



**Gigabit Broadband Voucher Scheme
Supplier Bulletin #55
8th July 2021**

Introduction

We are pleased to confirm that there are more Top Ups going live next week which can be used alongside the UKGV funding. Please also see below for a few short but important notes on Project and voucher applications to help us process your applications and voucher requests quickly.

Top Ups

The following Top Ups will be turned on during the week commencing 12th July 2021.

- Borderlands
- County Durham
- Derbyshire
- East Riding of Yorkshire
- Nottinghamshire
- Oxfordshire
- Wales
- Worcestershire

You will be able to submit projects which use these Top Ups and will also be able to request vouchers for any published projects which are using these Top Ups. We are aware there are projects which are currently suspended as a result of these top ups not being available just yet and we will re-publish all of these projects on the same date.

We will confirm through a Bulletin next week once these Top Ups are live on the site.

From next week, the full list of available Top Ups will be:

- Borderlands
- Cambridgeshire & Peterborough
- County Durham
- Derbyshire
- Dorset
- East Riding of Yorkshire
- East Sussex
- Nottinghamshire
- Oxfordshire
- Scotland



- Shropshire
- Wales
- Warwickshire
- West Sussex
- Worcestershire

Please note that East Sussex, Nottinghamshire and Warwickshire are now only available if the existing speed is less than 30 Mbps.

You can find any additional Top Up Terms and the full Terms and Conditions at the following location - <https://gigabitvoucher.culture.gov.uk/for-suppliers/tcs/>

Voucher already claimed

There is currently an issue with the voucher eligibility checker and Go List which means if a premises has had a voucher issued and then cancelled it is shown as no longer eligible for a voucher. If you see the below message in the eligibility checker or following a voucher request and you are certain there has been no voucher claimed at the premises, please raise a support ticket with the title, 'cancelled voucher re requests' and we will look into it.

"This address is not eligible for a voucher

This address has already received a voucher. Only one voucher can be claimed per premises"

Clarification on Project & Voucher Submissions

Since the launch of UKGV, some common errors have been made when submitting Project and voucher applications. This has been causing operational issues which impacts our ability to process requests in a timely manner, could you therefore please ensure the following:

Project Applications:

- Postcodes should be listed in the following format on the application form:
'XXX XXX' = 'SW1 HAX'
'XXXX XXX' = 'SW12 SAW'
- Provide an excel attachment with postcodes in a single column with individual lines for each postcode
- Only include unique postcodes within the application form
- Our advice on eligibility is only advisory at this stage. Eligibility is only confirmed once a voucher has been requested.
- If you wish to check premise level eligibility, please refer to the postcode checker on our website.

Voucher Applications:



- When submitting voucher applications, ensure that ALL address lines are completed. Do not put the full address in the 'Address Line 1' field.
- On ALL limited company applications, please ensure a company name and number has been provided which corresponds to the company the application is being made on behalf of.
- We recommend emphasising the importance of Sole Trader beneficiaries uploading evidence when confirming their voucher, to show that they are trading from the address listed on their application.

If followed, these small changes will make a big difference to the speed at which we are able to process Project and voucher applications.

Using Compliant Wireless Equipment

The voucher scheme is technology agnostic, providing that the Connectivity Requirements can be met. These requirements can be found in Schedule 3 of the Scheme Terms and Conditions. It is worth noting that these apply to Wireless technologies too, which must be able to meet the requirements on frequencies or technology which is legal in the UK.

If Suppliers are unsure if a piece of particular equipment is compliant, we encourage them to contact WISPA who hold a whitelist for wireless equipment which can be used on the Scheme.

One particular issue we see a lot is with Ubiquiti models. There are currently only 2 compliant Ubiquiti models (Ubiquiti AirFiber 60 LR, Ubiquiti GigaBeam airMax AC 60/5) as we understand it, the remaining broadcast on a frequency (5Ghz) which is not legal in the UK and therefore do not meet the connectivity requirements.

As a reminder, the Supplier Terms and Conditions can be found at the following link - <https://gigabitvoucher.culture.gov.uk/for-suppliers/tcs/>

For a broader overview of BDUK's work, please also see this webpage:

<https://www.gov.uk/guidance/building-digital-uk>

The Digital Connectivity Portal here:

<https://www.gov.uk/guidance/digital-connectivity-portal>

Other useful information and updates can be found here:

<https://www.gov.uk/guidance/resources-for-communications-network-providers>



If you have any questions about the Scheme please contact us using the Support function when signed into the website.