



**Gigabit Broadband Voucher Scheme  
Supplier Bulletin #82  
24 August 2022**

**IMPORTANT NOTICE**

**Managing Missing Addresses**

BDUK now has an agreed process in place to resolve issues with missing addresses in the Gigabit Broadband Voucher Scheme (GBVS) address checker with Ordnance Survey (OS).

If you have an issue requesting a voucher for a UPRN because it is missing from the GBVS address checker on the website you should raise a Zendesk ticket via the suppliers' portal ideally including both the address and UPRN within your enquiry.

The reason will most likely be due to gaps or errors in the OS data. In some cases it may be an error in our database that we need to fix internally. BDUK will reply to any Zendesk ticket about a missing address issue to explain the cause of the error and action being taken or the next steps to resolve it. Where possible we will also provide you with the specific reasons that the UPRN is not available, to inform your communications with any beneficiaries and/or the local body.

The only way to resolve OS data issues is for the local authority planning department to provide the correct alternative address information to OS. We will advise you to contact the planning authority to request that the correct data is provided to OS. BDUK does not have the authority to directly request that OS updates its data for individual premises, but we have been working closely with OS to streamline the resolution process and ensure data issues can be resolved as swiftly as possible and will escalate the matter to OS advising it needs to be fixed.

OS data is updated every six weeks. There is a two-week pause within this cycle during which OS prepares to publish its next update meaning requests to change address data cannot be processed during this time. OS data cut dates and publication dates are published here:

<https://www.ordnancesurvey.co.uk/business-government/tools-support/addressbase-epoch-dates>

If the local authority has provided the correct revised UPRN details to OS ahead of the data cut date, the address issue will be resolved in the data update, which will be reflected in the GBVS address checker about a week later. Otherwise it will be updated in the next update cycle.

**Reminder of 12 month auto cancellation of vouchers**

Contractually vouchers are only valid for 12 months as per the Gigabit Broadband Voucher Scheme terms and conditions, Part B, Section 11.2. If a voucher is not claimed within the 12-month timeframe, BDUK reserves the right to cancel the voucher at any point. The onus

is still on the supplier to claim within 12 months or put in an extension request. Our terms and conditions remain unaffected.

You can see the date on which a voucher was issued by using the “Download My Vouchers” function when signed in on the website. This date is contained in column AB of the downloaded file.

### **Reminder of supplier escalation route**

In the event of any questions, feedback or concerns from suppliers, please ensure you use the following escalation routes:

- Operational issues: please contact us using the Support function when signed into the website
- Commercial questions, feedback or concerns should be referred to your usual GBVS point of contact.
- If escalation is required after an issue has been raised with your GBVS point of contact it should be directed to Rachel Branford, Head of Commercial, Hubs & Vouchers, via email to [Rachel.Branford@dcms.gov.uk](mailto:Rachel.Branford@dcms.gov.uk).

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.