



**Local Full Fibre Networks Programme  
Gigabit Broadband Voucher Scheme  
Supplier Bulletin #12  
5 March 19**

## **Introduction**

This Bulletin contains important updates about the Scheme. Please read its contents carefully and make sure that any relevant colleagues are informed.

### **Current Scheme terms and effective date**

For clarity, please note that the current Supplier Registration [Terms and Conditions](#) and Pre-Registered Packages Terms and Conditions are (in each case) version 4.1 as notified in Supplier Bulletin number 10 and as amended by this Supplier Bulletin.

The effective date of the relevant terms is as set out in:

- the “Effective date of these updated terms and conditions” section of version 4.1, in respect of the relevant terms set out in version 4.0; and
- Supplier Bulletin number 10, in respect of the changes to the terms highlighted in that Supplier Bulletin.

### **Reminder of PRP Commercial Checks**

A fundamental principle of GBVS is that SMEs and residents are the financial beneficiaries of the Scheme and must receive the **full value** of their respective voucher grants. All PRPs are therefore subject to commercial assessment to ensure that the benefit to suppliers for voucher-funded deployments is no greater than for non-voucher projects. For all suppliers, this may involve an assessment of the project submission to ensure that the voucher contribution is not substitutional for investment which the supplier would normally make, and represents a contribution that would otherwise be provided by beneficiaries.

### **PRP approvals - projects**

Suppliers are reminded that the registration of Project PRPs in no way confers exclusivity in any nominated area. In addition, you should note that as set out in the Scheme terms and conditions payment of voucher funding is dependent upon the delivery of compliant connections to beneficiaries who have agreed to use vouchers for these connections.

### **Validation Emails**

We are using Notify to communicate with beneficiaries about the Scheme. This has made a huge difference to the safe delivery of messages. Understandably, people are sceptical about clicking links in unsolicited emails. Help make your customer’s journey easier by



making sure you give them a copy of the [beneficiary information](#) sheet when they agree to take a new service supported by a voucher.

DO NOT request a voucher for a customer who has not actually agreed to take a new service. ONLY agreeing to have a quote is NOT sufficient. Doing so may be treated as non-compliance and lead to your removal from the Scheme.

### **Changes in Wholesale input costs**

All voucher values are "up to" and must only be claimed on the basis of actually incurred eligible costs. So, in scenarios where your wholesale input costs are changed, your customers may only benefit from a voucher whose value reflects the reduced wholesale input costs. You must claim only the actually incurred incremental eligible costs when redeeming vouchers.

This reduction in voucher value requested is not as a result of the change in the headline maximum value of vouchers in the Scheme, but as a result of the reduction in the input cost. The full value of the voucher claimed must be passed to the customer.

### **Eligibility Notes and Queries**

From time to time, we will publish our responses to questions relating to eligibility of connections and beneficiaries. In order to ensure a transparent approach, summaries of the responses we have provided are now available in the Scheme library at <https://gigabitvoucher.culture.gov.uk/media> - you need to be signed in as a supplier to access this page.

### **Other information**

#### **Broadband Speeds Code of Practice**

We draw your attention to this code - effective from 1 March 2019 - which aims to improve the way in which broadband speeds are advertised and promoted. DCMS encourages all suppliers to sign up to this code.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/broadband-speeds-codes-practice>

If you have any questions about the Scheme please contact us using the Support Request widget on the website when you are signed in.

Please **only** use the Zen Desk support function to contact us with any queries.

Thank you

The image shows a 'Contact us' form with the following elements:

- Title:** Contact us
- Fields:**
  - Your name (optional): [Text input box]
  - Email address: [Text input box]
  - How can we help you?: [Large text area]
  - Attachments: [Add up to 5 files button]
- Buttons:** Cancel, Send
- Footer:** zendesk