

**Local Full Fibre Networks Programme  
Gigabit Broadband Voucher Scheme  
Supplier Bulletin #10  
19 December 2018**

**Introduction**

This is our final bulletin of 2018. Thank you for your help to make the scheme a success in its first 9 months of operation. We are particularly pleased to see the large number of Project PRPs - currently over 450 across the whole UK. We look forward to an even more successful scheme and more project applications in 2019.

**Scheme changes - reminder**

We set out in detail a number of changes affecting the scheme in supplier bulletin number 8. As part of these, you are reminded that the last date on which we will accept new Project PRP applications with a maximum voucher value greater than £2500 is **17:00 on 7 January 2019**.

**Supplier payments and site visits during Christmas and New Year**

Please note that there will be no payment run on **27th December**. Our next planned payment cycle is scheduled to take place on Thursday 3rd January 2019.

Between 24th December and 2nd January no site visits will take place. This may delay payments on a small number of vouchers - connections which have been selected for a site visit are identified on your voucher download.

**Additional Scheme controls**

With immediate effect, we are introducing a further control relating to the maximum value of Project PRPs. We have also clarified the mechanism by which suppliers should pass the value of the voucher to beneficiaries (which applies to vouchers issued for both Standard PRPs and Project PRPs). Full details are set out below:

**ALL PRP Applications**

1. Suppliers should not offer any free periods to voucher recipients compared to standard monthly charges.
2. Suppliers should not discount their standard monthly (recurring) charges to voucher recipients - instead the voucher may be used to fund (or part-fund) a connection charge (non-recurring charge) from an existing commercially-available product that would otherwise be paid by customers (either individually, or collectively).

**New Project PRP Applications only:**

3. The maximum total value of all vouchers issued for a single Project PRP will be capped at £500k.

Points (1) and (2) will be applied to new standard PRP applications from the date of this bulletin, and does not affect existing standard PRP's (either already registered, or submitted for registration).

Points (1), (2) and (3) above will be applied to new project PRP applications received after the date of this bulletin, and does not affect existing projects (either already registered, or submitted for registration).

The relevant scheme documents, which reflect the changes above, are available as version 4.1 at [LINK](#). A summary of the updates to these documents is provided as an appendix to this bulletin. Version 4.1 of the scheme documents are now in force.

**Change in circumstance**

You are reminded that you must inform us of any material change in circumstances for you as a registered supplier (as set out in Supplier Registration conditions 1.26). This includes your resignation, suspension or removal from a relevant trade body or any Alternative Dispute Resolution scheme you are a member of, change of ownership or controlling persons or any other material change.

**Standard packages**

Please note that the value of standard packages is always “up to” the agreed value. If you claim more than the actual eligible incremental costs associated with the new connection you will be in breach of the Scheme's terms and conditions.

**“Notify” - a new way of contacting your customers**

You are reminded that we have changed the way by which we contact beneficiaries - your customers - to either confirm the acceptance of the voucher request or delivery of a new service. Emails to your customers are now sent from

[gigabit.vouchers@notifications.service.gov.uk](mailto:gigabit.vouchers@notifications.service.gov.uk).

This is a trusted government-only service and should result in fewer emails not reaching their destination. The beneficiary leaflet we provide to help you explain how the scheme works, [HERE](#), is now updated with this information. You should advise your customers to expect a validation email from this email address.

### Customer Queries

The Scheme is supplier-led, please note that you should manage your customers' queries about their voucher and should not direct their questions to us. We only expect to contact your customers as part of our validation processes. You should handle all other customer queries.

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If you have any questions about the scheme please let us know using the support widget on your logged in [supplier page](#)

*Season's greetings and best wishes for a well-connected 2019*




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### Appendix - Summary of amendments to Scheme Documents (Version 4.1)

<b>Supplier Registration Terms and Conditions</b>	
1.11 (p4)	No free periods as a result of the use of vouchers
Section 2 (p9)	Premises with existing gigabit capable connections are not eligible whether or not that connection is in use
<b>Pre-Registered Packages Terms and Conditions</b>	
1.5 (p4)	Insert new clause and renumber following clauses. Voucher funding may not be claimed retrospectively. Clause previously only existed in Beneficiary T&C
1.22 (p6)	Maximum value of vouchers in a Project PRP limited to £500k
2.3 (p7)	Vouchers must not be used to discount recurring costs