



Supplier Guidance

Scottish Broadband Voucher Scheme



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1. Background

The Scottish Government's Reaching 100% (R100) commitment to providing superfast broadband access for every home and business in Scotland will be met through three strands of activity:

- R100 contracts;
- Supporting further commercial coverage; and
- The Scottish Broadband Voucher Scheme.

2. About the Scottish Broadband Voucher Scheme

The Scottish Broadband Voucher Scheme (SBVS) is a supplier-led approach to support delivering on the Reaching 100% commitment. Working together, Digital Scotland and suppliers will stimulate demand, with suppliers requesting vouchers on behalf of their customers. Vouchers are a one-off contribution to the capital cost of installing a superfast capable connection, as group/community projects or for individual premises.

The Scottish Broadband Voucher Scheme (SBVS) has three elements:

- SBVS Main Vouchers up to £5,000 to deliver superfast broadband for both homes and businesses with no planned deployment of state or commercial superfast broadband.
- SBVS Interim Vouchers up to £400 to deliver superfast broadband for homes and businesses with planned state-funded or commercial deployment *after* December 2021. With an additional £250 available for non-standard installations (for example challenging terrain, no line-of-sight, or remote islands).
- Scottish and UK Government Combined Vouchers up to £8,500 for premises with no
 planned deployment of state or commercial superfast broadband. For *rural* homes and
 businesses a £5,000 Scottish Government SBVS main voucher can be combined with
 UK Government Gigabit Broadband Voucher Scheme funding. This will provide up to
 £6,500 for residential homes and £8,500 for businesses, for gigabit capable
 connectivity. Full details are to be confirmed when the Scheme launches.

For Scottish and UK Government Combined Vouchers, suppliers must be registered and approved to deliver connectivity under the UK Government's Gigabit Broadband Voucher Scheme (GBVS). The GBVS Pre-Registered Package process must be used to access this funding: <u>https://gigabitvoucher.culture.gov.uk/</u>

3. Eligible connectivity under the SBVS

To qualify for SBVS funding suppliers must deliver an end-user connection that:

- 1. Has a connection speed greater than 30 Mbps;
- 2. Delivers a "step change" in service which is at least doubling the speed of the end users currently available speed;
- 3. Does not have a prohibitive data cap (subject to industry standard fair use rules);
- 4. Costs no more than £46.10 per month for broadband connectivity.

4. Eligible technologies

- Fibre to the Premises/Home (FTTP/H).
- Fixed Wireless Access where the speed received at the premises is greater than 30 Mbps, and ideally capable of offering end-users speeds of 100 Mbps or more*.
- 4G mobile where the speed received at the premises is greater than 30 Mbps**.
- Satellite where the headline speed at the premises is greater than 30 Mbps.

* The European Commission has a vision that all European households should be able to access broadband of at least 100 Mbps. The Scottish Broadband Voucher Scheme is a superfast (30 Mbps) programme, however we share the European Commission's 100 Mbps ambition and encourage suppliers to support and share this vision.

** An example speed test showing that the speed at the premises is greater than 30 Mbps will be required as part of the voucher claim process. Suppliers installing 4G solutions must complete and submit the form available:

https://broadband.gov.scot/Documents/sbvs-supplier-installation-report-template.pdf

5. Pre-Registered Packages

Only Pre-Registered Packages (PRPs) are eligible for the Scottish Broadband Voucher Scheme. Pre-Registered Packages can be "Standard" or "Project":

- Standard Pre-Registered Packages (Standard PRPs) are fixed for each individual deployment and end-user. For example, a satellite solution.
- **Project Pre-Registered Packages (Project PRPs)** are for specific premises and can be for single or multiple premises.

The minimum value of any single voucher is £200. Project Pre-Registered Packages have a maximum value of £500,000.

The voucher can only cover the cost of qualifying capital expenditure.

6. Standard Pre-Registered Package Journey



7. Project Pre-Registered Package Journey



8. De minimis State aid

The **Scottish Broadband Voucher Scheme** funding is a form of EU State aid, and it will count towards any SME beneficiary's overall De minimis aid allowance.

All suppliers to the SBVS must ensure that any SME beneficiary that is likely to benefit from a voucher that the supplier is claiming for, is fully aware of this. As part of the voucher claim process the SME beneficiary will be asked to provide confirmation that they have not exceeded their De minimis aid allowance.

Any SME beneficiary that has previously received aid under De minimis exemption, will have been informed of the amount of aid that they have been in receipt of. Most SME beneficiaries are able to receive up to €200,000 of De minimis aid over a three year period. The De minimis aid rules affect SME beneficiaries in some sectors differently: if they operate in mining, transport, agriculture or fisheries sectors, then they should check their eligibility. Further details are available here.

http://ec.europa.eu/competition/state_aid/legislation/de_minimis_reg ulation_en.pdf

9. Audit

The Scottish Broadband Voucher Scheme will conduct commercial assurance assessments on Pre-Registered Package applications, and for anti-fraud purposes will carry out random audit of invoices. On a sampled basis, the Scottish Broadband Voucher Scheme team and/or our agents will conduct pre and post-installation checks with Beneficiaries; of the order of 10 per cent of all installations.

10. How end users find out about the SBVS

Suppliers are provided with secure access to UPRN data and mapping tools. These tools can be used to determine if premises are eligible for SBVS Main or Interim Vouchers, and subsequently this information can be used to engage with customers.

End-users can visit the Scotland Superfast website (<u>https://www.scotlandsuperfast.com</u>) to check if they are in scope for an upgrade under R100 main contracts, or eligible for vouchers. Should they be eligible for either of the vouchers they will be directed to register their interest in the scheme and will be given further information, along with a list of potential suppliers.

11. Using the SBVS brand

As a registered supplier to the Scottish Broadband Voucher Scheme, you should be familiar with Schedule 5 of the Scheme's terms and conditions (SBV Scheme Marketing and Promotion Protocol).

For use in promotional material, suppliers are provided with the Digital Scotland Reaching 100% logo. The logo can be used in conjunction with the wording **"Registered supplier to the Scottish Broadband Voucher Scheme"**. The wording **"approved supplier"** should <u>not</u> be used.



Please note:

- The logo can only be used on materials which directly relate to the SBV Scheme;
- The logo can only be used during the duration of the SBV Scheme (so suppliers can use it for marketing participation in the scheme but not more generally);
- Suppliers must provide a link to a copy of all material carrying the logo and strapline to <u>sbvs@gov.scot</u>

Key points from Schedule 5 of the Scheme's terms and conditions:

- The use of the logo must not imply any endorsement of one supplier over another.
- The logo must be of equal size to other partner logos.
- Suppliers with registered PRPs may present them to their customers as "available with support from the Scottish Government".
- Suppliers must NOT present themselves or any Pre-Registered Package products as **"approved"** by the Authority nor infer that Authority agreement to a Project PRP implies any sole supplier rights for the relevant location.
- The logos may not be used following the end of the SBV Scheme or the cessation of the relevant supplier's involvement in it.
- Placement of the logos must not imply any other accreditation or support of the supplier or its products other than the agreed SBV Scheme.
- The Authority reserves the right to have a quote included in any press release associated with the SBV Scheme and/or the R100 Programme. all press releases or public announcements relating to the SBV Scheme made by suppliers should be approved by the Scottish Government – please email copies to <u>R100Enquiries@gov.scot</u>.

12. How to register as a supplier

Potential suppliers must complete the online registration form at <u>https://broadband.gov.scot/</u> (see Appendix A for a sample form).

Suppliers are required to confirm that they agree to the Scheme's Terms and Conditions, that they meet or agree to the Ordnance Survey licence criteria, and that they meet the following minimum criteria:

- 1. Have previously delivered connections on a commercial basis which meet the minimum product specifications;
- 2. Be capable of entering into a contract with the end users;
- 3. Be registered for VAT and not a sole trader; and
- 4. Hold public liability insurance for at least £5,000,000.

Once a supplier's registration has been accepted and approved by the SBVS team, they then become a registered supplier. At this point suppliers will be provided with secure access to UPRN data and a mapping portal showing which premises are eligible for the scheme. Suppliers can then submit applications for Standard and Project Pre-Registered Packages.

13. Supplier registration check-list

To register as a supplier under the Scottish Broadband Voucher Scheme, organisations must prepare and submit the following information and documents at: <u>https://broadband.gov.scot/</u>

The registration form is made up of six sections:

Section One: Supplier Capability Statement

- 1. Confirm that you have studied and understood the Supplier Terms and Conditions, at: <u>https://broadband.gov.scot/Documents/SBVS_supplier_termsconditions.pdf</u>
- 2. Confirm that your company is able to offer eligible products to beneficiaries and that your company has already delivered Superfast connectivity (which meets the connectivity requirements of the Scheme) on a commercial basis within the UK.
- 3. Confirm if you are a member or a recognised industry trade body, or if not, provide references: one from a business customer and one from a wholesale supplier.
- 4. Confirm membership of an Ofcom-recognised Alternative Dispute Resolution (ADR) service.

Section Two: Company Details

- 1. Registered company name, number and address.
- 2. VAT number.
- 3. Date of incorporation.
- 4. Number of employees.
- 5. Company Directors.
- 6. Description of your organisation, logo and web address for use on the SBVS website.

Section Three: Banking Details

- 1. Bank account name, number and sort code.
- 2. Contact details for remittance advice.
- 3. Supporting bank information: scanned paying in slip, bank statement or similar in PDF Format.

Section Four: Contact Details

- 1. Primary contact of someone with overall operational responsibility.
- 2. Two points of contact for secure access to the SBVS supplier portal.
- 3. Dispute contact.

Section Five: Service Coverage Information

- Suppliers and the Scottish Government working together with premise level data is key to the operation of the Scottish Broadband Voucher Scheme. You must advise if your organisation holds a current licence for Ordnance Survey AddressBase (standard), covering all of Scotland; and provide your licence number. If you do not have a licence, the Scottish Government require you to sign a Public Sector End User Licence Agreement, at no cost to your organisation: <u>https://broadband.gov.scot/Documents/SBVS_OS_PSEULA.pdf</u>
- 2. The Scottish Broadband Voucher Scheme operates across the entirety of Scotland. Potential customers need accurate information about where suppliers can – and importantly – cannot, provide eligible services supported by the Scheme. We aim to provide potential beneficiaries with the most accurate information possible about where you can and cannot provide service. We ask that you provide coverage information through one of the four options:
 - a. You have national coverage (existing customers in every Local Authority);
 - b. You have regional coverage (and already supply the Scottish Government with coverage data);
 - c. You have regional coverage (and will submit Postcode Unit level data with your registration);
 - d. You have regional coverage (and will submit a shapefile with your registration).

Section Six: Declaration

Full name and position in company, confirming that the person submitting the form is authorised to do so on behalf of the applicant organisation.

14. Frequently Asked Questions

As we launch and run the Scottish Broadband Voucher Scheme, answers to a list of Frequently Asked Questions will be regularly updated in this section.

15. Contact details

Suppliers can contact the SBVS team directly at: sbvs@gov.scot

16. Appendix A: Supplier registration – full form

Supplier Terms and Conditions:

https://broadband.gov.scot/Documents/SBVS_supplier_termsconditions.pdf

Section One: Supplier Capability Statement

| Reaching 100% Scottish Government Digital Scotland Riaghaltas na h-Alba |
|---|
| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 1 of 7 |
| \$0 |
| Questions with a red asterisk (*) are mandatory. |
| Section One: Supplier Capability Statement |
| Administrative Email* |
| Please enter a contact email address, where a copy of the completed registration will be sent on submission. |
| Please confirm that you have studied and understood the SBVS Supplier Guidance.* <u>Supplier Guidance</u> (PDF opens in a new window). O Yes O No |
| Please confirm that you have studied, understood and accept the SBVS Terms and Conditions.* As set out in the <u>Supplier Terms and Conditions</u> (PDF opens in a new window). O Yes O No |
| Please confirm that you are able to offer eligible products to beneficiaries.* As set out in the <u>Supplier Terms and Conditions</u> (PDF opens in a new window). ○ Yes ○ No |
| Please confirm that you have already delivered Superfast connectivity (which meets the connectivity requirements of the Scheme) on a commercial basis within the UK. Please note that you may be required to provide evidence.* |
| Next |

Questions if your organisation *is* a member of a recognised industry trade body.



Questions if your organisation *is not* a member of a recognised industry trade body.

| Reaching 100% Scottish Government Digital Scotland Scottish Government |
|---|
| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 2 of 7 |
| 14% |
| Questions with a red asterisk (*) are mandatory. |
| Are you a member of a recognised telecoms industry trade body?* ○ Yes ● No |
| Business Reference: Organisation* |
| Business Reference: Contact Name* |
| Business Reference: Contact Email* |
| Business Reference: Contact Telephone* |
| Wholesale/infrastructure: Organisation* |
| Wholesale/infrastructure: Contact Name* |
| Wholesale/infrastructure: Contact Email* |
| Wholesale/infrastructure: Contact Telephone* |
| Are you a member of an Ofcom-recognised Alternative Dispute Resolution (ADR) service?* |
| Please select the ADR service of which you are a member. |
| Ombudsman Services : Communications CISAS - Communications & Internet Service Adjudication Scheme N/A Wholesaler holding code powers under the Electronic Communications Code |
| Back Save Next Save and Continue Later |

If your organisation *is not* a member of an Ofcom ADR and *does not* hold ECC code powers – you cannot register.

| Reaching 100% Scottish Government Digital Scotland Scottish Government |
|---|
| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 2 of 7 |
| 14% |
| Questions with a red asterisk (*) are mandatory. |
| Are you a member of a recognised telecoms industry trade body?* |
| ● Yes ○ No |
| Trade Body Details |
| Effect rederation of Communication Services |
| Federation of the Electronics Industry Independent Networks Cooperative Association |
| |
| UK Competitive Telecommunications Association |
| Internet Services Providers Association |
| Internet Telephony Services Providers Association |
| GSM Association |
| Other (please specify) |
| Are you a member of an Ofcom-recognised Alternative Dispute Resolution (ADR) service?* |
| ○Yes ●No |
| Are you a wholesaler holding code powers under the Electronic Communications Code?* |
| O Yes No |
| PLEASE DO NOT SUBMIT YOUR REGISTRATION. |
| PLEASE DO NOT SUBMIT FOUR REGISTRATION. |
| To be a registered supplier you must be a member of an Ofcom-recognised Alternative Dispute Resolution (ADR) service. |
| Please do not complete a registration until you have confirmed membership of an ADR service. |
| Back Save Next Save and Continue Later |

If your organisation holds ECC code powers you must answer questions on the Ofcom "Business Broadband Speeds Code of Practice" and if you intend to self-supply connections. If your organisation does not intend to self-supply connections, you must provide details of your wholesale supplier.

| Reaching 100% Scottish Government Digital Scotland Riaghaltas na h-Alba |
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| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 2 of 7 |
| 14% |
| Questions with a red asterisk (*) are mandatory. |
| Are you a member of a recognised telecoms industry trade body?* |
| Trade Body Details |
| Federation of Communication Services Federation of the Electronics Industry Independent Networks Cooperative Association UK Wireless Internet Service Providers Association Internet Services Providers Association Internet Telephony Services Providers Association GSM Association Other (please specify) |
| Are you a member of an Ofcom-recognised Alternative Dispute Resolution (ADR) service?* |
| Are you a wholesaler holding code powers under the Electronic Communications Code?* |
| Please select the ADR service of which you are a member. |
| Ombudsman Services : Communications CISAS - Communications & Internet Service Adjudication Scheme N/A Wholesaler holding code powers under the Electronic Communications Code |
| The Scheme supports the use of the Ofcom "Business Broadband Speeds Code of Practice" - please confirm whether you currently subscribe to this code?* O Yes |
| Voluntary Business Broadband Speeds Code of Practice (PDF opens in a new window). Do you plan to subscribe to the code?* (a) Yes O No |
| By what date will you subscribe to the code? |
| In order to deliver services under the Scheme, are you intending to self-supply connections?* O Yes O No Self-supply means using your own infrastructure, not buying service from a wholesale provider, such as Openreach. |
| Sensupply means using your own initiastructure, not buying service normal wholesale provider, such as openreach. |
| |
| Infrastructure Provider Reference/Account Number* |
| Please note that, as part of the Scheme's value for money controls, you may be required to provide evidence of wholesale input cost from the relevant infrastructure provider to support claims for voucher funding. |
| Back Save Next Save and Continue Later |

Section Two: Company Details

| Reaching 100% Scottish Government Digital Scotland Scottish Government |
|---|
| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 3 of 7 |
| 28% |
| Questions with a red asterisk (*) are mandatory. |
| Section Two: Company Details |
| Company Registered Name* |
| Company Registered Number |
| Companies House Look-up |
| VAT Registration Number* |
| Registered Address (at Companies House) |
| Postcode:* Look-up |
| Building Name: |
| Secondary Name: |
| Street: |
| District: |
| Town: |
| County: |
| Trading Address (if different) |
| Postcode: Look-up |
| Building Name: |
| Secondary Name: |
| Street: |
| District: |
| Town: |
| County: |
| Date of Incorporation* |
| Total number of employees* - No Selection - |
| Company Directors (please list all)* |
| Description of your organisation for the SBVS supplier portal* |
| |
| Words: 0 When your registration and PRP are approved, this content will be published on the Scheme website to validate that you are a registered supplier taking part in the Scheme. |
| Please upload a logo to appear as part of your listing* Select |
| Please list your website to appear as part of your listing* |
| Please provide the URL that will take potential customers to a suitable page on your website or your home page |
| Back Save Next Save and Continue Later |

Section Three: Banking Details

| Digital Scotland |
|--|
| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 4 of 7 |
| Questions with a red asterisk (*) are mandatory. |
| Section Three: Banking Details |
| Please note payment of voucher funds will be made in pounds sterling and only to a UK bank account. Please make sure you provide appropriate bank details. You MUST upload supporting information to confirm your bank details. Please provide either a scanned paying in slip, bank statement or similar in PDF format. |
| Account Number* XXXXXXXX Please enter a valid 8 digit UK bank account number. If your account has 7 digits use a zero at the start. Sort Code* XX=XX=XX Please enter a valid UK 6 digit sort code excluding hypens (-) eg. 000000 |
| Name of Bank* |
| Contact for remittance advice and payment queries |
| First Name* |
| Surname* |
| Position* |
| Email* |
| Telephone Number* |
| Upload supporting banking information* Select You MUST upload supporting information to confirm your bank details. Please provide either a scanned paying in slip, bank statement or similar in PDF Format. |
| Back Save Next Save and Continue Later |

Section Four: Contact Details

| Supplier Re | igital Scotland gov.scot |
|---|---|
| | r for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 5 of 7 | The organisations to become approved scottish broadband volucier scheme suppliers. |
| 57% | |
| Questions with a | red astasisk (it) ara mandatory |
| | red asterisk (*) are mandatory. |
| | ct for the Scottish Broadband Voucher Scheme. |
| This person will I | have overall responsibility for the company's operational involvement in the Scheme and should have oversight of any other persons involved in the |
| sales, delivery, re and updates. It is | sporting and management of connections delivered with support from the Scheme. This is the contact we will use to communicate key scheme chang s your responsibility to advise us if this contact changes. |
| First Name* | |
| Surname* | |
| Email* | |
| Telephone* | |
| Operational co | ontacts for the Scottish Broadband Voucher Scheme. |
| These are the co | ntacts you intend to use to request vouchers on behalf of your customers and to report that you have delivered a service using this portal. |
| First Portal Co | ntact |
| These can be a g addresses. | generic group email and may include your Primary Contact. To log onto the portal, you will need to have provided us with at least two valid email |
| First Name* | |
| Surname* | |
| Email* | |
| Telephone Num | nber* |
| Second Portal | Contact |
| These can be a g | generic group email and may include your Primary Contact. To log onto the portal, you will need to have provided us with at least two valid email |
| addresses. | |
| First Name* | |
| Surname* | |
| Email* | |
| Telephone Num | |
| Telephone Num | |
| Dispute Conta | ct |
| In the event of ar resolution. | ny dispute relating to a voucher request or a connection for which you are claiming payment, we require you to provide a nominated contact point for |
| First Name* | |
| Surname* | |
| Email* | |
| | |

Section Five: Service Coverage Information

| Digital Scotland |
|--|
| Supplier Registration |
| Registration for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 6 of 7 |
| 71% |
| Questions with a red asterisk (*) are mandatory. |
| Section Five: Service Coverage Information |
| Ordnance Survey - AddressBase |
| Suppliers and the Scottish Government working together with premise level data is key to the operation of the Scottish Broadband Voucher Scheme. Please advise if your organisation holds a current licence for Ordnance Survey AddressBase (standard), covering all of Scotland. If you do not have a licence, the Scottish Government will require you to sign a Public Sector End User Licence Agreement, at no cost to your organisation. |
| ○ YES - our organisation has a current licence for OS AddressBase. ● NO - our organisation will sign a Public Sector End User Licence Agreement. |
| Service Coverage Information |
| The Scottish Broadband Voucher Scheme operates across the entirety of Scotland. Potential customers need accurate information about where Suppliers can – and importantly – cannot, provide eligible services supported by the Scheme. We aim to provide potential beneficiaries with the most accurate information possible about where you can and cannot provide service. |
| Ordnance Survey Public Sector End User Licence Agreement* I confirm that I have read, understood and agree to be bound by the terms set out in the Ordnance Survey Public Sector End User Licence Agreement (PDF opens in a new window) |
| Full Name* |
| |
| Company* |
| Position in Company* |
| |
| Please choose your coverage information option You have national coverage (existing customers in every Local Authority) You have regional coverage (and already supply the Scottish Government with coverage data) You have regional coverage (and will submit Postcode Unit level data with this registration) You have regional coverage (and will submit a shapefile with this registration) |
| Upload a single shapefile of your coverage in ZIP format.* |
| Please upload an ESRI standard shapefile of your coverage in ZIP format. Please include all your coverage in one single shapefile. |
| Back Save Next Save and Continue Later |

Section Six: Declaration

| Reaching 100% Scottish Government Digital Scotland Riaghaltas na h-Alba |
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| Supplier Registration |
| Registration form for organisations to become approved Scottish Broadband Voucher Scheme suppliers. |
| Step 7 of 7 |
| 85% |
| Questions with a red asterisk (*) are mandatory. |
| Section Six: Declaration |
| I confirm that I have read, understood and agree to be bound by the terms set out in the following sections of the supplier registration Terms and Conditions (PDF opens in a new window). |
| Full Name* |
| Title/Function (e.g. Director, Company Secretary, Chief Financial Officer etc)* |
| I confirm that I am authorised to complete this form on behalf of my organisation* ○ Yes ○ No |
| Back Save Submit your Application Save and Continue Later |