

# Ufford Faster Broadband Update

Eligible properties are identified by their Unique Property Reference Number (UPRN) which is an alphanumeric reference that identifies every property in the country.

It's important to note that single premises are not eligible for voucher funding. Only communities are eligible.

If a community is eligible for this scheme it's important that they get together, and pledge their vouchers. The more people involved, the more funding is available towards the pledge target.

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There are two types of Community Fibre Partnerships or CFP, 'Community Funded' and 'Voucher Funded'. Ufford is eligible for voucher funded. (Voucher value £1,500 per residential premises and £3,500 per business.)

A Voucher Funded CFP, such as this, is quite different in so far as the only contract an individual will enter into is with their Internet Service Provider (ISP). There is no contract with Openreach.

The main commitment when someone pledges their voucher is that they agree to upgrade their current broadband to the new Ultrafast Full Fibre technology when it is built.

Your new connection must double your existing broadband speed if your speed is less than 50Mbps, or be at least 100Mbps if your current speed is faster than 50Mbps.

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No one has so far been able to pledge in Ufford as the funding has not yet been confirmed. But around 50% of the properties in the parish have registered interest by email.

216 properties have registered including 14 businesses. If they go on to pledge, when the portal is released, this equates to £350,000 worth of funding versus the pledge target needed of £331,000 to make the project viable.

## **What is the delay?**

Openreach are currently working on the Ts and Cs of the scheme for area 3 projects (DCMS have tried to insert a clause that could change the value of the voucher leaving Openreach or the Community with liability – this needs to be removed). This is expected to be resolved imminently.

Ufford's Openreach Project Manger has 663 schemes to manage – only **20** or so are registered with the DCMS of which **Ufford is one so we are at the head of the queue.** Vouchers should be available within 6-8 weeks.

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What does the voucher pay for?

The Government voucher is only intended to pay for building the fibre infrastructure. Openreach will bring the fibre to a point outside your home but the actual connection is part of your arrangement with your service provider, and would become part of your installation costs. How it is processed may differ depending on the provider.

Commitment

The contract would be with their chosen broadband provider, not Openreach, and would be for a 12 month term.

In reality this means that if someone currently has a broadband contract they would upgrade that contract to the faster technology once it is available. Their current provider should be able to advise them if there would be any increase to their monthly bill. If they are not under contract, then they would be free to shop around and secure the best deal available on the market. The broadband comparison sites can be a good source of information.

**Any member of the community who does not want to take a full fibre broadband package when it is available should NOT pledge their voucher.**

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**Pledging** couldn't be easier.

Go to <https://www.openreach.com/connectmycommunity> where you will be asked to type in your postcode and confirm you are not a robot. You will then need to fill in a short form with your personal details. These details will not be used for any other purpose other than to contact you in relation to your pledge.

DCMS will use these details to communicate with you. They will contact you and ask you to validate your pledge and when the time comes, confirm you have ordered your fibre service.

## **Once you've pledged...**

When you pledge your voucher you will receive the first of several automatically generated emails from Openreach designed to keep you in the loop and remind you of what you need to do next. Behind the scenes Openreach will be contacting the Department of Culture, Media and Sport (DCMS) to claim your voucher against the community target. This will prompt DCMS to contact you and ask you to validate your pledge. Every beneficiary will get an email from DCMS asking them to read, understand and agree with the terms and conditions.

# Ufford Faster Broadband Update



 Department for Digital, Culture, Media & Sport

This email is intended for \*\*\*\*\* (Customers name)

Openreach has requested a Gigabit Voucher on your behalf to offset the cost of full fibre broadband installation at your premises.

In order for us to issue the voucher, we need you to confirm that you have agreed to a contract for a new gigabit-capable service – order number CFP\*\*\*\*\*.

Please click on the link below to view and accept the terms of the scheme. We cannot issue your Gigabit Voucher until you confirm these details.

[https://gigabitvoucher.culture.gov.uk/order-validation/?vid=200890&vn=GV\\*\\*\\*\\*\\*](https://gigabitvoucher.culture.gov.uk/order-validation/?vid=200890&vn=GV*****)

(If the link above does not work when clicked, please copy and paste it into your browser)

If you do not give your agreement within 28 days of this email, DCMS may cancel your supplier's request for a voucher.

Validation by anyone other than the beneficiary named above may invalidate this request.

If you have any queries, or if you did NOT agree with this supplier to request a voucher on your behalf, please contact us:

GBVS Admin at [gbvshelp@culture.gov.uk](mailto:gbvshelp@culture.gov.uk)

It is not a requirement of the Scheme for you to make any payments in advance of the connection being delivered. If you have any questions about the scheme, please contact us at [GBVSHelp@culture.gov.uk](mailto:GBVSHelp@culture.gov.uk).

Gigabit vouchers are issued subject to the terms and conditions of the scheme and is operated by the Department for Digital, Culture, Media and Sport (DCMS)

<https://gigabitvoucher.culture.gov.uk/terms-conditions/>

Please pay close attention to the treatment of your personal data in the terms and conditions and in our Privacy Statement on the Gigabit Broadband Voucher Scheme website.

**This needs a response within 28 days or it won't be counted towards the cost of the build.** Openreach will also email you to advise this is coming.

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If someone is claiming a business voucher they will be given the chance to **submit any evidence of trading**, this can include:

- A letter from HMRC confirming your UTR (Unique Tax Record) number.

- A VAT registration.

- Charity Registration.

- Certification of incorporation (Limited Companies)

- Business bank account statement (From within the last three months)

DCMS often spot check vouchers as part of the initial process, these vouchers will show as “disputed” and more information may be required. If this happens we’ll contact the people directly with the DCMS dispute code and ask for further proof that they’re either residing or trading at that address, this can include:

- Any of the above evidence for a Business voucher

- An invoice showing the address you’re claiming the voucher at

- A copy of a utility bill for a residential voucher.

**Please note that the voucher emails can sometimes end up in the spam/junk folders, if you haven’t received an email please search “Gigabit voucher scheme – action required” in both your main folder and the spam/junk folders. If you’re still unable to locate the email please contact us confirming the correct email address and we’ll get it re-sent.**

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## When Ufford hits the target

Pledge target reached – Each person who has pledged a voucher will receive an email advising them of that.

Openreach will continue to send you gentle reminders to respond to the DCMS email to validate your voucher.

Openreach will let you know when we're starting the build in your area; the build itself could take up to 12 months to complete.

Once service is live and available to order Openreach will let you know. You can then order an Ultrafast Full Fibre service from a provider of your choice; ideally within 2 weeks.

DCMS will send another email to ask if you've ordered a Full Fibre service yet – this validates the voucher and the email will look like the one below. **Your voucher can't be claimed against the cost of the build until this email is responded to.** It's important to remember that taking up the fibre service was part of the terms and conditions of the voucher funding.

Openreach will send you a gentle reminder to complete these details



# Ufford Faster Broadband Update

This email from the DCMS will say something like below:

*'Please do not ignore this email. Your voucher and the grant associated with it may be at risk if you do not respond.'*

*This email is intended for...  
[Insert Supplier] has told us that the new broadband service you ordered from them is now connected. The cost of this installation is supported by the Government's Gigabit Broadband Voucher Scheme.*

*Your unique voucher number is: ...*

*Please respond to this email to confirm that your new connection is in place and working in line with the terms and conditions of the scheme."*