



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin #17
24 July 19**

Introduction

In early July the Scheme reached 10,000 connections made milestone, which is a very pleasing result. These connections represent an investment of around £23.1 m. In addition vouchers with a value of around £20.8m are pending delivery meaning that around £43.9 m of our £67m funding has now been committed. These figures exclude the value of the Welsh top-up and any vouchers funded by the new rural programme fund.

Suppliers are reminded that if customers have cancelled orders, or there is no realistic prospect of the installation for which the voucher has been requested taking place, then these vouchers should be cancelled. Suppliers can cancel vouchers when signed-in on the portal. This will allow us to recycle the value of issued vouchers.

Claimed Vouchers

It is a breach of the Scheme terms and conditions to report a connection as claimed if the customer is not able to use the service provided. As part of our checks to make sure the service is delivered the beneficiary is sent an email asking if the connection is working as expected, suppliers should **not** claim before they are sure the beneficiary will confirm the service is operational.

The Scheme has a number of vouchers which Suppliers have claimed which have not been validated by the beneficiary. We will not release funding for any voucher that has not been validated by the customer. Please make sure that your customer has validated the installation before contacting us with any payment queries. This information is available in column AF in your supplier download.

Notes and Queries

From time-to-time we publish a set of responses to questions we have received from suppliers and others. We publish these where we believe the response provided may be useful to others and to ensure consistency. An updated set of *Notes & Queries (#3)* is now available in the Supplier Library when logged on.

Project Deadlines

Our guidance on the *duration* of Project PRPs will benefit from clarification: Project PRPs do **not** have an expiry date; vouchers however must be delivered within 12 months of the date of issue.



Suppliers' Additional Guidance - Rural Projects

BDUK wishes to help suppliers develop projects for the Scheme and recognises that additional support for suppliers developing **rural projects** is especially welcome. To support suppliers, we have published some additional guidance about data sources for rural eligibility relating to: rurality; available broadband and state aid, this is available from <https://gigabitvoucher.culture.gov.uk/guidance/>.

Ofcom Data

As set out in the Scheme's privacy notice, we share information about the vouchers issued and connected with Ofcom. This is in order to ensure that Ofcom meets its statutory obligations both broadly and specifically in respect of the Universal Service Obligation. We encourage all suppliers to make sure that information they hold about the availability of broadband is shared with Ofcom irrespective of whether public funding is involved or not.

Site Visits/Audit Inspections and Validation

On occasion, the GBVS team may conduct some 'remote' site visits by email or telephone. This is in addition to Campbell & Kennedy's face-to-face site visits. These "remote checks" will involve the team asking beneficiaries for confirmation of service provision and asking beneficiaries about sales, services and contacts. This is part of our normal operation of the Scheme.

If you have any questions about the Scheme please contact us using the Support Service when signed in on the portal.