



**Gigabit Broadband Voucher Scheme
Supplier Bulletin #57
3rd August 2021**

Introduction

Thank you for your patience with the previous challenges we have seen with our website. The below information provides an update on BDUK's progress with changes designed to enhance the functionality of the website. There have also been a number of other infrastructure improvements made to the site to improve the stability and scalability of the service.

You should have also received the summer update on Monday, this sets out BDUK's progress with Project Gigabit, please find a copy at this link <https://www.gov.uk/government/publications/project-gigabit-delivery-plan-summer-update> Please also take note of the Change Request section and the Wireless equipment update too.

System Enhancements

Resolved

1. Instances where an address was showing as ineligible incorrectly following a voucher being cancelled.
2. Instances where premises are not being removed from showing as eligible despite having an active issued voucher.
3. Slow or unresponsive bulk upload of vouchers
4. Active supplier tag on the website not showing the full list of suppliers.
 - a. As a reminder, a supplier only appears as active once they have had a voucher issued in the area.

Investigation Ongoing, Fix Date to be confirmed

We are now planning a process of regular releases on a monthly basis to ensure that we are continuously enhancing the functionality of the system. We will communicate the appropriate fix dates as soon as we can for the below fixes:

1. The ability to challenge eligibility results per premises.
 - a. If you have evidence that an address is Rural, has speeds of <100 Mbps or is not part of another subsidy project to deliver broadband then this functionality will allow you to challenge individual vouchers. We will share more details in due course on how this process will work.
2. Residential and SME voucher values not showing up on projects in the supplier portal.



3. Addresses not showing in the site eligibility checker/ not able to request vouchers if address is missing.
 - a. The investigation is ongoing to understand why certain UPRNs do not appear in the voucher data. We cannot override this data just yet, as we need to govern voucher eligibility through standard datasources. We are aware of the impact this can have on projects and will provide an update as soon as possible.

If you experience any other issues with the site, and have not already reported it to us, please raise a support ticket and we will resolve these.

Project Change Requests

Please can all Suppliers use the Change Request form on the GBVS site to notify BDUK of a change to a Project. Change Requests should not be submitted through the General Support function and will not be processed. The form can be found here - <https://gigabitvoucher.culture.gov.uk/supplier-self-service/prp-change-request-2/>. Please bear in mind the Change thresholds stipulated in the Terms and Conditions, failing to notify BDUK of a change which exceeds these thresholds may result in the Issue Escalation Procedure being followed.

UPDATE - Using Compliant Wireless Equipment

In Bulletin 55, we told you to speak to WISPA if you had any questions about Wireless equipment. We should have said UKWISPA, as WISPA is the US organisation. If Suppliers are unsure if a piece of particular equipment is compliant, we encourage them to contact UKWISPA who hold a whitelist for wireless equipment which can be used on the Scheme.

UKWISPA have informed us that there are more compliant Ubiquiti models, there are currently 3. Please speak to them about their Whitelist should you need further information. To further clarify the point around the 5Ghz frequency, it is legal under regulations but it cannot be deployed legally under regulations to meet the scheme 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.