](#) please note you need to be logged on as a user to access these resources.



Voucher Status

Suppliers have asked for a simple explanation of the steps and statuses assigned to vouchers. These are shown below. Please also see **Appendix A** which provides examples of both emails that require beneficiary response:

Action	Description	Status/outcome
Voucher Request (Online form/batch)	When a supplier has requested a voucher on behalf of the beneficiary on the portal. And the voucher request has successfully loaded. The customer must validate order within 28 days otherwise the voucher may be cancelled.	Requested
Beneficiary responds to email & DCMS complete validation checks	A voucher will only be issued after the customer has validated the email request for the voucher and the local body/DCMS have completed compliance checks. Once issued we will ensure there are sufficient funds to pay the voucher.	Issued
Redeem Request (Online form/batch)	Supplier requests payment for a connected gigabit capable connection.	Claimed
Beneficiary responds to email & DCMS complete validation checks	A payment will only be made after the customer has validated the connection email and the local body/DCMS have completed relevant compliance checks, which may include contacting/visiting the beneficiary. The customer must validate within 28 days otherwise the voucher may be cancelled	Approved
Automated payment run	Payment runs are usually initiated at 01:00 each Thursday. A batch file will be created and passed to the payment agent. Actual payment will take up to 5 days. Supplier receives details of the batch number and which vouchers have been paid as part of that batch.	Paid



Other Actions/statuses

Action	Description	Status/outcome
DCMS initiates a dispute regarding a voucher	At any time, a voucher can be placed in dispute if DCMS believes there is an issue that requires resolution or explanation. Until the issue is resolved and dispute is lifted, no further action will be taken. It is the supplier's responsibility to resolve any issue to the satisfaction of DCMS.	Disputed
DCMS initiates a dispute regarding a payment	Much like a dispute, if DCMS believes there is an issue that requires resolution or explanation following a claim, payment may be withheld. Until the dispute is lifted and the voucher returned to its previous or subsequent state, no payment will be made. It is the supplier's responsibility to resolve any issue to the satisfaction of DCMS.	Withheld
Voucher cancelled due to lack of response from beneficiary or supplier	If after 28 days a beneficiary has not responded to a request by DCMS, or a supplier has not resolved a dispute satisfactorily a voucher may be cancelled. Cancelled vouchers cannot be reinstated. If a beneficiary and supplier wishes to continue and can resolve any outstanding issue, then you must request a new voucher.	Cancelled

All of above is subject to the scheme's formal terms and conditions

If you have any questions about the scheme please contact us at LFFNSuppliers@culture.gov.uk.



Appendix A - Beneficiary email text/example

EMAIL 1 - Sent immediately after a voucher is requested

This email is intended for {Customer Name}

{Supplier Name} has requested a Gigabit Voucher on your behalf in connection with order {Supplier order number} entered into between you and the supplier. Gigabit Voucher codes are issued subject to the terms and conditions of the scheme. The scheme is operated by the Department for Culture, Media and Sport (DCMS). <https://gigabitvoucher.culture.gov.uk/terms-conditions/>

In order for us to complete the issue of the voucher, we need you to confirm that you have agreed to a contract with {Supplier Name} for a new Gigabit-capable service. Please follow the link below to view and accept the terms of the scheme. We cannot issue your Gigabit Voucher until you confirm these details.

<https://gigabitvoucher.culture.gov.uk/order-validation/?vid=11XXXXVN=GVXXXXXX>

(If the link above does not work when clicked, please copy and paste it into your browser)

If you do not give your agreement within 28 days of this email, DCMS may cancel your supplier's request for a voucher.

If you have any queries, please contact your Local Body contact: GVS Admin at gbvshelp@culture.gov.uk

Department for Digital, Culture, Media & Sport

EMAIL 2 - Sent immediately after a voucher is redeemed

This email is intended for {Customer Name}

{Supplier Name} has informed us that the service connected with voucher GVXXXXXX on your behalf has been fully delivered and the service is active in accordance with the terms and conditions of the scheme. In order for us to make payment of the de-minimis grant, we require that you confirm that the service has been provided by {Supplier Name} and is fully active. Please follow the link below to confirm the connection is operating in line with product expectation.

<https://gigabitvoucher.culture.gov.uk/order-validation/?vid=XXXX&vn=GVXXXXXX&va=complete>

(If the link above does not work when clicked, please copy and paste it into your browser)

If you do not confirm the connection within 28 days of this email, DCMS may cancel the voucher.

Department for Digital, Culture, Media & Sport

****Please ask your customer to check spam/junk folders if they cannot see the email in their inbox.****