

**Gigabit Broadband Voucher Scheme
Supplier Bulletin #66
29th November 2021**

Release 2.7 Content

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

- Challenge Process (see below for further details)
- Bug fixes and enhancements allowing for an improved and more user friendly experience

Challenge Process

Release 2.7 has seen the introduction of a process for suppliers to challenge a premises ineligibility for the UKGV on grounds of Speed, Rurality, and Subsidy Control on the portal rather than opening a support ticket.

To challenge premise eligibility on the grounds of Speed, Rurality, and Subsidy Control, suppliers must use the new challenge functionality on the portal and provide appropriate evidence that a premise is eligible. This will then be reviewed and approved UPRNs will be added to a white list for 7 days to enable suppliers to request a voucher as normal.

To successfully submit a challenge and request the voucher suppliers must:

- Submit one challenge request per UPRN selecting all of the applicable reasons for challenge (Speed, Rurality and/or Subsidy Control)
- Provide evidence in PDF format for all of the challenge reasons for each UPRN
- If the challenge is approved, request the voucher within 7 days. After this the UPRN will be taken off the white list and a new challenge request will be required before a voucher request can be made

Evidence accepted includes:

- Rurality: DEFRA magic map of the premises showing it is in a Rural LEP
- Speed: Evidence from the BT ADSL speed checker
- Subsidy Control: An email from the Local Body (gov.uk email address) to advise that there is no existing or planned subsidy for this property

Please note that challenges on the basis of ineligibility due to being in an area identified by Ofcom as commercially competitive (Area 2, Area 3 RAB) will not be accepted. This is because the challenge process is a mechanism to challenge eligibility where data may be incorrect. We are unable to process challenges focused on Ofcom's view of which areas are deemed commercially competitive.

Supplier Payments and Site Visits during Christmas and New Year

As a reminder, please note that there will be no payment run on Wednesday 29th Dec 2021. After the 22nd December, our next planned payment cycle is scheduled to take place on Wednesday 5th January 2022.

Furthermore, between 23rd December and 4th January site visits will not take place. This may delay payments on a small number of vouchers. Claimed connections which have been selected for a site visit can be identified on your voucher download as “visit required”.

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.