



Department for
Digital, Culture,
Media & Sport

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**GIGABIT BROADBAND
VOUCHER SCHEME**



Beneficiary Terms and Conditions

Gigabit Broadband Voucher Scheme

29 July 2020

Version 5.4

Terms and Conditions

These terms and conditions (including Schedules 1 and 2) apply to **Gigabit Broadband Vouchers** offered to beneficiaries under the Gigabit Broadband Voucher Scheme (the **Scheme**). In these terms "we" and "us" refers to the Department for Digital, Culture, Media and Sport (**DCMS**) and "you" refers to the relevant SME or residential beneficiary (where applicable).

This version of these terms and conditions is effective from the date specified on the cover page of these terms and conditions. You are bound by the version of these terms and conditions that are in force on the date that your supplier requests a voucher on your behalf.

You will be notified whether your voucher is a Rural Voucher (as defined in Schedule 1) or qualifies for additional funding. If this is the case, then other terms conditions will apply as highlighted below and as set out in Schedules 1 and 2.

1. **About my connection**

- 1.1 In order to qualify for a voucher grant, you must take a new broadband connection which meets the Scheme rules agreed to by your supplier and which are available from <https://gigabitvoucher.culture.gov.uk>. In addition, it must at least double your current broadband speed – for further details please see paragraph 4 below.
- 1.2 The contract for service that you enter into with your chosen supplier must be for a minimum of 12 months, with no free periods.
- 1.3 If you are a SME which operates from multiple locations you may use a voucher to support the cost of more than one connection up to the Scheme's maximum applicable voucher value. Vouchers may only be used for eligible connections at premises from which you actively trade or (in the case of residential beneficiaries) reside. This may be your registered office and/or trading address(es) in the case of SME beneficiaries.
- 1.4 Where multiple businesses operate from the same shared premise, we reserve the right to limit the number of voucher beneficiaries in the premise.
- 1.5 We reserve the right to stop issuing vouchers at any time before 31 March 2021 (when the Scheme will end).
- 1.6 When you agree to take a new connection from your supplier supported by a voucher, your supplier must send us a request for a voucher on your behalf using the online portal provided by the Scheme. You must agree within 28 days by responding to an email we will send to the email address you provide to your supplier. If you do not give your agreement within this time your supplier's request for a voucher on your behalf may be cancelled.
- 1.7 Your new connection must be installed within 12 months of the issue of a voucher. If your supplier is not able to deliver your new connection by this date then the voucher will expire and the grant will be no longer be available. We accept no liability for the costs of connections which are not delivered within 12 months of the offer of a voucher.
- 1.8 The contract for service you have accepted with your chosen supplier is in no way affected by the offer of a voucher or its issue or non-issue in accordance with these terms and conditions.

1.9 Residents may only participate in the Scheme and benefit from vouchers where they are part of projects agreed by us. For the purpose of the Scheme "**resident**" means a beneficiary in the UK who is not an enterprise.

2. **About payment of my voucher**

2.1 Payment for vouchers will be made directly to your supplier, not to you or your business/organisation. Your supplier will notify us when your connection has been delivered. We will check with you that the connection has been delivered before we pay your supplier. You will be required to make a declaration that the new service has been installed and is performing as expected. If you do not make this declaration, we will not be able to pay your voucher. You must respond to our requests for information within 28 days or your voucher may be cancelled.

2.2 The voucher cannot be used to pay VAT in the case of SME beneficiaries. The voucher cannot be used to support any on-going costs following the installation of your connection. **See Schedule 1 for the treatment of Rural Vouchers.**

2.3 We have agreed with your supplier that the voucher has a maximum value which can be claimed against the eligible installation charges of your connection. The maximum voucher value for a SME beneficiary is £2,500 and the minimum value is £500. Where applicable, residential vouchers will have a value of £500 (exclusive of VAT), and vouchers can only be used to pay £500 installation charges plus the applicable VAT on this amount, subject to your Supplier's agreement with you. If you are a SME beneficiary and your installation charges are above £2,500 or if you are a residential beneficiary and your installation charges are above £500 (exclusive of VAT), then you will be liable for paying the difference to the supplier. If the installation charges for SME and residential beneficiaries are below £500 (exclusive of VAT) your connection will not be eligible for voucher support. **See Schedules 1 and 2 for the treatment of Rural Vouchers or where additional funding applies.**

2.4 Vouchers are for one-off installation and set-up costs only, as agreed with your supplier. These costs may include installation fees; external infrastructure equipment; excess construction charges and engineering works; and set-up and survey costs. All registered suppliers have signed up to a set of terms and conditions which clearly set out what installation costs are eligible or ineligible under the terms of the Scheme.

2.5 Computer and ICT equipment cannot be claimed for under the Scheme, nor can revenue charges for storage/back-up/application usage such as those made available through cloud services.

2.6 You cannot benefit from a voucher to support the costs of a connection you already have or to replace a connection which is already gigabit capable. Anything you spend before the date of your voucher offer cannot be claimed back.

2.7 The Scheme cannot pay for any cancellation charges incurred either for early termination of an existing contract or for cancellation charges associated with a supplier offer that you choose not to accept.

3. **Your responsibilities**

3.1 You are responsible for providing as soon as is practicable all the information reasonably requested by us or the local body for your area concerning the Scheme, including any

additional information that may be necessary for the purposes of processing your voucher or deciding on your award amount or your eligibility. If you do not respond to any reasonable request for information within 28 days we may decide to withdraw the offer of a voucher.

- 3.2 You are responsible for checking that you meet the eligibility requirements for the Scheme. You will be asked to self-certify that you meet the SME definition criteria¹ (where applicable) and are eligible to receive funding under the De Minimis Regulation.²
- 3.3 If required to do so you must provide evidence of your status as a SME or sole trader. Documentation we will accept includes: VAT registration; Charity Registration: HMRC notification; sole trader UTR number; certification of incorporation (limited companies); business bank account statement issued within the last three months; non-domestic rates reference. Other documentation, such as business-related utility bills, may be acceptable in certain circumstances if combined with other documentation.
- 3.4 Paragraphs 3.2 and 3.3 do not apply where the beneficiary is classified as a "resident".
- 3.5 You agree to provide reasonable information and assistance to support the promotion of the Scheme, including providing information for a case study and taking part in any Scheme evaluation surveys.

4. **Connectivity requirements**

- 4.1 All connections supported by vouchers must fulfil **BOTH** of the following characteristics:
 - 4.1.1 be capable of delivering broadband connectivity to your premises at or above 1Gbps upload or download using any technology at the time of delivery of the connection without the need for future hardware upgrades or modification (excluding CPE – it is not mandatory to deploy 1Gbps capable CPE from the outset if this is not required to deliver service); and
 - 4.1.2 deliver a minimum of 30Mbit/s to your premises. The upgraded broadband service must deliver a "step change" in service which is at least a doubling of speeds compared to the service currently being consumed by you.
- 4.2 Any existing connection already capable of 1Gbps or above in either direction is **NOT** eligible to benefit from a voucher under the Scheme. Any Premise that is capable of receiving a speed of >100Mb/s (as determined by us) is **NOT** eligible to benefit from a voucher under the Scheme, whether or not that connection is currently in use.
- 4.3 In these terms and conditions, speeds are upload or download and not necessarily at the same time. Wireless technologies are only permitted when included as part of an agreed Project Pre-Registered Package and which leads to the deployment of additional full fibre.
- 4.4 In order to be eligible for the Scheme, once the final connection has been made to your premise and you are taking service, the supplier must confirm that the infrastructure

¹ http://ec.europa.eu/regional_policy/sources/conferences/state-aid/sme/smedefinitionguide_en.pdf - Guide for businesses about SME definition

² Commission Regulation (EC) No 1998/2006 of 15 December 2006 on the application of Articles 87 and 88 of the Treaty to de minimis aid, L 379/5, OJEU, 28 December 2006, at: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:379:0005:0010:en:PDF> – guide for de minimis limits

supporting their service is capable of delivering 1Gb connectivity to you within 10 working days of a valid retail/wholesale upgrade order (or the minimal timescale which may be achieved due to external regulatory constraints) with no additional capital/infrastructure/passive equipment upgrades required (excluding CPE).

5. **General conditions**

- 5.1 Vouchers are not transferrable to other beneficiaries or properties.
- 5.2 We are not liable in any way for user errors or unauthorised use of the Scheme webpages and application materials by suppliers or beneficiaries.
- 5.3 We are not liable in any way for incomplete, false or misleading information given by beneficiaries (including you) or suppliers. Where incomplete, false or misleading information is given, we reserve the right to either cancel the voucher or reclaim the voucher value in full.
- 5.4 We reserve the right to discontinue or otherwise vary the terms of the Scheme in any way upon reasonable notice. In addition to being notified of any variations made to the terms of the Scheme, the current terms are available on request at any time.
- 5.5 We reserve the right to end the Scheme at any time.
- 5.6 Public sector organisations (including state schools) may not benefit from the Scheme.
- 5.7 A private sector school operating between the ages of 3 and 18 or any organisation solely involved in offering provision under the requirements for young people to remain in education until their 18th birthday may not benefit from the Scheme.
- 5.8 We do not endorse any particular supplier or product and you should undertake all normal checks to satisfy yourself of the standing of the supplier and suitability of the product before placing an order directly with the supplier of your choice.
- 5.9 We accept no liability for any connection work undertaken. It is the responsibility of the supplier selected to ensure that the connection is installed correctly and without loss or damage. You should assure yourself that the connection has been correctly installed before confirming your installation is complete.
- 5.10 You agree to provide us with such additional information and assistance as we may reasonably require from time to time in relation to the operation of the Scheme. This may include (without limit) providing reasonable access to your premises or network for the purpose of making relevant compliance checks by us or our agents.
- 5.11 If you receive any information request under the Freedom of Information Act 2000 (or equivalent legislation) that concerns the Scheme and/or us you shall provide such request to us without delay.
- 5.12 These terms and conditions shall be subject to and construed in accordance with English law and subject to the exclusive jurisdiction of the courts of England and Wales.

6. **Data protection**

- 6.1 Where you are a corporate beneficiary, we and you shall comply with all applicable data protection laws. Any personal data (of your employees, company representatives or otherwise) provided by you shall be used in accordance with our privacy statement located at <https://gigabitvoucher.culture.gov.uk/>. You shall comply with any additional data protection procedures notified by us and ensure that (a) you have provided such employees, company representatives or otherwise (as applicable) with our privacy statement; and (b) all fair processing notices have been given and/or, as applicable, consents are obtained to enable us to process the relevant data for the purpose of the Scheme.
- 6.2 We shall be entitled to require you to comply with such additional provisions as we may reasonably determine to be necessary in order to enable us and you to comply with our respective obligations under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation) OJ L 119/1, 4.5.2016 (being the GDPR).
- 6.3 Where you are a residential beneficiary any personal data provided by you shall be used in accordance with our privacy statement located at [https://gigabitvoucher.culture.gov.uk.](https://gigabitvoucher.culture.gov.uk/)

Schedule 1 – Rural Vouchers

In these terms and conditions "**Rural Vouchers**" means vouchers applicable to rural premises under the Rural Gigabit Connectivity (RGC) programme as determined by us (see the eligibility guidance provided at the <https://gigabitvoucher.culture.gov.uk/home/who-is-eligible/> pages of the Scheme website)

These terms and conditions apply to Rural Vouchers in all respects, except that for Rural Vouchers:

Paragraph 2.3 above is replaced with the following: "We have agreed with your supplier that the voucher has a maximum value which can be claimed against the eligible installation charges of your connection. The maximum voucher value for a SME beneficiary is £3,500 and the minimum value is £500. Residential vouchers will have a maximum value of £1,500 and a minimum value of £500 (inclusive of VAT). If you are a SME beneficiary and your installation charges are above £3,500 or if you are a residential beneficiary and your installation charges are above £1,500 (inclusive of VAT), then you will be liable for paying the difference to the supplier. If the installation charges for SME and residential beneficiaries are below £500 (inclusive of VAT) your connection will not be eligible for voucher support."

Projects with vouchers in eligible rural areas are called **RGC Projects**.

Schedule 2 – Additional Funding

These terms and conditions apply where you are a beneficiary in respect of the relevant projects identified below in all respects, except that the voucher values in respect of the relevant projects are as stated below.

	Projects	Additional Funding
1.	Welsh Projects (14 May 2020, note that requests for vouchers for these projects have closed)	The voucher value for: <ol style="list-style-type: none"> SME beneficiaries is between £500 and £5,500; and Residential beneficiaries is between £600 and £960 (inclusive of VAT), <p>in each case whilst voucher funding remains available.</p>
2.	RGC Projects in Wales	The voucher value for: <ol style="list-style-type: none"> SME beneficiaries of RGC Projects in Wales is £500 to £7,000 (exclusive of VAT), provided that the £7,000 maximum voucher value applies only if at the time the voucher is requested the available broadband speed at the property is less than 30 Mbps (as determined by DCMS and whether or not the relevant connection is currently in use). Otherwise, the voucher value will be £500 to £3,500 (inclusive of VAT); and Residential beneficiaries of RGC Projects in Wales is £500 to £3,000 (inclusive of VAT), provided that the £3,000 maximum voucher value applies only if at the time the voucher is requested the available broadband speed at the property is less than 30 Mbps (as determined by DCMS and whether or not the relevant connection is currently in use). Otherwise, the voucher value will be £500 to £1,500 (exclusive of VAT), <p>in each case whilst voucher funding remains available.</p>
3.	Kent Projects	The voucher value for: <ol style="list-style-type: none"> SME beneficiaries of RGC Projects in Kent is £500 to £3,500; Residential beneficiaries of RGC Projects in Kent is £500 to £2,500 (inclusive of VAT), provided that the £2,500 maximum voucher value applies only if at the time the voucher is requested: (i) the property is more than three (3) years old; and (ii) the available broadband speed at the property is less than 30 Mbps (as determined by DCMS and whether or not the relevant connection is currently in use). Otherwise, the voucher value will be £500 to £1,500 (inclusive of VAT);

	Projects	Additional Funding
		<p>3. SME beneficiaries in Kent (not involved in RGC Projects) is £500 to £2,500; and</p> <p>4. Residential beneficiaries in Kent (not involved in RGC Projects) is £600 (inclusive of VAT) or £500 (exclusive of VAT),</p> <p>in each case whilst voucher funding remains available.</p>
4.	Borderlands Partnership RGC Projects	<p>The voucher value for:</p> <ol style="list-style-type: none"> 1. SME beneficiaries of RGC Projects in the Borderlands Partnership is £500 to £7,000 (exclusive of VAT), provided that the £7,000 maximum voucher value applies only if at the time the voucher is requested the available broadband speed at the property is less than 30 Mbps (as determined by DCMS and whether or not the relevant connection is currently in use). Otherwise, the voucher value will be £500 to £3,500 (inclusive of VAT); and 2. Residential beneficiaries of RGC Projects in the Borderlands Partnership is £500 to £3,000 (inclusive of VAT), provided that the £3,000 maximum voucher value applies only if at the time the voucher is requested the available broadband speed at the property is less than 30 Mbps (as determined by DCMS and whether or not the relevant connection is currently in use). Otherwise, the voucher value will be £500 to £1,500 (exclusive of VAT); <p>in each case whilst voucher funding remains available.</p>
5.	RGC Projects in West Sussex	<p>The voucher value for:</p> <ol style="list-style-type: none"> 1. SME beneficiaries of RGC Projects in West Sussex is £500 to £4,000 (exclusive of VAT); and 2. Residential beneficiaries of RGC Projects in West Sussex is £500 to £4,000 (inclusive of VAT), <p>in each case whilst voucher funding remains available.</p>
6.	RCG Projects in Dorset	<p>The voucher value for:</p> <ol style="list-style-type: none"> 1. SME beneficiaries of RGC Projects in Dorset is £500 to £6,000 (exclusive of VAT); and 2. Residential beneficiaries of RGC Projects in Dorset is £500 to £2,500 (inclusive of VAT), <p>in each case whilst voucher funding remains available.</p>

	Projects	Additional Funding
7.	RGC Projects in Warwickshire	<p>The voucher value for:</p> <ol style="list-style-type: none"> 1. SME beneficiaries of RGC Projects in Warwickshire is £500 to £4,000 (exclusive of VAT); and 2. Residential beneficiaries of RGC Projects in Dorset is £500 to £4,000 (inclusive of VAT), <p>in each case whilst voucher funding remains available.</p>
8.	RGC Projects in Hampshire	<p>The voucher value for:</p> <ol style="list-style-type: none"> 1. SME beneficiaries of RGC Projects in Hampshire is £500 to £3,500 (exclusive of VAT); and 2. Residential beneficiaries of RGC Projects in Hampshire is £500 to £3,000 (inclusive of VAT), <p>in each case whilst voucher funding remains available.</p>