

**Gigabit Broadband Voucher Scheme  
Important Supplier Bulletin #35  
14 May 2020 - 1300**

**IMPORTANT**

**As set out in Bulletin#34 we now confirm that we will no longer accept any new voucher requests associated with the LFFN part of the Scheme.**

This is because we expect the available funds for the LFFN part of the Scheme to be fully committed when we process the requests we have received prior to this notification.

Suppliers are again reminded that no commitment exists for DCMS to provide funding associated with a voucher until such time as we “issue” the voucher. We will only issue vouchers for LFFN funding where: the beneficiary has confirmed their acceptance of the Scheme terms and conditions; we believe the terms of the Scheme have been fully met; and (as provided in Clause 13.1.2(b) of the Supplier terms and conditions) sufficient funds are available to honour the voucher if a compliant connection is delivered.

If there is insufficient LFFN funding to honour all LFFN vouchers that have been requested, we will allocate the remaining LFFN funding on a 'first come first served' basis (i.e. prioritising voucher requests in the order that they were received by us).

For the avoidance of doubt, we will continue to accept voucher requests associated with Rural Premises as defined in the Scheme terms and conditions.

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**Additional Guidance**

To help you manage this change, below we have set out some of the questions you may have about the Scheme now that you are no longer able to request vouchers supported by the LFFN part of the scheme.

**Can I still request vouchers for standard PRPs in qualifying rural areas?**

No, the rural part of the scheme only supports vouchers as part of qualifying RGC Projects.

**What will happen if my customer's LFFN voucher is now at “request” stage?**

If the beneficiary validates the request within the permitted time (currently 60 days) we will carry out our normal checks on voucher requests and if we agree that it is a valid, eligible request, and there is sufficient funding, we will issue the voucher.

**How will you make sure that vouchers are issued in strict date time order?**

Every voucher request you make is date and time stamped. We have developed an operating approach which will make sure that we are able to maintain this principle.

**What happens if my LFFN vouchers are in dispute?**

These will be managed in accordance with the scheme terms and conditions and our standard operating protocols. If you do not respond to a request for information from us within 10 days we may cancel the associated voucher. It is important that you respond to any disputes we raise as quickly as possible.

**What will happen if a connection we have delivered is waiting for on a site-visit?**

We are currently carrying out audit checks remotely. Your claim will be approved if/when we are satisfied the connection/project has been delivered in accordance with the Scheme T&C.

**Can we submit new RCG Project PRP applications for a mix of beneficiary types?**

Yes. RGC Projects may contain any mix of business/residential beneficiaries. They may be resident or business only projects, or any combination. The 1:10 (SME/resident) ratio does not apply to RGC Projects.

**We have a Project that includes a mix of premises; some premises are eligible for RCG Project funding, whereas others only qualify for the original (LFFN) vouchers (urban and sub 100 mpbs available). What will happen to this PRP?**

You may continue to request vouchers for premises that are eligible for the RGC Project terms and conditions but you may no longer request vouchers for other premises.

**Does this closure mean we can no longer request any “remaining” GBVS (LFFN) unrequested vouchers within Project PRP’s DCMS authorised, but where the build is not yet complete?**

You may no longer request *any* LFFN vouchers whether for Standard or Project PRPs. This is clearly set out in the Scheme terms and conditions and guidance documents. Our notifications to suppliers have consistently reiterated that the approval of a PRP does not confirm vouchers will be made available at any time. Similarly a request for a voucher does not confirm that one will be made available. It is only when we issue a voucher that a commitment is made.

**Does the 12 month rule cover unrequested GBVS (LFFN) vouchers within a Project PRP so they are safe for the 12 month period?**

No. The “12 month” rule relates to the length of time you have to complete the build and claim a voucher that has been issued by us.

**We made an application for a RGC Project some time ago, why hasn’t it been approved?**

We will continue to review PRP applications which are eligible for RGC Projects. The LFFN part of the Scheme has closed and PRP applications which relate only to premises eligible for that part of the Scheme will not now be progressed. We review other PRP applications in the order in which they were received. Approval of a PRP Application does not commit DCMS to provide any funding.

**The closure of the LFFN part of the Scheme effectively removes vouchers in urban areas. Are they any plans to support connectivity in urban locations?**

We are developing our plans for future interventions linked to the Future Telecoms Infrastructure Review. These plans will focus on the 20% of premises that the market is not expected to serve. In the meantime, the Universal Service Obligation exists to support those with poor connectivity irrespective of whether they are in urban or rural locations

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/broadband-uso-need-to-know>