



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin #9
20 November 2018**

Introduction

Last week we announced a number of changes to the scheme in order to make sure that the benefits of the fund supported as many people as possible. We are now providing an update on voucher take up. The following provides data about the number of new connections supported by vouchers since the scheme started, including the pilot phase, to the end of September 2018 (Quarter 2).

Connected		
30-Sep-18	Number	Value
England	1610	£3,630,045
Northern Ireland	52	£148,170
Scotland	87	£243,953
Wales	8	£23,410
Total	1757	£4,045,578

In addition, just over 3,300 vouchers had been issued at this date with a combined value of around £7.4M.

Reminder - Scheme Changes

We wrote to you on 12 November setting out a number of changes to the scheme. Full details were set out in [Supplier Bulletin #8](#) - a copy of which is available in the Supplier Login area of the website [HERE](#). Please review these changes and make sure that you know how they affect your involvement.

At 5pm on Monday 26 November, the scheme website and supplier log in areas will be **OFFLINE** for around 2 hours. This is in order to implement the change to the headline value of standard PRP vouchers. Please make sure you are not logged on at this time. Any changes you are making when the system goes off-line may be lost.



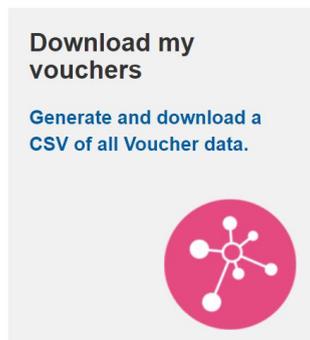
Registration of Project PRP

Suppliers should be aware that we conducting additional diligence checks on larger Project Pre-Registered Packages prior to registration, and suppliers may be contacted to provide additional supporting information regarding their submissions.

Payment Records

A number of suppliers have contacted us and our payment agent, Historic England, to ask which vouchers are included within a GBVS payment.

As well as sending an email notification to you as part of the payment run that details the vouchers included within a remittance/batch, DCMS also writes the remittance number to the voucher download available to you at all times from the supplier home page.



The remittance number is provided in **column AG**. By filtering this column you can quickly identify the vouchers included in any particular batch. This download is a useful way to review the status of any of your customer's vouchers, it will also allow you to see whether a voucher has been validated and any details of any disputes in the notes column **AH**.

“Notify” - a new way of communicating with your customers

A number of suppliers have told us that some emails from us to your customers are incorrectly labelled as spam or blocked by their email host. In order to address this, we have changed the way by which we contact beneficiaries 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. 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. An example of the new email format is shown below in Appendix A.

“Timed out” voucher requests

Beneficiaries receive an email both to **validate** the voucher request and to confirm that their new **connection** is in place. These steps are important parts of the scheme's compliance



and audit checking processes. Unless the beneficiary responds to these emails, DCMS will not issue or pay for a voucher. It is vitally important therefore that you provide accurate email addresses for your customers. If a beneficiary does not respond to our requests for validation, it remains your responsibility to ensure that they do so.

DCMS will send the beneficiary a reminder email at 14 days if they have not responded. At 28 days, the beneficiary receives a **final** reminder. From today, we will also send you a similar reminder after 28 days to remind you to resolve unanswered validation emails.

Approximately 48 hours after the final reminder, our system will automatically cancel the voucher if we have had no response from the beneficiary. A voucher which has been cancelled cannot be reissued.

Voucher Lookup

Suppliers now have access to a voucher lookup facility. The lookup function appears on the supplier home screen when you are logged on. Enter a valid voucher code associated with your company and the function will provide you with key information about that voucher. Full information about all your vouchers remains available using the download facility.

Self-Service Amend & Cancel

As well as looking up voucher details, suppliers can also **amend** voucher details. Amendments may only be made if the voucher is at *requested* status and the beneficiary has not responded to their validation email. This function replaces the voucher correction request currently operating on the self-service screens.

Once a voucher has been validated by the customer you are no longer able to amend the voucher details. If errors on the voucher request are discovered after validation by the beneficiary, then the voucher should be cancelled and a replacement requested provided funds remain available.

Within the lookup screen and separately using the self-service page, you are now able to cancel your own vouchers before they are claimed. Again, this replaces the current cancellation request process and allows the complete self-cancellation capability for suppliers.

Reminder - Installation Address only

Suppliers are reminded that vouchers should be requested against the **installation** address only. DCMS has discovered a number of instances recently where suppliers have requested vouchers using the beneficiary 'registered' addresses. This creates problems for DCMS when performing state aid & compliance checks and physical site visits. You may be in breach of the scheme terms and conditions if you request a voucher for an address other than that at which the installation is to take place.



Consultations

Two government consultations are underway which suppliers involved in this scheme will be interested in.

Tenants' access to gigabit capable connectivity

This consultation seeks responses on the following proposals:

- Amending the Electronic Communications Code to place an obligation on landlords to facilitate the deployment of digital infrastructure when they receive a request from their tenants.
- Enabling communications providers to use magistrates courts to gain entry to properties where a landlord fails to respond to requests for improved or new digital infrastructure.

<https://www.gov.uk/government/consultations/ensuring-tenants-access-to-gigabit-capable-connections>

Mandate new build gigabit capable connectivity

This second consultation seeks your views on:

- Developers and network operators share the cost of connecting new build sites to gigabit-capable networks.
- Introducing a 'duty to connect' provision upon network operators.
- Amending Building Regulations Approved Document Part R: (Physical infrastructure for high-speed electronic communications networks). This will mean all new build sites will be built with the necessary infrastructure in place to support gigabit-capable networks.

<https://www.gov.uk/government/consultations/new-build-developments-delivering-gigabit-capable-connections>

Both consultations are open until 21 December 2018.

Lastly, if you have any questions about the scheme please contact DCMS by raising a support ticket through the supplier self-service tool [HERE](#).



Gigabit Broadband Voucher Team



Appendix A - Example Beneficiary Email

Gigabit Broadband Voucher Scheme – action required

1 message

Gigabit Vouchers <gigabit.vouchers@notifications.service.gov.uk>

20 November 2018 at 09:45

Reply-To: gbvshelp@culture.gov.uk

To: Beneficiaries email address



 Department for Digital, Culture, Media & Sport

This email is intended for a beneficiary

ABC1213 Telecom has requested a Gigabit Voucher on your behalf in connection with order number TST/1245 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 Digital, Culture, Media and Sport (DCMS). <https://gigabitvoucher.culture.gov.uk/terms-conditions/>. Your attention is drawn to the treatment of your personal data in the terms and conditions and in our Privacy Statement on the GBVS website.

In order for us to complete the issue of the voucher, we need you to confirm that you have agreed to a contract with ABC1213 Telecom 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=x7x7x&vn=GVtsttst>

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

Validation by anyone other than the beneficiary named above may invalidate this request. If you have any questions about the Scheme, please contact us at GBVSHelp@culture.gov.uk

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 us: Test Contact at testcontact@ABC123telecom.com

Department for Digital, Culture, Media & Sport