



**Local Full Fibre Networks Programme
Gigabit Broadband Voucher Scheme
Supplier Bulletin #29
25 March 2020**

Introduction

This is the latest supplier bulletin about the Scheme. It contains important information about its operation. Please read the contents carefully and make sure that any colleagues who need to know are also informed. Thank you.

Website - Planned Maintenance

As part of the planned development of our site to improve its resilience, we will be carrying out some maintenance later this week. As a result, there will be a period of time when the website and the associated sign-in functions will be unavailable.

The site will be closed from 13:00 on Friday 27th March until 09:00 on Monday 30 March 2020. This will affect transactions normally carried out on the site, including those conducted by our team.

The Authority's right to do this is set out in the Scheme terms and conditions Part B, paragraph 13.1.2. <https://gigabitvoucher.culture.gov.uk/for-suppliers/tcs/>

Our team does not operate over the weekend.

COVID-19

A number of suppliers have asked about the operation of the Scheme during this challenging period. BDUK continues to aim to operate as normal with all of our team working remotely. We will keep the situation under review of course, but for now, we are adopting a business as usual approach with regards to the operation of the Scheme. Broadband is a vital part of the nation's infrastructure.

We understand that delivering connections may prove to be challenging at this time. You will be aware that you have 12 months to deliver a connection from the date of issue. We will continue to send reminders as this deadline approaches. However, we will not cancel vouchers which have not been delivered after 12 months from today until further notice.

This suspends clause 10.2 of Part B of the Scheme terms and conditions.



Site Inspections

As a result of the COVID-19 situation, we have temporarily suspended site inspections normally carried out for us by C&K Maintenance Ltd, but reserve our absolute right to undertake site inspections in relation to any connections that are made during this temporary suspension of site inspections, at a future date. We have put in place alternate audit and compliance checks during this time, including contacting beneficiaries by telephone, in order to sustain the integrity of the scheme. We do not anticipate that this change will lead to any delays in processing claims or payments.

Thank you for your support. Stay safe and well.