



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin 28
18 March 2020**

Introduction

This is the latest bulletin for all suppliers registered for the GBVS Scheme. It contains important information. Please read it carefully and make sure any relevant colleagues also have access to its content.

Site Access

We are aware that some suppliers are currently experiencing difficulties accessing the site. We have resolved this problem, but due to different network configurations, the fix may take some hours to take effect. Thank you for your patience.

Covid-19

It is too early to say what the exact impact of the Covid-19 situation will be on the take up of vouchers and the operation of the scheme, however, we are currently operating under business as usual principles (including PRP reviews, voucher issuing, voucher expiry and payment runs). We will continue to monitor the situation carefully and intend to keep all registered suppliers fully informed of any changes.

Voucher take up

In previous Bulletins we said we would provide regular updates about the remaining value of the £68.5m LFFN fund. The latest update is that at 13 March 2020 around £4.5m remains available for new vouchers supported by this fund.

At the same date, we had committed around £13m of the rural fund which is part of the £200m Rural Gigabit Connectivity programme.

Suppliers are again encouraged to focus their attention on developing projects which qualify for the ongoing Rural Gigabit Voucher part of the scheme and that the Scheme stopped accepting any further new LFFN-related PRP project applications on 14 February 2020.

Wales Top-up

For the avoidance of doubt, suppliers should be aware that when we cease to accept further voucher requests for vouchers associated with the LFFN part of the scheme, top up funds for vouchers in Wales will no longer be available.



General Data Protection Regulation

Suppliers are reminded that when they submit and/or amend voucher applications they are processing customers' personal data and that the information provided is then used to contact those customers. It is therefore important that the information provided is accurate and that you have the necessary permissions to use the data. Suppliers are reminded of their obligations with regard to GDPR and the data sharing agreement set out in Part B, part 15 of the Scheme terms and conditions.

Rural Projects - additional guidance

To assist suppliers development of rural projects as part of the Scheme, we have created a short additional guidance document. This is now available from the Supplier library. Please sign in to the site and then follow this link: <https://gigabitvoucher.culture.gov.uk/media>

Operational reminders

In 2019 we received nearly 30,000 new Zen Desk tickets. To help us process tickets more quickly, please:

- Ensure you include all the relevant information such as the voucher and/or PRP number.
- Respond to the original ticket and do not create a new ticket.
- Only provide dispute evidence in direct response to the Zendesk ticket rather than responding to any other inbox.

If you have any questions about the Scheme please contact us using the self service support function when signed in on the portal.