



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin #4
25/05/18**

Introduction

This Bulletin is sent to all registered suppliers for the Gigabit Broadband Voucher Scheme. It contains both formal information about the Scheme and additional advice and guidance about your participation in the Scheme.

General Data Protection Regulation - formal change to Scheme Terms and Conditions

In order to make sure that the Scheme is compliant with the new data protection regulations (which are effective from 25 May 2018) we have made a small number of changes to the terms and conditions governing the Scheme. You have previously accepted these terms and conditions when you registered for the Scheme.

The changes are as follows:

- The removal of Part A, Section 1, paragraph 22
- The addition of a new section at Part A, Section 1, paragraph 29 following

The new paragraphs set out our and your responsibilities as data controllers and processes as part of the revised data protection legislation. No other parts of the terms and conditions have been amended.

If your organisation accepts these changes then you do not need to do anything. You should note that the original clauses anticipated the introduction of GDPR. If you object to these changes, you must let us know within 5 working days of receiving this Bulletin by writing to us at LFFNSuppliers@culture.gov.uk



Your listing on the Scheme website

The name of your company as it appears on our website must match the company name you provided as part of your application. In no circumstances should you change your name on the website without our consent. You may update your message about your offering using the portal. Please make sure that any links you provide take customers to the most appropriate landing page on your company website (this may be the home page).

Scheme Website

Suppliers who have completed the registration stage for the Scheme should note that company details will **not** be listed on the Scheme website until we have agreed at least one Pre-Registered Package with you. This is because until you have reached this stage in the registration process you are not able to offer vouchers to your customers.

Portal

We have added a new function to the Scheme portal which shows information about the **status** of your vouchers to your logged-on users. In the example below, the Supplier has 12 vouchers requested which are waiting for the customer to validate the request and 3 customers who have yet to confirm that the installation has taken place.

**Beneficiary
validations**

You have the following number
of Vouchers awaiting validation:

- **12 Requested**
- **3 Redeemed**

Suppliers are reminded that vouchers will not be **issued** by us until the customer has validated the request. Payment for connections delivered cannot be made unless the customer has validated that delivery is completed. Please remember that customers have up to 28 days to complete both these validations after which time the voucher may be cancelled.

Any voucher which has been cancelled cannot be reinstated.



New process graphic

To support supplier and customer understanding about how the scheme operates, we have created a new graphic to explain the process:



If you need high resolution copies of this image or have any other questions, please let us know at LFFNSuppliers@culture.gov.uk