



**Gigabit Broadband Voucher Scheme
Supplier Bulletin #60
10th September 2021**

Project Progress Requests from Beneficiaries

We are receiving an increasing number of emails from consumers with general enquiries about the Gigabit Broadband Voucher Scheme and questions about progress of specific projects to the GBVS Help mailbox.

This mailbox is to support operational aspects of the Gigabit Broadband Voucher Scheme for beneficiaries who are already working with a supplier as part of a voucher funded project and should not be published or promoted by suppliers.

As stated in the terms and conditions, it is the supplier's responsibility to ensure all relevant beneficiaries understand the requirements placed on them by the Beneficiary Terms and Conditions and respond to all local and regional specific enquiries as they are best placed to provide this information. General questions about nationwide government programmes should be directed to the Authority by contacting our general enquiries email at enquiries@dcms.gov.uk.

We are aware that some suppliers have published the GBVS Help email address on their website to ensure that beneficiaries are able to find and respond to BDUK confirmation and validation emails. These emails are however sent from the address gigabit.vouchers@notifications.service.gov.uk and you may share this address to encourage beneficiaries to respond to BDUK emails.

Over the next few weeks we will be conducting an audit of the information about the Gigabit Broadband Voucher Scheme that suppliers have published on their websites. It would be helpful if you could remove any references to the GBVS Help mailbox and ensure that the information being provided to beneficiaries is up-to-date.

Release 2.5 Content

We have deployed a new release and you might already have noticed some of the new features, such as:

- **Terminology updated** from PRP to Project
- **Changes to "View my Projects":** You can now see both maximum business value and maximum residential value when logged in and looking at each of your projects
- **New fields added to project application form:** When you submit a new project, you will be asked to fill out three additional fields: *Additional Customer Financial Contribution*, *Customer Financial Contribution* & *Project Region*



- **Website “Go Back” button:** The "Go back" button that is used on the website has been renamed to 'Back to Homepage'

Voucher Deadline Reminder in Project Gigabit Phase 1A Procurement Areas

On June 24 2021, we notified suppliers that for areas included in Phase 1A Project Gigabit Procurement, BDUK would continue to accept voucher requests until 17:00 on 24 September 2021 for the following areas:

- Cambridgeshire including adjacent areas (Lot 5)
- West of Cumbria, including the Lake District National Park (Lot 28)
- North and West Northumberland and East Cumbria (Lot 34)
- Durham, Tyneside & Teesside areas extending into Northumberland (Lot 4)

If you are still intending to request vouchers for approved projects in these areas, we would urge you to submit these as soon as possible.

Top-up switchover to UPRN data

On 13 September 2021, BDUK will begin replacing the postcode data for all live local top-up schemes with updated UPRN data. Data for each top-up scheme will be updated individually. During this update the top-up will be offline for a period of around 60 minutes, which means that although you will still be able to request vouchers, there will be no messaging to advise that a top-up is available. If you have any issues administering projects in the portal that include a top up element between 13 September and 24 September, please wait for an hour and then try again.

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.