SUPPLIER GUIDANCE

Gigabit Broadband Voucher Scheme

11/07/2018

Version 3.0
### Contents

**Supplier Guidance**

Gigabit Broadband Voucher Scheme

Contents 2

Introduction 3

How the Scheme Works - short summary 4

Supplier Registration 4

Pre-Registered Package Registration 5

Demand Stimulation & Branding 7

Eligible Areas 8

Eligible Customers 8

Eligible Costs 10

Connectivity Requirements 10

Time to connect 11

Using the portal (the supplier section of the scheme website) 12

**Supplier Registration** 12

**How to access the supplier portal** 14

Passwords 15

Avoiding Emails going to SPAM/Junk 15

**Supplier Portal Home Page** 16

Updating your company information -Supplier Self-service 17

Updating coverage information 18

Submitting your update 18

Pre-Registered Packages 19

Requesting a Pre-Registered Package 20

View My PRPs 20

When to report orders and connections 21

How to report orders placed 21

Checking the status of your Vouchers 24

**Managing Disputes** 25

Compliance Checking 26

**Payments** 26

Updates and Help 26
Introduction

The purpose of this document is to give suppliers a brief guide to the operation of the Department for Digital, Culture, Media and Sport’s Local Full Fibre Networks programme (LFFN) Gigabit Broadband Vouchers Scheme (GBVS). This guide does not replace the Scheme’s formal documentation but aims to help make your involvement in the Scheme as straightforward as possible.

Suppliers should study carefully the formal terms and conditions of the GBVS contained within the Supplier Registration and Pre-Registered Package (PRP) documents, which set out the formal obligations of suppliers taking part in the GBVS. Copies of these documents are available on the Scheme website. If there is any contradiction between those documents and this guide, the formal documentation has precedence.

Your attention is drawn to these key changes since the Market Test phase:

- The scheme supports wireless solutions only as part of Project PRPs which lead to the deployment of additional full fibre
- The inclusion of residential beneficiaries, but only as part of Project PRPs in which eligible businesses benefit from the majority of voucher funding
- Premises that have or are scheduled to have gigabit capable services are part of a State Aid supported intervention are excluded from the Scheme.

Full details are available in the Scheme’s formal documentation

The purpose of the Scheme is to increase the speed of deployment of full fibre networks within the UK by providing micro-grants to support the cost of new connectivity. Vouchers are the mechanism the Scheme uses to provide these grants. The Scheme aims to encourage Suppliers to invest in gigabit capable services. The voucher is a benefit to eligible Small and Medium Enterprises (SMEs) and in some circumstances residents (together being “Beneficiaries”) who must receive the full value of the voucher.

These grants have a minimum value of £500 and a maximum value of £3,000, for each SME Beneficiary. The Scheme provides support for businesses that qualify as SMEs. Using their grant, SMEs contract with registered suppliers for Gigabit-capable products (referred to by the Scheme as “Pre-Registered Packages” (PRPs)). These PRPs must be registered separately by suppliers using the “Pre-Registered Package Application”. There is no mechanism by which a grant may be obtained other than through a PRP.

In certain specified circumstances support is also available to support the cost of connections for resident Beneficiaries. Details are provided in the Pre-Registered Package application document. These vouchers have a value of £500 and support the cost of new connections costing £500 and above.

Payments of the grants to eligible Beneficiaries under the Scheme are made by DCMS direct to registered suppliers, once they have confirmed that new connections have been delivered and the Beneficiary has accepted service.
How the Scheme Works - short summary

Vouchers are in effect discount codes which enable qualifying beneficiaries to benefit from reduced cost gigabit capable connections. There is no mechanism by which an individual beneficiaries can “apply” for a voucher; suppliers with qualifying products are able to offer vouchers to new and existing eligible customers for qualifying connections. If there are multiple beneficiaries within a defined geographic area (either sharing the same building, of the same business park, for example) then they can aggregate their vouchers together to achieve a collective discount on the provision of Gigabit connectivity to them.

The key steps (which applies to both individual and aggregated vouchers) are:

1. Suppliers Register for the Scheme - supplier registration is managed centrally by DCMS
2. Registered Suppliers submit Pre-Registered Package (PRP) proposals to DCMS for review - either for single-SME deployments (Standard PRPs), or multiple-beneficiary deployments (Project PRPs) - see page 6 for more detail.
3. Once PRPs are agreed with DCMS, Suppliers offer voucher supported products to eligible beneficiaries (sales)
4. Sales are reported by suppliers through the Scheme portal (weekly)
5. Beneficiaries receive an email request from DCMS asking them to confirm that they are eligible and that they accept the Scheme terms and conditions.
6. DCMS carry out agreed checks. Issue vouchers.
7. Suppliers deliver compliant connections and report completion through the Scheme portal.
8. DCMS and their agent(s) carry out further agreed checks. Approve payment.
9. DCMS makes payment to suppliers (through Historic England)
10. Beneficiary receives confirmation of benefit from the portal (the voucher value counts as de minimis aid for businesses).

Throughout the process, DCMS and local bodies will work with suppliers, SMEs and agents - for example landlords - to raise awareness of the Scheme to encourage take up.

Supplier Registration

DCMS operates the Supplier Registration process. Suppliers who wish to become registered should contact DCMS here. Queries about the registration process should be addressed to LFFNSuppliers@culture.gov.uk. Suppliers will need to complete an online application form. Before completing the application form you must read and accept the Supplier Registration Terms and Conditions.

We have set a number of conditions for supplier participation in the Scheme. Amongst others these conditions include:

- The ability to supply gigabit capable connectivity
- Agreement to the Scheme terms and conditions
- Agree to submit at least one PRP for review
- Membership of an Ofcom recognised Alternative Dispute Resolution Scheme
- Have in place at least £5m of public liability insurance
Full details are set out in the application documents, you should read these carefully.

DCMS will publish details of all Registered Suppliers with agreed PRP on the GBVS Portal at [https://gigabitvoucher.culture.gov.uk](https://gigabitvoucher.culture.gov.uk). There is no limit to the number of suppliers who may register for the Scheme.

**Please note:** Suppliers who are Registered with the Scheme are NOT Approved. There are specific conditions about the use of the DCMS branding and how registered Suppliers should describe their involvement with the Scheme set out in the registration documents. A breach of these conditions may lead to your suspension or removal from the Scheme.

If you need any advice about your use of our branding or other communications matters, please contact us at LFFNSuppliers@culture.gov.uk.

Once registered, Suppliers will be invited to propose Pre-Registered Packages (PRP). You will not be published as a registered supplier until you have an agreed PRP in place. See below for details.

**Pre-Registered Package Registration**

There are two sorts of PRP which you may propose when registered as a supplier:

<table>
<thead>
<tr>
<th>Standard</th>
<th>Project (Aggregated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Eligible costs are either fixed for each deployment or vary within known parameters</td>
<td>● Multiple beneficiaries, but defined geographic area (e.g. multi-occupancy unit, business park, village etc.)</td>
</tr>
<tr>
<td>● Single-SME beneficiary</td>
<td>● Value of eligible costs varies significantly with location characteristics and is unique for that deployment</td>
</tr>
<tr>
<td>● Registered once, deployed multiple times by supplier</td>
<td>● Each Project requires individual registration</td>
</tr>
<tr>
<td>● Widely available - can be in a single or wide area</td>
<td>● Relies on minimum SME participation for viability (e.g. aggregation)</td>
</tr>
<tr>
<td>● Delivered quickly and always less than 12 months</td>
<td>● Eligible Costs are shared between beneficiaries</td>
</tr>
<tr>
<td>● One-time claim process, once connection has been completed</td>
<td>● May involve residential beneficiaries but only where value of vouchers taken by SMEs is greater than residents</td>
</tr>
<tr>
<td>● No resident beneficiaries</td>
<td>● May include wireless elements but only where the Project leads to the deployment of additional full fibre</td>
</tr>
<tr>
<td></td>
<td>● Eligible costs for the project may be progressively claimed over time as individual beneficiaries are connected</td>
</tr>
<tr>
<td></td>
<td>● Delivered within 12 months (provision for &gt;12 months through defined exceptions)</td>
</tr>
</tbody>
</table>
For both types of PRP, you will need to submit an application to DCMS for review. This application contains details of the performance characteristics and costs associated with the deployment of the product. The application for both types of PRP is managed online and is available only to registered suppliers.

For **Standard** PRPs, DCMS will review the application and check that the proposed product adheres to the qualifying cost and performance criteria for the Scheme. Once accepted, the PRP will be uploaded into the GBVS portal and you will be notified. Once a PRP is available on the portal, you may commence sales supported by the voucher. Suppliers with PRPs which have been accepted by DCMS will be listed on the public part of the GBVS portal.

**Project** PRPs will be assessed in the same way, and will be subject to commercial and technical due diligence prior to registration. For projects that contain wireless elements, this will include an assessment of the infrastructure to be deployed as a result of the project. In addition, DCMS may also liaise with the relevant local body/bodies. This will help to make sure that DCMS is aware of any relevant facts which should be considered as part of the review.

PRPs registered for the Scheme should not be described as “approved”. These PRPs are **registered** with the Scheme.

The following key factors we will considered as part of our assessment of your PRPs proposals:

- all costs to be supported by the voucher are eligible, as defined in the Scheme registration documents
- every deployment is capable of supporting 1Gbs speed
- 1Gbs speed is available at the time of deployment (whether the customer actually takes that speed or not)
- Evidence is provided that comparable commercial arrangements exist without a voucher
- There is clear evidence that the full value of the voucher is being passed to the customer

We will also look for information about the likelihood of additional fibre deployment for Project PRPs containing wireless elements.

Suppliers who wish to propose Standard PRPs with different speed or consumption options where the underlying eligible costs and performance capabilities are the same – for example, 200mbps on 1Gb bearer, 300mpbs on 1Gb bearer options, and so on – DCMS will treat this as a single PRP application with variants. It is very important that Suppliers who wish to use this approach provide full details of the **recurring charges** for each variant at the time of application and report the performance ordered and delivered accurately. Your application must always provide clear evidence of how the value of the voucher is passed to the ultimate beneficiary.

Where you do not own and operate your own infrastructure, separate PRPs are required where the underlying commercial input costs and or the way in which the value of the voucher is passed to the customer are different. If the input costs and the benefit of the voucher are passed to the customer in the same way using different wholesale providers then a single PRP will be accepted.
Demand Stimulation & Branding

The scheme is supplier-led. The success of the Scheme overall will depend on marketing and promotional activity on the part of suppliers. Registered suppliers are responsible for actively promoting the scheme to existing and potential customers. Suppliers involved in the Wave-1 pilots of the scheme tested various approaches to demand stimulation and driving customer engagement, and we will be carry out present case studies of those that have had particular success. We will make these case studies available in due course to help promote shared understanding amongst all suppliers regarding the most effective ways of promoting the scheme.

We will encourage local bodies to undertake demand stimulation activities in their areas, and we expect them to work with suppliers in order to identify priority locations; support demand aggregation, encourage take up of vouchers amongst SMEs and residents, and help increase the visibility of the scheme. We hope and expect that local bodies will help identify priority areas where significant clusters of growing businesses operate or where the underlying infrastructure is not supporting the needs of the market. Local bodies will aim to make this information available to all registered suppliers in their area on an equitable basis.

DCMS will be working with both suppliers and local bodies around their demand stimulation activities, and will be able to provide support and guidance around any PR or marketing activities. DCMS will make available both its branding and logo, to be used in accordance with the media protocol outlined in the Supplier Registration terms and conditions, and some standard lines to draw upon in media and promotional content. Some of the feedback we received from suppliers in our market test areas was that consumer confidence in the Scheme as a legitimate government initiative was low, so DCMS will also be working to make the scheme more visible through its own promotional channels, including the gov.uk website.

Suppliers who participated in the market test of the project found that a particularly successful approach to marketing the scheme was to encourage aggregation amongst their customers. Many customers, especially those in remote or rural locations, may find that the value of a single voucher does not fully mitigate the installation cost of a new connection. Several suppliers in our market test areas had great success with voucher take-up in these areas by using a model where they encouraged whole communities to benefit from vouchers as part of a single project - this allows the customers to pool the value of their vouchers, which then helps meet the installation cost charged by the supplier. Suppliers should therefore should aim to identify where in participating areas aggregated or project-based PRPs will support the deployment of new gigabit capable infrastructure (whilst noting the Scheme’s rule regarding mixed SME and residential projects).

Although we encourage proactive demand stimulation on the part of suppliers taking part in the scheme, suppliers should not in any circumstance offer customers vouchers in locations where there is no realistic possibility of providing a service which meets the scheme terms and conditions within 12 months. We expect that customers will be able to request a voucher and have a connection delivered within 12 months in any area where a supplier is actively using the scheme to promote its products.
Eligible Areas

Following “Go Live” of the national phase of the Scheme the whole or England, Wales, Scotland and Northern Ireland – the UK - is eligible. As part of your registration for the Scheme, you will be asked to provide accurate information about which parts of the UK you are able to provide service. You must provide accurate information – you can update it at any time. It will damage the reputation of the Scheme, and therefore your potential customer’s view of your company – if the information you provide is misleading or inaccurate. You may also be in breach of the Scheme’s rules if your information is inaccurate or misleading, which may ultimately result in your de-registration from the scheme.

Eligible Customers

The GBVS is primarily a micro-grant Scheme for SMEs as defined by the European Commission. Residents may only benefit from a voucher as part of a Project in which the majority of the funding is received by SMEs.

This means that in order to benefit from the voucher in most cases the organisation that benefits from the grant - the beneficiary - must meet the terms of the official definition of an SME. You must check a customer’s eligibility at the point of sale or offer if you intend to offer a voucher. It is important that you make sure that all customers who are offered voucher are aware that to qualify they must meet the SME eligibility tests. To back this up, SMEs will need to confirm their eligibility before a voucher is issued and in some cases we will carry out additional checks before we issue the voucher. We plan to share a simple document with you that contains the key facts for beneficiaries.

The formal SME definition for the Scheme is summarised below. These conditions are reflected in the terms and conditions accepted by the beneficiary through the portal.

To qualify for a voucher the beneficiary must meet the European Commission definition of SME (http://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en), these can be summarised as:

- Up to 249 employees (in total in the organisation) and turnover no greater than €50m per annum, and/or
- Balance sheet of no more than €43m

As a result of the voucher contribution included within the relevant package, the SME will also have received less than €200k in public grants in the last 3 years - this is the de minimis limit for the vast majority of sectors. Note that different de minimis levels apply to a few specific industrial sectors - fishery and aquaculture primary production, processing and marketing of agricultural products, coal, steel and ship buildings. Businesses which operate in these sectors should be advised seek additional advice from the local body in their area before accepting a voucher. It is not possible for a supplier to check this independently, however the SME should be made aware of these restrictions. These conditions are validated by the customer through the portal before the voucher is issued by the local body.
Other exclusions

The following are **not eligible** to benefit from a voucher

a. Public sector organisations
b. Enterprises owned or controlled by a registered supplier
c. a school funded by DFE
d. a privately funded school operating over the ages of 3-18
e. an organisation solely involved in offering provision under the requirement for young people to remain in education or training until their 18th birthday.

You should **not** offer vouchers to any of these excluded customers.

SMEs may benefit from multiple connections supported by the Scheme at different locations from which they trade, but no SME may benefit by more than £3,000 in total.

We are able to provide additional advice about eligibility and Linked and Partner enterprises – as defined in the EU guidance – if required. Please contact us at LFFNSuppliers@culture.gov.uk before you offer a customer a voucher.

The main reasons we have declined voucher requests in the test phase are:

- The business is too large
- The customer is not a genuine business
- The customer is in the public sector

If you need any help about a customer’s potential eligibility, please check with us and we will try to help.

Residential Eligibility

**NOTE:** Residents can only benefit from the Scheme under the following conditions

- The connection rules are identical to the rest of the Scheme
- The PRP from which they benefit is a Project – in a defined and agreed geographical area
- The value of vouchers for businesses is equal to or greater than the value of vouchers for residents
- Sole traders are eligible as businesses, but you should be aware that we will check that **every** sole trader is genuinely trading from the property you aim to connect using a voucher

- Pre-Registered Packages which include residential beneficiaries will be subject to **exactly** the same terms and conditions as the main GBVS, *except* that the minimum value and maximum value of a residential voucher shall be £500 only. For example:
<table>
<thead>
<tr>
<th>Cost of Connection (Residential)</th>
<th>Voucher value</th>
</tr>
</thead>
<tbody>
<tr>
<td>£400</td>
<td>Nil</td>
</tr>
<tr>
<td>£550</td>
<td>£500</td>
</tr>
<tr>
<td>£1,500</td>
<td>£500</td>
</tr>
</tbody>
</table>

- The beneficiary will be required to pay ineligible and non-capital costs
- The voucher cannot be used to pay any VAT
- There is no mechanism by which an individual resident can request a voucher. For communities to benefit from the Scheme, they should work through a registered supplier and associated businesses

**Eligible Costs**

You are only able to claim vouchers for your customers to support the actual incremental eligible costs of providing compliant connections in every case. The Scheme’s eligible capital costs are set out in Section 3 of the Supplier Registration terms and conditions. This section of the registration document also sets out certain limits on the voucher contribution to specific eligible costs (e.g. CPE) and also sets out the cost items which cannot be funded by the Scheme (e.g. wayleave costs).

You should refer to Section 3 of the Supplier Registration Document for a full definition of the Eligible Costs. If you have any doubts, please contact us at LFFNSuppliers@culture.gov.uk before submitting your application.

**Connectivity Requirements**

The formal definition of the Scheme’s connectivity requirements to qualify for a voucher are set out in Section 2 of the Supplier Registration terms and conditions. The following summary is provided to help suppliers explain these key rules across their teams:

- **Capability** - the new service must be capable of delivering a new connection at a speed of at least 1Gbps in either direction - up or down. If the customer already has a gigabit capable connection - from any provider and however delivered - they are not eligible for a Gigabit Voucher
- **Consumption** - the customer must take a service with a speed of at least 100mpbs and the new connection must be at least double the existing connection’s headline speed. This is sometimes described as the step-change requirement. You will need to find out and report the current speed of a voucher customer’s connection.
Suppliers should refer to Section 2 of the Supplier Registration T&C for a full definition of the Connectivity Requirements.

Time to connect
From the date at which the order is placed you have 12 months to deliver the connection. This time limit is to encourage timely delivery by suppliers and to prevent SMEs being offered vouchers when there is no realistic possibility of delivering compliant services within a reasonable time.

We recognise that sometimes you may be unable to deliver a connection within this time period for reasons entirely beyond your control and despite all reasonable attempts to do so. In those circumstances, and as set out within the Supplier Registration T&C, we may put in place a case-by-case exceptional extension process.

Vouchers are not transferable. So, if an SME in a multi-business PRP project leaves the building or ceases trading before the circuit is delivered, its voucher cannot be transferred to a new business. However, if there is still money left in the Scheme fund, then the Supplier will be able to enter into a new contract to a new business - subject to the same rules - and the Scheme may issue a new voucher to that business. If the Scheme’s funds are fully committed, then no new vouchers can be offered.
Using the portal (the supplier section of the scheme website)

The portal will provide a source of “official” public information for Suppliers and customers about the Scheme. Suppliers must also use the portal to:

- Register as a supplier
- Manage contact, profile and coverage information
- Request new Pre-Registered packages
- View status of PRPs
- Report PRP customer orders – this is in effect a “request for a voucher”
- Check whether vouchers have been authorised following local body checks
- Report that gigabit connections have been delivered – request/redeem payment

The GVS Portal is available as a public website, [https://gigabitvoucher.culture.gov.uk](https://gigabitvoucher.culture.gov.uk). Its content includes customer information about the Scheme. It is this link that suppliers should share with customers to ensure they have up to date access to information and scheme terms & conditions. The site includes a postcode look up to help potential customers identify suppliers with registered PRPs in their area. It is vital therefore that suppliers accurately reflect their coverage capability. Providing wrong or deliberately misleading information could result in your company’s removal from the scheme.

Supplier Registration

In order to become registered as a supplier and be provided access to the supplier portal, you must first access the public website and review the section called ‘Suppliers’ on the tool bar.

You will find a link to supplier registration. This link provides access to an online application form. Prior to completing this form you must first read the scheme Terms and conditions.

The Supplier registration form has 6 sections

Supplier Registration

1. Supplier Capability Statement
2. Declaration
3. Company Details
4. Banking Details
5. Contact Details
6. Service Coverage Information

Within each section is a ‘Save and Continue Later’ option. This allows the user to save the information and place in the form (for example to locate relevant banking evidence), Suppliers can click the button to receive a hyperlink that can be copied and subsequently pasted into a browser in order to return to the form.
Information fields in the form are self-explanatory. Additional guidance has been added where needed. If you have any questions about completing the form, you can email DCMS at lffnsuppliers@culture.gov.uk

Adding your coverage information

The market test phase scheme covered only four UK areas. If you registered during this phase, you will have indicated the areas where your company is able to provide gigabit capable services in the Pre-Registered package application. Now that the scheme operates nationally, we want to make sure that SMEs can identify those suppliers who can potentially provide eligible products in their area with some certainty. We have therefore provided a coverage selection list in the “manage my profile” section of the supplier self-service area.

The coverage self-service section is set up with the following hierarchy

- Country
  - County / Council Area (Scotland) / District (Northern Ireland)
  - District (England only)

The interface is designed to make it easy for you to identify where in the UK you can provide services as part of the scheme. For example, by ticking the check box next to a country, all the sub County/council area/districts below it, inherit the coverage information. Similarly, by checking a county in England (Identified by two dashes before the name and the word ‘Group’ in brackets after, the districts within that county inherit the coverage.

Example 1 – I can provide services everywhere.

Tick England, Wales, Scotland, Scotland Islands & Northern Ireland. You will show up on all postcode searches.

Example 2 – I can provide services in Northern Ireland only.

Tick Northern Ireland only. You will show up on all postcode searches in Northern Ireland but not in England, Wales, Scotland or Scotland Islands.

Example 3 – I can provide services in most of Wales but not Denbighshire. Tick Wales, then uncheck Denbighshire. You will show up on all postcode searches in all welsh postcodes, apart from those in Denbighshire, nor those in England, Wales, Northern Ireland, Scotland or Scotland Islands.
It is important that the information you provide is as accurate as possible.

Please note - Providing wrong or deliberately misleading information could result in your company’s removal from the scheme.

When all fields have been completed and relevant documents attached, the form can be submitted. On submission, you will receive an email to the main contact email address containing all of your responses and copies of the attachments you provided. The information will be checked by us. If the application is successful, we will email you to confirm your Supplier number. Portal users will be emailed sign in details for the portal so that Pre-registered packages can be requested.

How to access the supplier portal

Once registered, you can use the ‘Sign in’ button on the home screen or directly access a link to the private area of the portal. The link address is:

https://gigabitvoucher.culture.gov.uk/wp-login.php

Users should bookmark this link in their browser to allow easy access to the portal.

The login details (Username and password) will be provided to the supplier (initially two users for each supplier) when your first PRP is approved. These credentials should be entered into the login screen to access the ‘Supplier’ area.
Should a user forget their password, a link exists to generate a new one which will be sent to the email address provided at registration. The site operates using WordPress and it will provide a recommended password. This may be replaced with a user specified password.

Passwords

Password-cracking techniques have matured quickly and significantly in the past few years, but the way many people create passwords hasn’t kept pace with these techniques. As a result, the most common advice about creating a strong password today is outdated and impractical.

A password created with this common advice for example – jal43#Koo%a - is actually very easy for a computer to break and very difficult for a human to remember and type. Instead, consider using a **Passphrase** instead of a **Password** – A passphrase is similar to a password, except that it is based on a random collection of words, rather than just one. For example, “copy indicate trap bright”.

Because the length of a password is one of the primary factors in how strong it is, passphrases are much more secure than traditional passwords. At the same time, they are also much easier to remember and type.

If you cannot access the site despite resetting a password, contact LFFNSuppliers@culture.gov.uk for help or advice.

Avoiding Emails going to SPAM/Junk

The portal is configured to minimise the risk that the emails it sends to you and your customers land in spam folders in error, however this is not fool-proof. To minimise this risk we recommend that you add the system email address to your contacts and where possible add the email address to your safe sender list.

The email address from which emails will be sent is: GVSadmin@culture.gov.uk
Supplier Portal Home Page

When you have logged on, your ‘Home’ page differs from the public site. Instead you are presented with a screen with six action buttons:

- Request Vouchers
- Redeem Vouchers
- Download My Vouchers
- Manage my profile
- View my PRPs
- PRP application

Using the home page you can request vouchers for signed orders where you have offered an eligible customer a voucher, claim payment for connected gigabit capable services and download all the information the site holds for vouchers for your customers.
Updating your company information - Supplier Self-service

When you log into the portal, you will notice an option to ‘Manage my profile’. This option allows registered users to update data that we share with your potential customers. It is important that you keep this information up to date.

Start by clicking the ‘Manage my profile’ option.

At the top of the form, you can update/amend company information. Fields that are greyed out cannot be updated. If you need to update any of these fields you should contact the LFFN team at lffnsuppliers@culture.gov.uk.

The data fields that you can update are:

<table>
<thead>
<tr>
<th><strong>Company Name Description</strong></th>
<th>This will be displayed on the supplier search on the site</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Name</strong></td>
<td>Used for communication between the DCMS and your company only</td>
</tr>
<tr>
<td><strong>Contact Email</strong></td>
<td>Used for communication between the DCMS and your company only</td>
</tr>
<tr>
<td><strong>Contact Phone</strong></td>
<td>Used for communication between the DCMS and your company only</td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td>This will be displayed on the supplier search on the site. If you have set up a dedicated Scheme web-page, you should link to it here.</td>
</tr>
</tbody>
</table>
Updating coverage information
If you have extended your coverage capability or realised that you have not accurately reflected the coverage capability of your company, you should update the coverage as you did at registration. The interface is identical to that in the supplier registration.

Submitting your update
Before submitting your update you should first ensure you have read and understood the current Scheme Terms and Conditions. If you accept these terms and are confident that the updates you have recorded are accurate, please tick the box labelled ‘Agree & Confirm’. This records your agreement and the forms ‘Submit’ button will appear on screen so that you can complete the action.

We will send an email - to the user making the update - confirming the changes made.
Pre-Registered Packages
You will not be published as a registered Supplier until you have an agreed PRP in place. PRPs may now be requested using the portal. You can also review the status of each of your PRP’s

The home page includes two new options to request/apply for a PRP and to view any existing PRPs and their status.
Requesting a Pre-Registered Package

The online form guides you through the information DCMS needs to assess your request.

In all cases, the form should be completed accurately and fully. Please ensure that supporting evidence is included with your application. This evidence should be sufficiently detailed to allow DCMS to conduct technical and commercial due diligence on the proposed deployment. In particular, you are required to demonstrate how the proposed deployment meets the Connectivity Requirements of the scheme. You are also required to demonstrate how the costs proposed for voucher funding are Eligible Costs, that the costs are in line with standard commercial rates payable by a non-voucher customer, and how the financial benefit of the voucher is being passed on in full to the beneficiary. Depending on the nature of the package proposed, this may include details of input costs incurred from the relevant wholesale provider.

Finally, you must:

- confirm that you are authorised to complete this form on behalf of your organisation.
- declare that the information on this form, and any other information given in support of the application, is correct to the best of your knowledge. Agree to notify DCMS immediately if there are any material changes to the information provided within this application.
- understand that providing wrong or deliberately misleading information may be an offence and that such information may be used against me in any subsequent proceedings.
- confirm that this package submitted for registration is fully compliant with the Terms and Conditions of the Scheme and that all costs claimed in respect of this package are genuinely incurred and relate to Eligible Costs only.
- understand that vouchers cannot fund VAT
- confirm that the financial benefit of the voucher will be passed on in full to the relevant beneficiary.

On completion of the form, DCMS will evaluate the request. If the information is incomplete or unacceptable, we will email you with details of the problem. It is your responsibility to ensure DCMS has all relevant information in order to approve the package. You will be able to view the status of your packages using the ‘View my PRPs’ section on the Portal Home Page.

View My PRPs

You can now view the PRPs that you have requested and the current status of those PRPs.

The following status options apply:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Review</td>
<td>Application received</td>
</tr>
<tr>
<td>With Supplier</td>
<td>We are waiting for further information from you before we can complete our review</td>
</tr>
<tr>
<td>Final Review</td>
<td>Review at final stage</td>
</tr>
<tr>
<td>Published</td>
<td>Live</td>
</tr>
<tr>
<td>Suspended</td>
<td>No new voucher requests accepted. Issued vouchers will be honoured subject to Scheme rules</td>
</tr>
<tr>
<td>Stopped</td>
<td>No activity permitted</td>
</tr>
</tbody>
</table>
As well as this view, you will receive an automated email when a new PRP is agreed. Once agreed, you can report orders and connections using the Request voucher and Redeem Vouchers options on your logged on home page.

**Your registered PRPs**

< Go back

<table>
<thead>
<tr>
<th>ID: SE1002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package description: FTTP</td>
</tr>
<tr>
<td>Type: Standard</td>
</tr>
<tr>
<td>Technology:</td>
</tr>
<tr>
<td>Valid Property Type: Business</td>
</tr>
<tr>
<td>Max voucher value: 3000</td>
</tr>
<tr>
<td>Fixed value: No</td>
</tr>
<tr>
<td>Beneficiary Volume - business:</td>
</tr>
<tr>
<td>Beneficiary Volume - residential:</td>
</tr>
<tr>
<td>Speed Combinations:</td>
</tr>
<tr>
<td>Notes: Supplier omitted to provide network diagram. Please send to <a href="mailto:lffnsuppliers@culture.gov.uk">lffnsuppliers@culture.gov.uk</a></td>
</tr>
</tbody>
</table>

**When to report orders and connections**

As set out in the scheme documents, you are required to report all contracts entered into – “orders placed” and connections delivered, no later than noon on each Tuesday for orders/connections made prior to 23:59 on the Sunday prior to the reporting deadline. Failure to report either step is a breach of the Scheme terms and conditions and may delay voucher requests and payments progressing.

In practical terms, you should report orders immediately or as soon as practical.

**How to report orders placed**

The portal provides you with the option to request an individual voucher using an online form. Suppliers with large volumes of vouchers to process may also find it helpful to upload multiple voucher requests using the bulk upload feature. See page 25 for details.
Single Voucher Request

All fields on the import form are mandatory except Address Line 2 and UPRN (Unique Property Reference Number). The portal has a series of checks that it makes against the data you provide to ensure all information entering the system is correct. For example, it will not accept a PRP Number that is not associated with the supplier. A fuller list of the validation steps is included in the CSV example below.

You should complete the form and hit submit. If there are errors in the input data, these will need to be remedied before the portal will accept submission of the request.

**WARNING:** when you make a request for a voucher you are confirming that you believe that you have an eligible customer, who has agreed to take a new connection that meets the Scheme terms and conditions and which you are able to deliver within 12 months maximum.

On successful submission of a request, the portal will present a list of codes so that you can easily record the voucher number. These codes may also be downloaded using the, “Download my vouchers” function.

**PLEASE NOTE** THAT AT THIS STAGE THE VOUCHER IS NOT AUTHORISED AND NO CLAIM FOR PAYMENT CAN BE MADE UNTIL THE WE HAVE AUTHORISED THE VOUCHER.
Bulk request

The bulk request feature allows a supplier to upload multiple requests from a data file. The maximum limit is 100 voucher requests per upload.

To use this facility, click on the ‘Bulk request (csv)’ tab. Choose the file from your local or networked file location and press submit. The same data validations will take place as with the individual voucher request form, however in bulk mode, the line within the CSV upload in which the data error is detected will be identified within the error message.

*Please note. If a bulk upload has errors that fail the validation tests, NONE of the records in the data file will accepted and you must fix the data error(s) and import the whole file again.

WARNING: when you make requests for vouchers you are confirming that you believe that you have eligible customers, who have agreed to take new connections that meet the Scheme terms and conditions and which you are able to deliver within 12 months.
Checking the status of your Vouchers

The third box on the home screen allows you to download a file in CSV format (Comma separated value) that summarises the data and status for all your customers’ vouchers. This list is created in real-time from the Portal database. The information and status of each voucher is therefore the actual state at the time you download the data.

Reporting connections delivered

When you have completed the installation of a gigabit capable connection for a customer with an approved voucher, you are able to make a claim for payment through the redeem vouchers button.

In the same way the voucher was requested, there is an option to claim one payment, using a form, or upload a number of claims (Max 100 per sheet).

The form is much shorter than the claim, since the portal already has a record of the underlying data.
Again, the data in the form will be validated by the portal and any errors notified to the user to remedy before resubmitting the request. In the same way as at the voucher request stage, click the ‘bulk request (CSV)’ button to upload multiple claims. A template is included below.

**WARNING:** when you report connections delivered you are confirming that you believe that you have delivered compliant connections to eligible customers who have agreed to take a new connection that meets the Scheme terms and conditions. If this is not true then you risk breaching the Scheme terms and conditions which may result in the initiation of the Issue Escalation Process and or other actions including the recovery of some or all of the value of vouchers claimed.

**Managing Disputes**
DCMS and in some cases local bodies will be carrying out compliance checks including SME eligibility and the delivery of compliant connections. If we identify a dispute with a voucher or payment request, we will mark that voucher as ‘disputed’. Any vouchers in dispute will trigger an email to
your dispute contact. The affected voucher will also be marked as in dispute on the voucher download report. In order to resolve any issue, please contact us at LFFNSupplier@culture.gov.uk quoting the voucher number and customer name, to resolve any issues and allow us or the Local Body to approve the voucher or payment or resolve the dispute

**Warning:** Until the dispute indicator is removed from this voucher, the voucher cannot be issued or payment cannot be made.

### Compliance Checking

The Scheme has a large number of controls in place - set out in detail in the registration documents – to check both value for money and Scheme compliance. At the discretion of either local bodies or DCMS, we will carry out a combination of random and planned checks of the following, amongst other factors:

- SMEs - that they are legitimately trading from the address at which the voucher is claimed and that they meet the SME and other scheme rules
- Connections - that they meet the performance characteristics claimed in the PRP applications and meet the Scheme rules for step-change
- Value – we will carry out “deep dive” queries to check that the actual costs are the same as those set out in your PRP application and as claimed

### Payments

Payments for completed connections will be made directly to you by our agent Historic England. Historic England will also carry out the necessary checks required to set up suppliers as payees for the Scheme and will provide remittance advice. We will aim to make payments within 10 days of a compliant claim being made through the portal. Inaccurate, untimely or incomplete reporting will delay payments as will any disputes or errors raised by local bodies or DCMS.

We will inform you each week of any payments due. This advice will include details of all vouchers for which payment will be made and the remittance batch reference that will be used to pay.

### Updates and Help

DCMS intends to make update information available to registered suppliers through the portal. In addition, we plan a further review the Scheme in autumn 2018. We welcome feedback and questions at any time. You can contact us at LFFNsuppliers@culture.gov.uk.