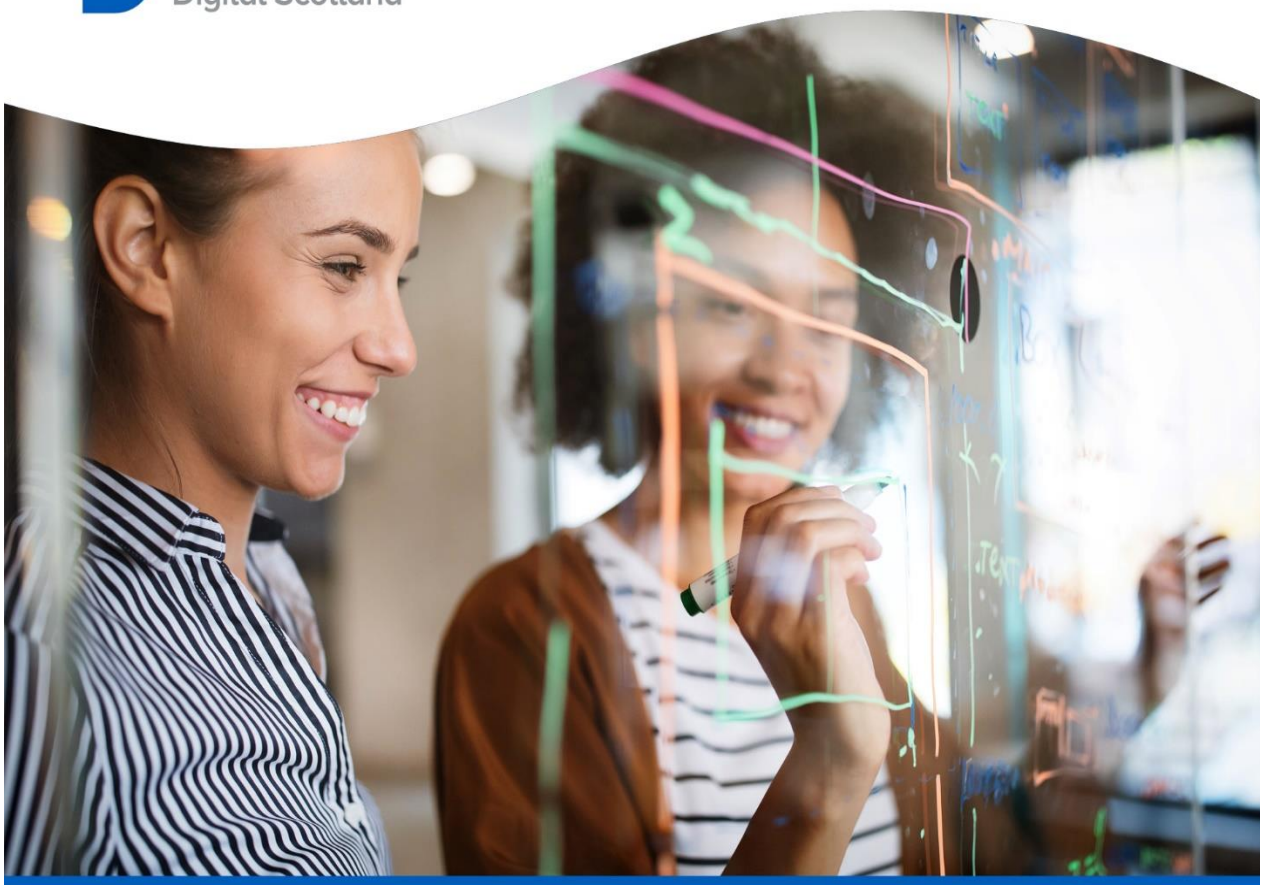
Reaching 100%
Digital Scotland



Registering to be a R100 SBVS Supplier GUIDANCE

R100 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 R100 **Scottish Broadband Voucher Scheme**.

2. About the R100 Scottish Broadband Voucher Scheme

The R100 **Scottish Broadband Voucher Scheme (R100 SBVS)** is a supplier-led approach to support delivering on the Reaching 100% commitment. Working together, Digital Scotland and registered R100 SBVS suppliers 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 R100 **Scottish Broadband Voucher Scheme (R100 SBVS)** has two elements:

- **R100 SBVS Vouchers –** A 'one off' voucher worth up to £5,000 to deliver superfast broadband for **both homes and businesses** with no planned deployment of state or commercial superfast broadband.
- **Scottish and UK Government Combined Vouchers –** A 'one off' voucher worth up to £8,500 for premises with no planned deployment of state or commercial superfast broadband. For ***rural*** homes and businesses the value of a £5,000 Scottish Government R100 SBVS 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.

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: https://gigabitvoucher.culture.gov.uk/

3. Eligible connectivity under the R100 SBVS

To qualify for the R100 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 £48.90 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.

*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 an installation report.:

5. Pre-Registered Packages

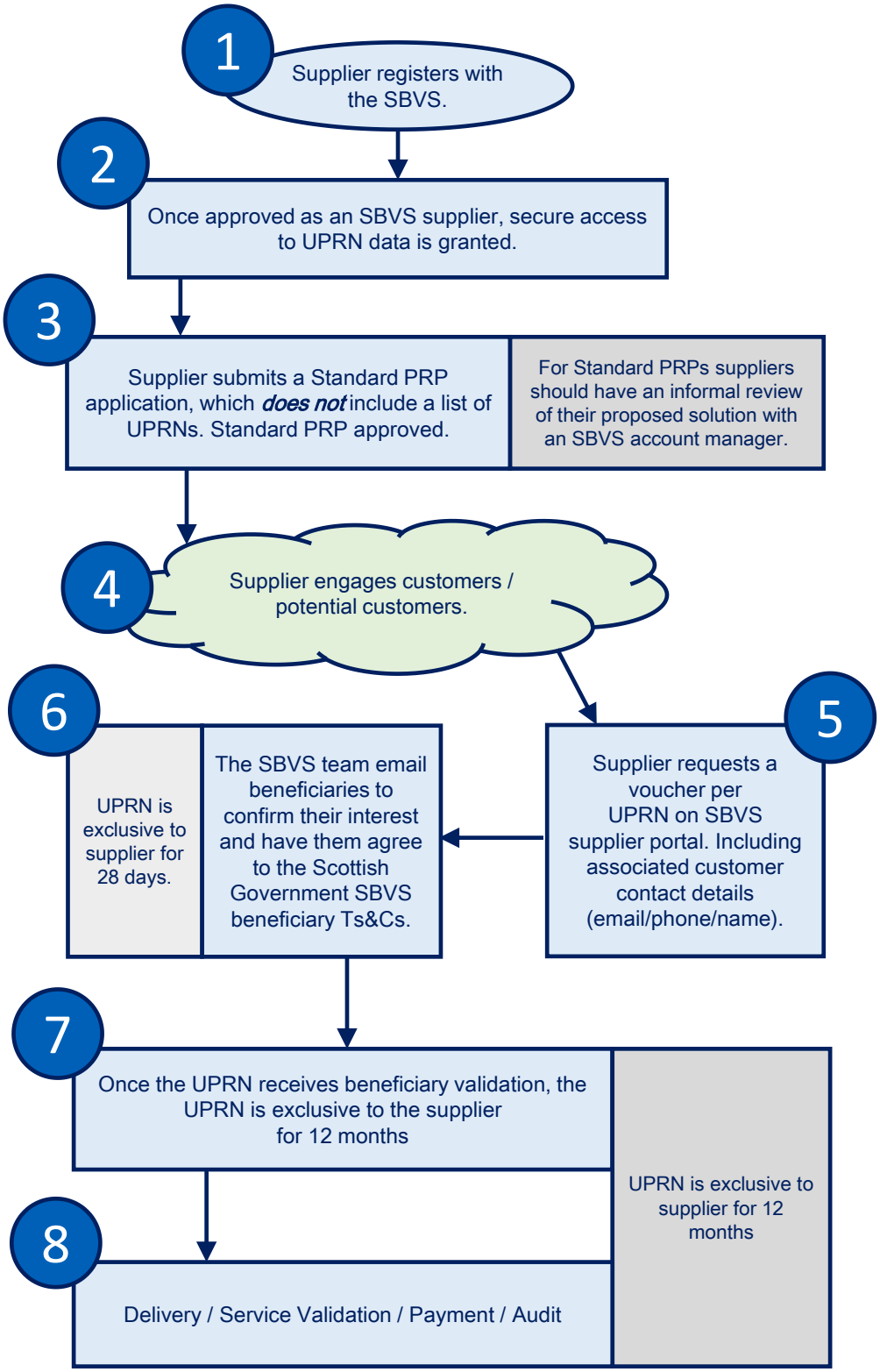
Only Pre-Registered Packages (PRPs) are eligible for the R100 SBVS. Pre-Registered Packages can be “Standard” or “Project”:

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

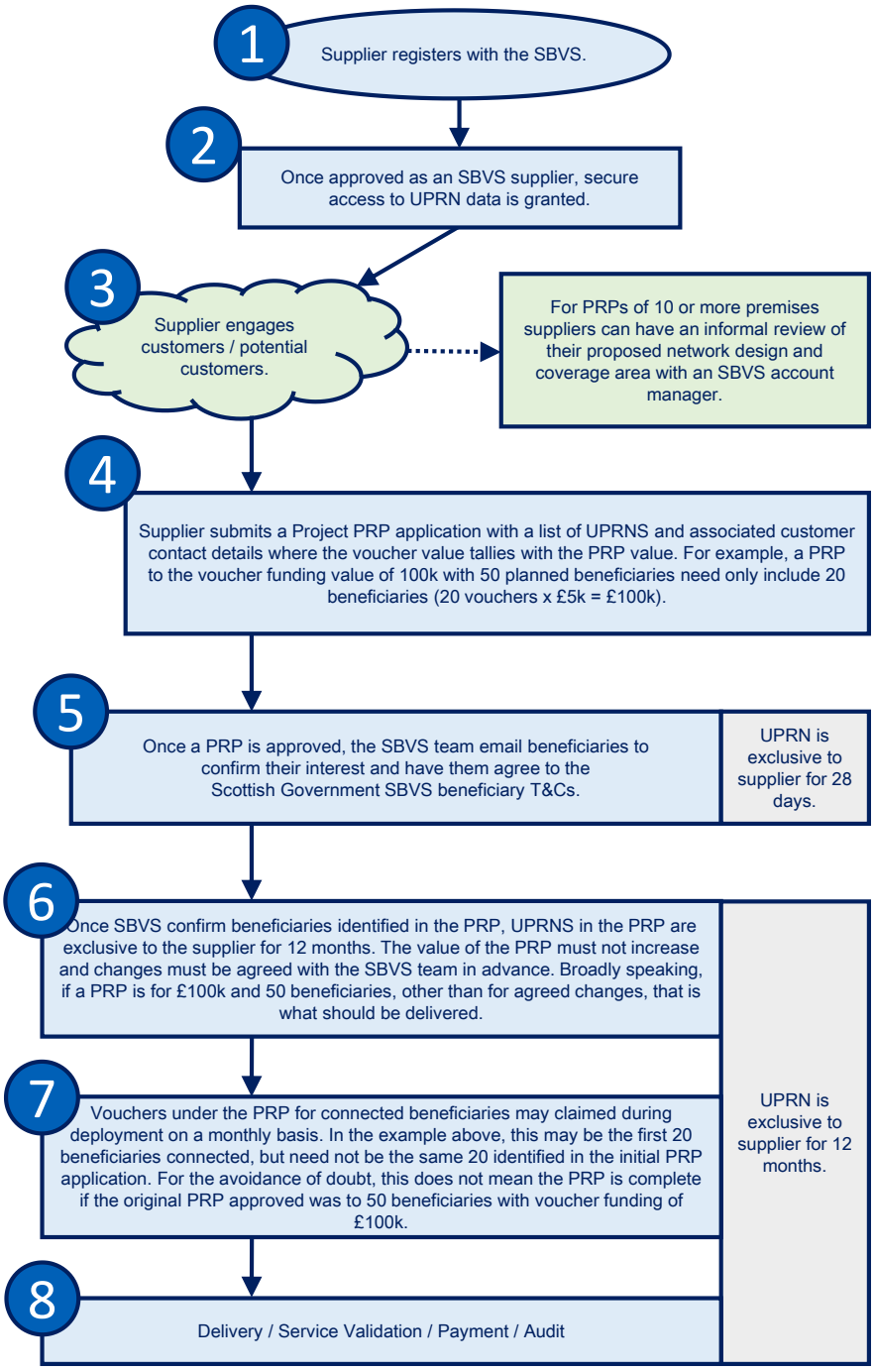
The minimum value of any single voucher is £200. Project Pre-Registered Packages have a maximum value of £500,000.

The voucher can only cover the cost of qualifying capital expenditure (Full details of qualifying capital expenditure can be found in our Supplier Terms and Conditions document.

6. Standard Pre-Registered Package Journey



7. Project Pre-Registered Package Journey



8. Audit

SBVS carries out regular audit activity on installations through both site visits by an independent third party and cost audits, which are carried out internally. It is incumbent on R100 that there are processes in place to ensure scrutiny on the administration and appropriation of funding. As part of

the acceptance of both the supplier Terms & Conditions and the beneficiary Terms & Conditions, signatories agree to respond to requests for information by SBVS.

9. How end users find out about the R100 SBVS

End-users can visit the Scotland Superfast website (https://www.scotlandsuperfast.com) 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 a listing of registered R100 SBVS suppliers with technology offered and location (Local Authority) the supplier has existing commercial connections within.

10. How to register as a supplier

Potential suppliers must complete the online registration form at https://broadband.gov.scot/registration/ (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
4. Hold public liability insurance for at least £5,000,000.
5. Are a member of a relevant trade body: and
6. Are a member of an Ofcom approved Alternative Dispute Resolution (ADR) service. Or if they are a wholesales, that all Internet Service Providers (ISPs) using their network are members of an Ofcom approved ADR service

Once a supplier's registration has been accepted and approved by the R100 SBVS team, they then become a registered supplier. At this point suppliers will be provided with secure access to UPRN data via a mapping portal showing which premises are eligible for the scheme. Suppliers can then submit applications for Standard and Project Pre-Registered Packages and will appear as a registered R100 SBVS supplier on www.scotlandsuperfast.com.

11. Supplier registration check-list

To register as a supplier under the R100 SBVS, organisations must prepare and submit the following information and documents at: https://broadband.gov.scot/registration/

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: https://broadband.gov.scot/media/ljolreoz/sbvs-supplier-termsconditions.pdf
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 list of R100 SBVS registered suppliers.

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 no more than 3 months old.

Section Four: Contact Details

1. Primary contact of someone with overall operational responsibility.
2. Two points of contact for secure access to the R100 SBVS supplier and data portals.
3. Dispute contact.

Section Five: Service Coverage Information

1. R100 SBVS suppliers and the Scottish Government working together with premises level data is key to the operation of the R100 SBVS. 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: https://broadband.gov.scot/Documents/SBVS_OS_PSEULA.pdf

2. The R100 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 R100 SBVS. 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.

12. Frequently Asked Questions

You can visit the Frequently Asked Questions page https://broadband.gov.scot/guidance/supplier-faqs/ which is updated regularly will be regularly updated in this section.

13. Contact details

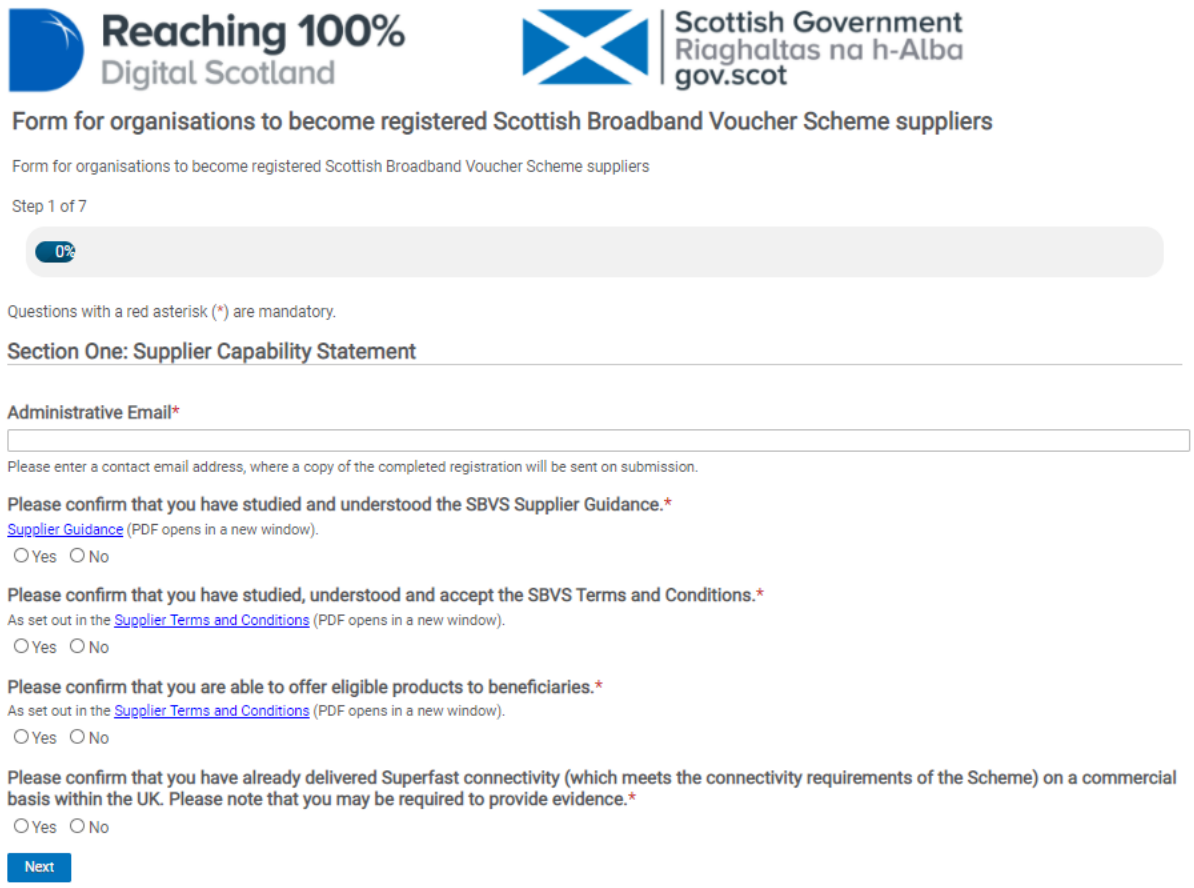
If you are not yet ready to submit a supplier registration or would like further information on the scheme, you are able to submit an expression on interest in the first instance https://broadband.gov.scot/registration/supplier-expression-of-interest/

Suppliers can contact the R100 SBVS team directly at: sbvs@gov.scot

14. Appendix A: Supplier registration – full form

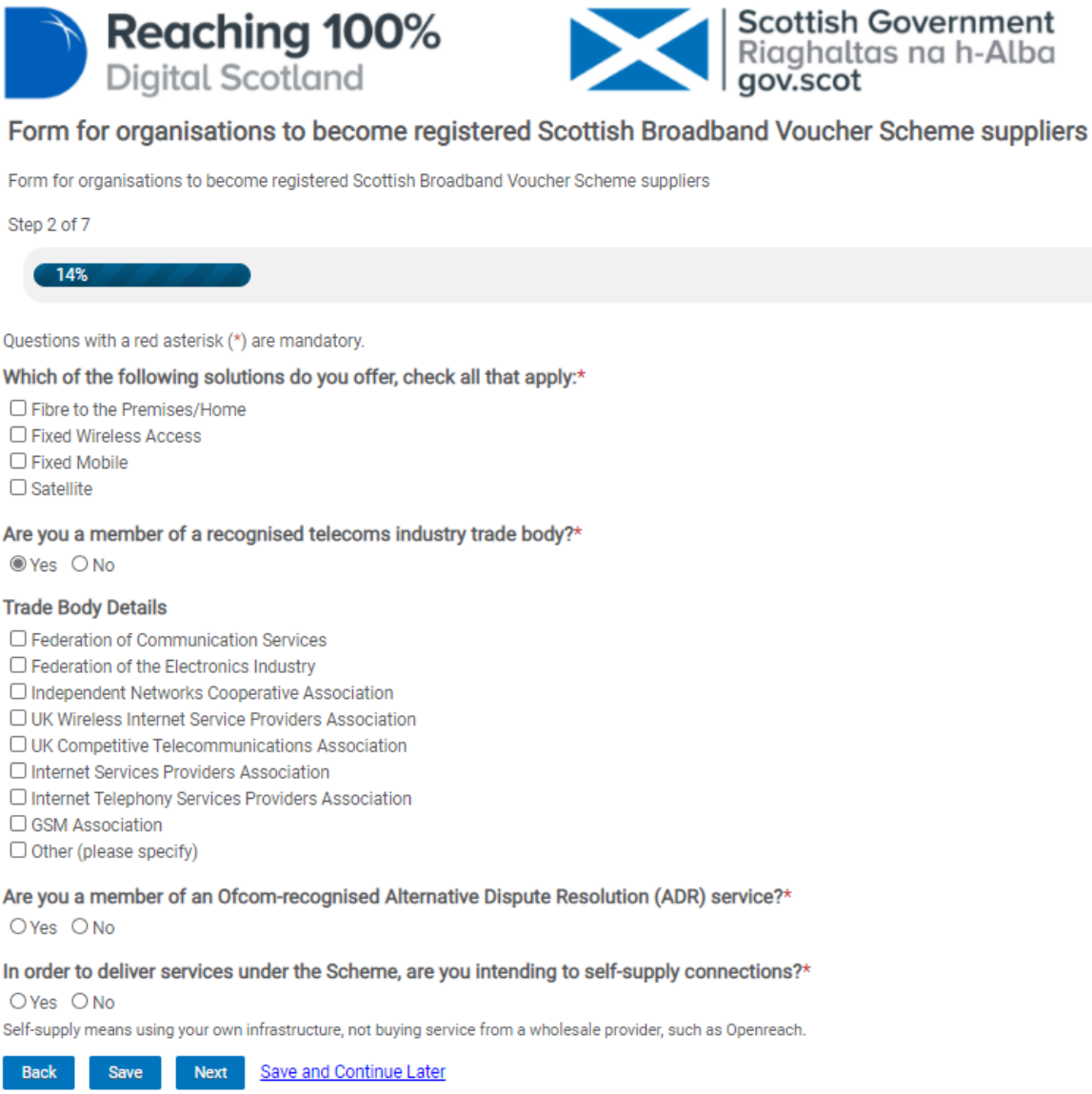
Supplier Terms and Conditions:
https://broadband.gov.scot/media/ljolreoz/sbvs-supplier-termsconditions.pdf

Section One: Supplier Capability Statement



Section One: Supplier Capability Statement

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



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Scottish Government Riaghaltas na h-Alba gov.scot

Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Step 2 of 7

14%

Questions with a red asterisk (*) are mandatory.

Which of the following solutions do you offer, check all that apply:*

- ☐ Fibre to the Premises/Home
- ☐ Fixed Wireless Access
- ☐ Fixed Mobile
- ☐ Satellite

Are you a member of a recognised telecoms industry trade body?*

◉ Yes ○ No

Trade Body Details

- ☐ Federation of Communication Services
- ☐ Federation of the Electronics Industry
- ☐ Independent Networks Cooperative Association
- ☐ UK Wireless Internet Service Providers 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

In order to deliver services under the Scheme, are you intending to self-supply connections?*

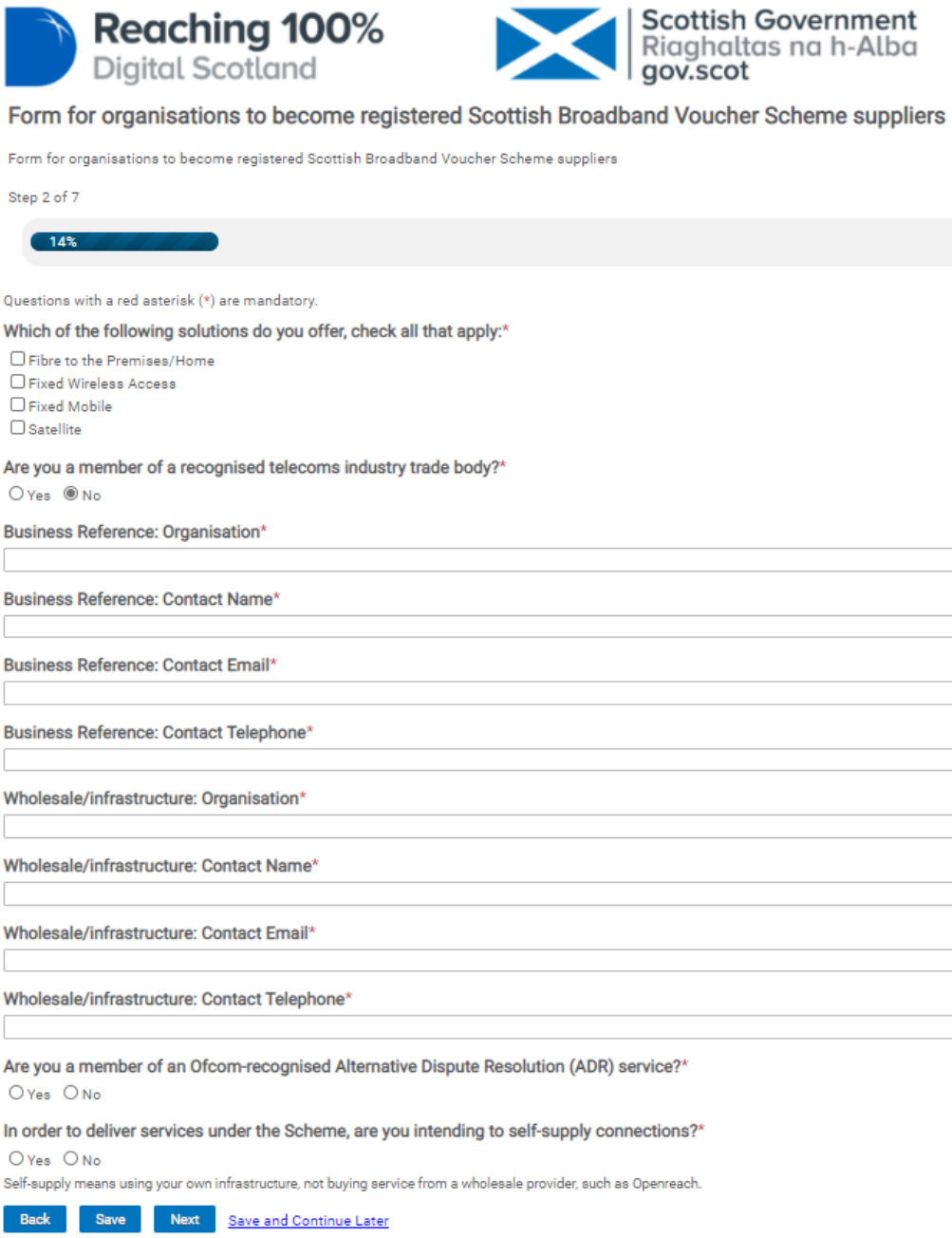
○ Yes ○ No

Self-supply means using your own infrastructure, not buying service from a wholesale provider, such as Openreach.

Back | Save | Next | Save and Continue Later

Section One: Supplier Capability Statement

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



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Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Step 2 of 7

14%

Questions with a red asterisk (*) are mandatory.

Which of the following solutions do you offer, check all that apply:*

- ☐ Fibre to the Premises/Home
- ☐ Fixed Wireless Access
- ☐ Fixed Mobile
- ☐ Satellite

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?*

○ Yes ○ No

In order to deliver services under the Scheme, are you intending to self-supply connections?*

○ Yes ○ No

Self-supply means using your own infrastructure, not buying service from a wholesale provider, such as Openreach.

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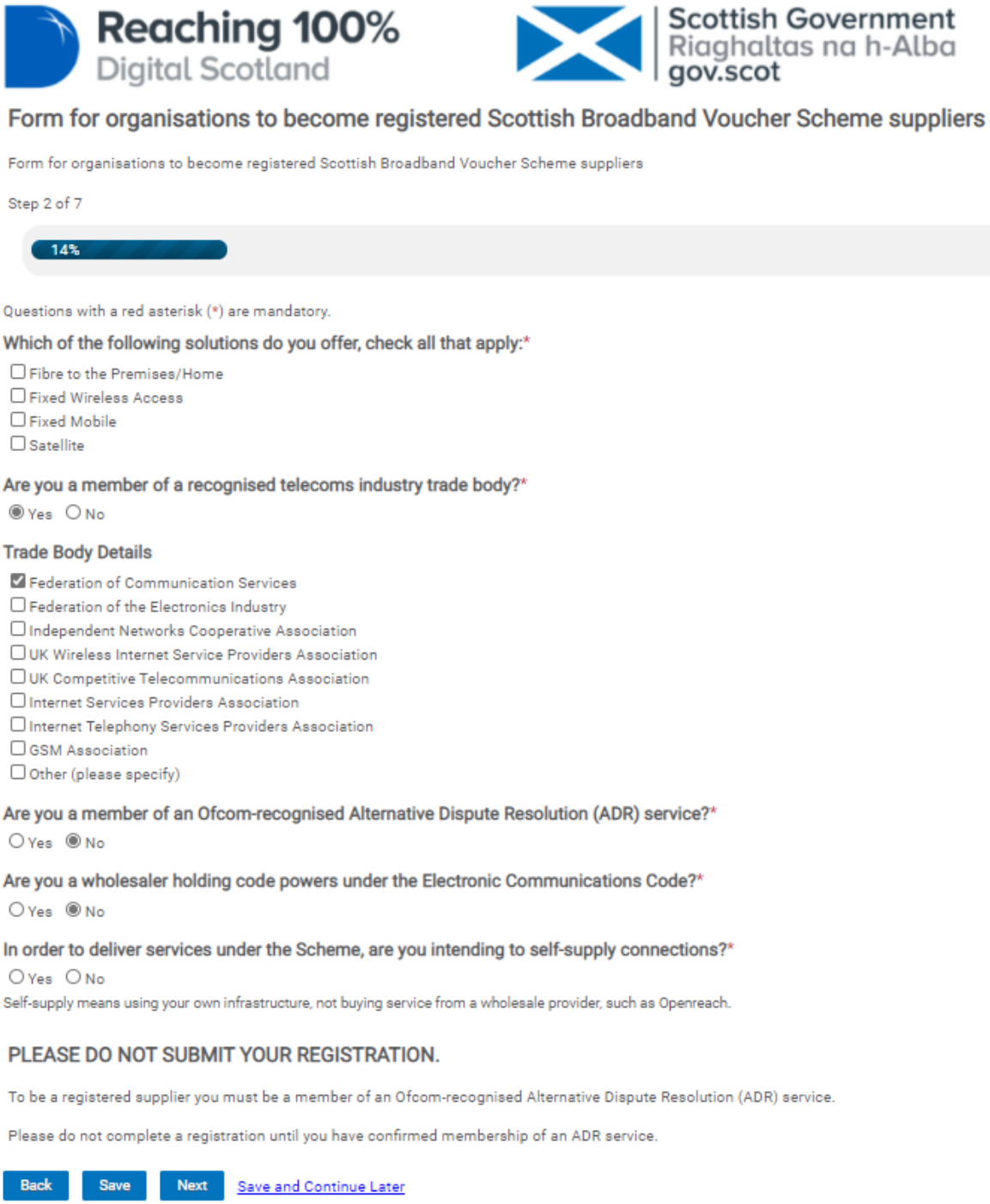
Section One: Supplier Capability Statement

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



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Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Step 2 of 7

14%

Questions with a red asterisk (*) are mandatory.

Which of the following solutions do you offer, check all that apply:*

- ☐ Fibre to the Premises/Home
- ☐ Fixed Wireless Access
- ☐ Fixed Mobile
- ☐ Satellite

Are you a member of a recognised telecoms industry trade body?*

◉ Yes ○ No

Trade Body Details

- ☑ Federation of Communication Services
- ☐ Federation of the Electronics Industry
- ☐ Independent Networks Cooperative Association
- ☐ UK Wireless Internet Service Providers 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?*

○ Yes ◉ No

In order to deliver services under the Scheme, are you intending to self-supply connections?*

○ Yes ○ No

Self-supply means using your own infrastructure, not buying service from a wholesale provider, such as Openreach.

PLEASE DO NOT SUBMIT YOUR REGISTRATION.

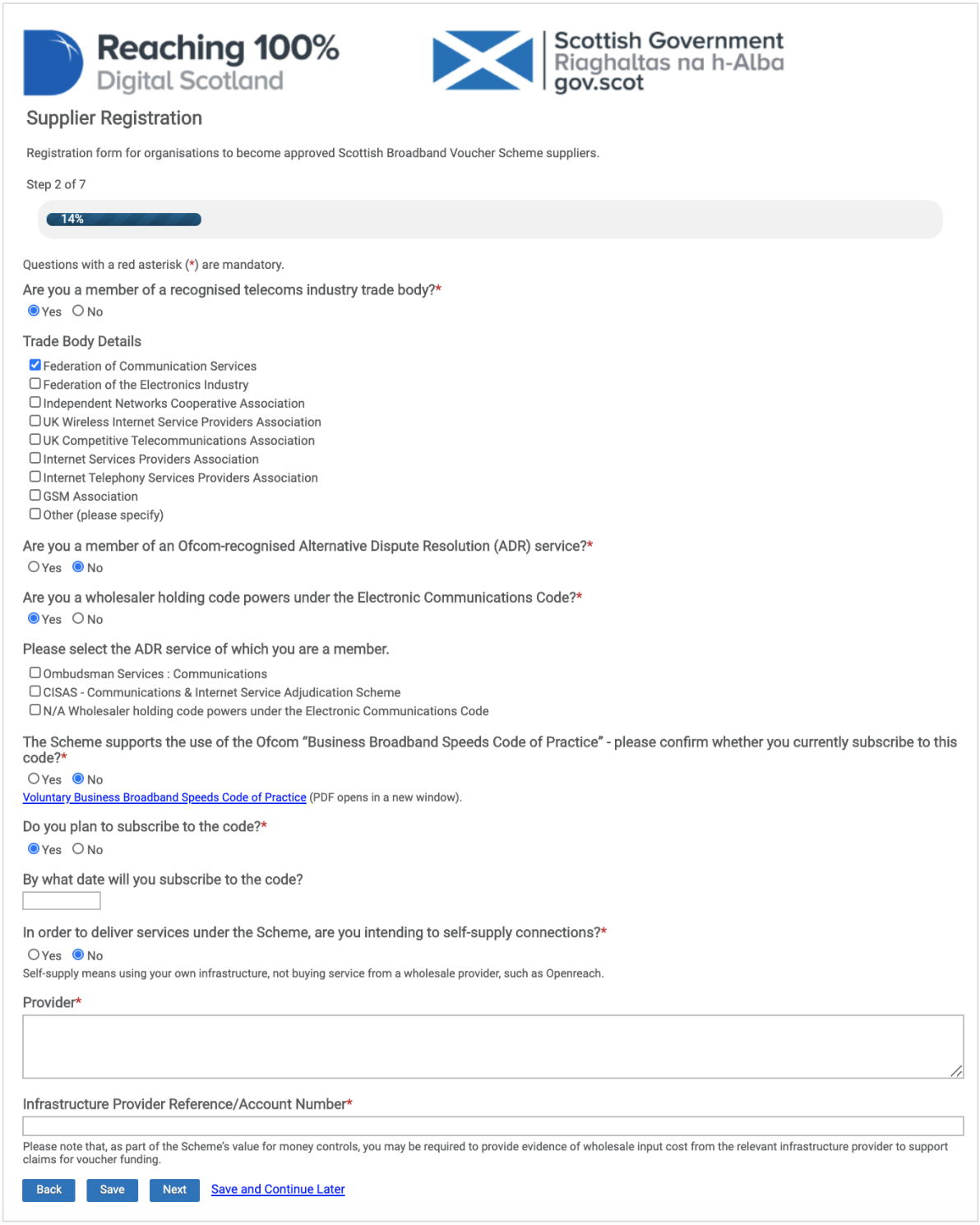
To be a registered supplier you must be a member of an Ofcom-recognised Alternative Dispute Resolution (ADR) service.

Please do not complete a registration until you have confirmed membership of an ADR service.

Back Save Next Save and Continue Later

Section One: Supplier Capability Statement

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.



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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?*

(•) Yes ( ) No

Trade Body Details

[x] Federation of Communication Services
[ ] Federation of the Electronics Industry
[ ] Independent Networks Cooperative Association
[ ] UK Wireless Internet Service Providers 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?*

(•) Yes ( ) No

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?*

( ) Yes (•) No

Voluntary Business Broadband Speeds Code of Practice (PDF opens in a new window).

Do you plan to subscribe to the code?*

(•) Yes ( ) 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?*

( ) Yes (•) No

Self-supply means using your own infrastructure, not buying service from a wholesale provider, such as Openreach.

Provider*

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.

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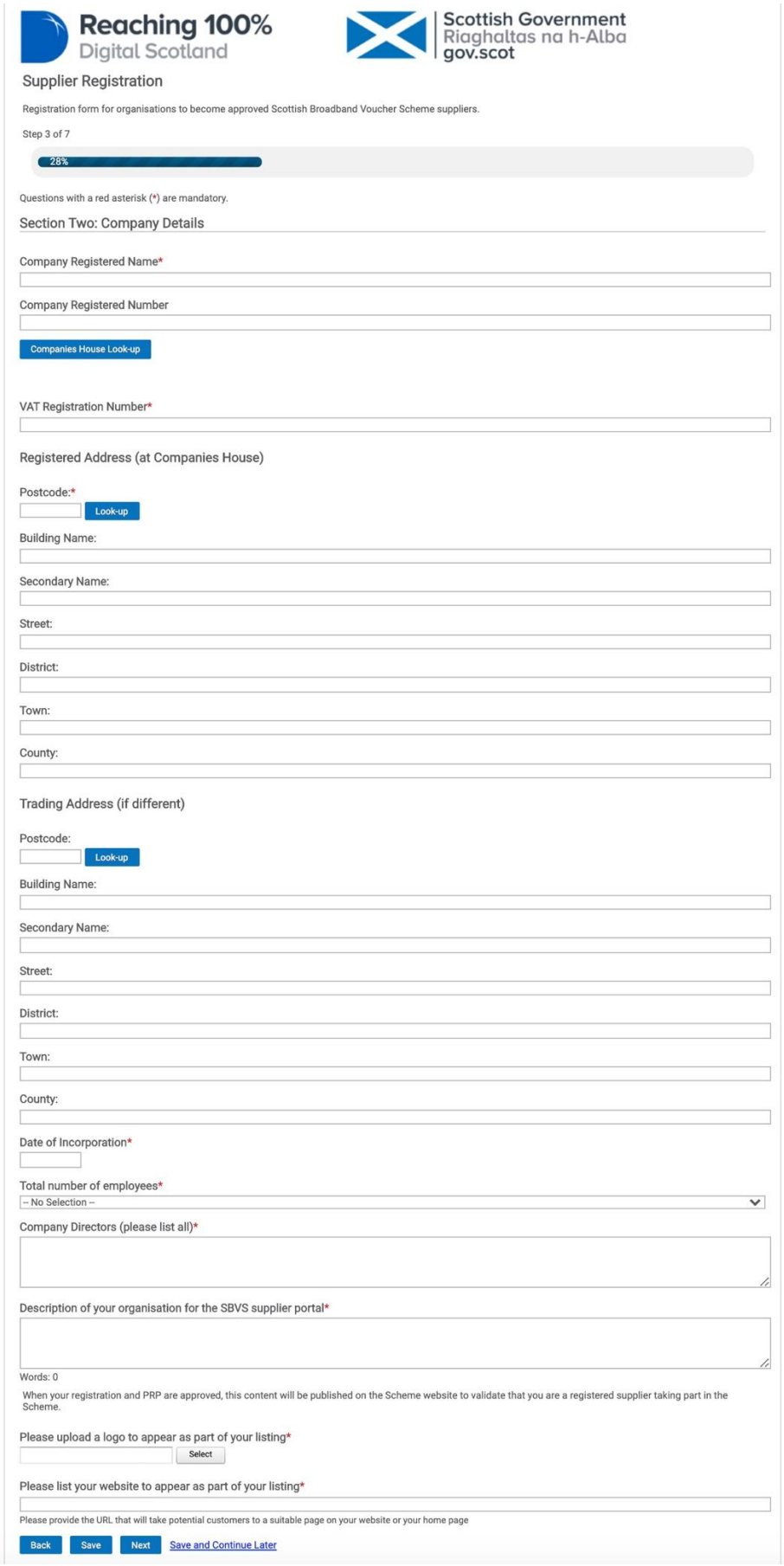
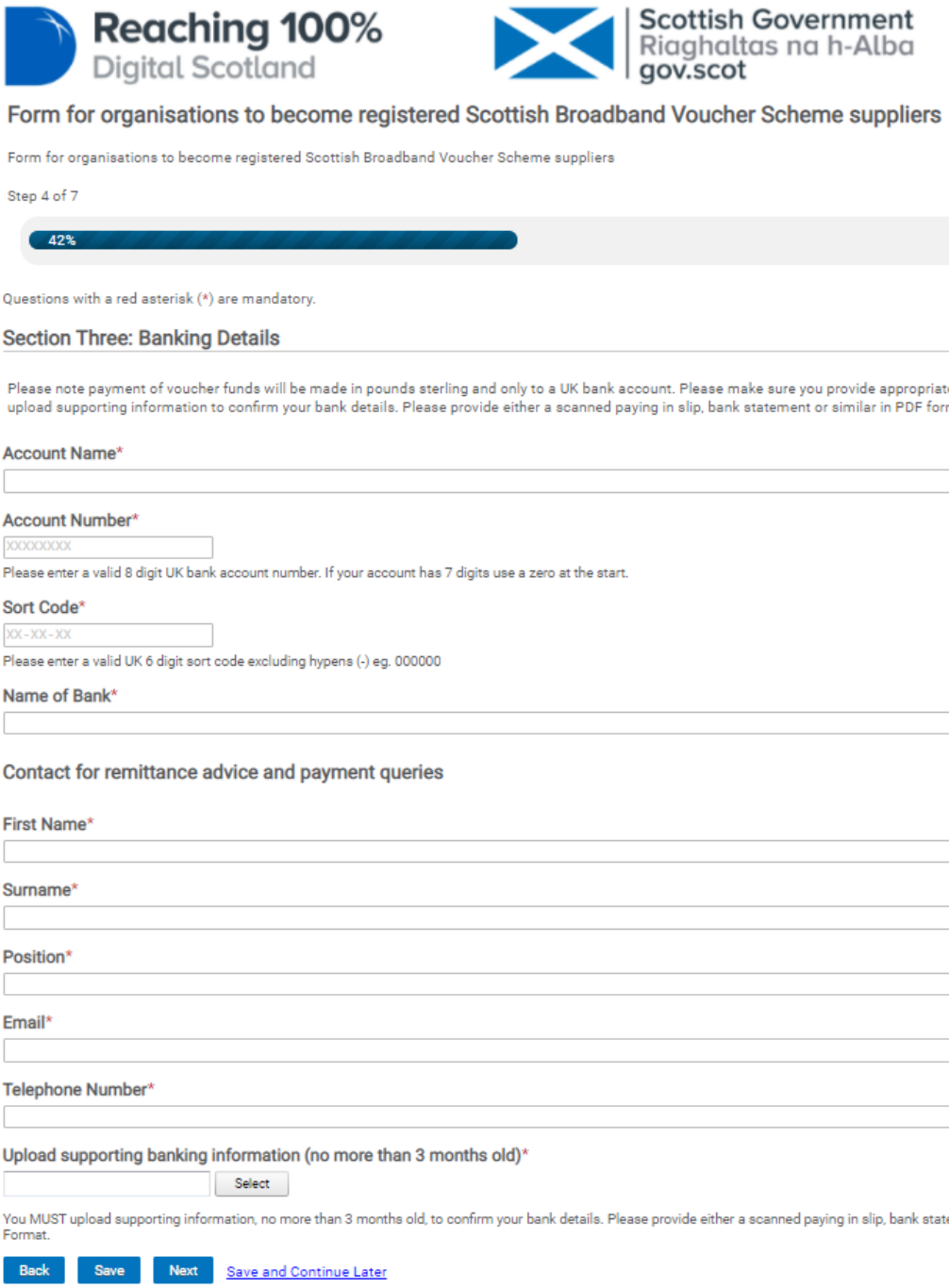
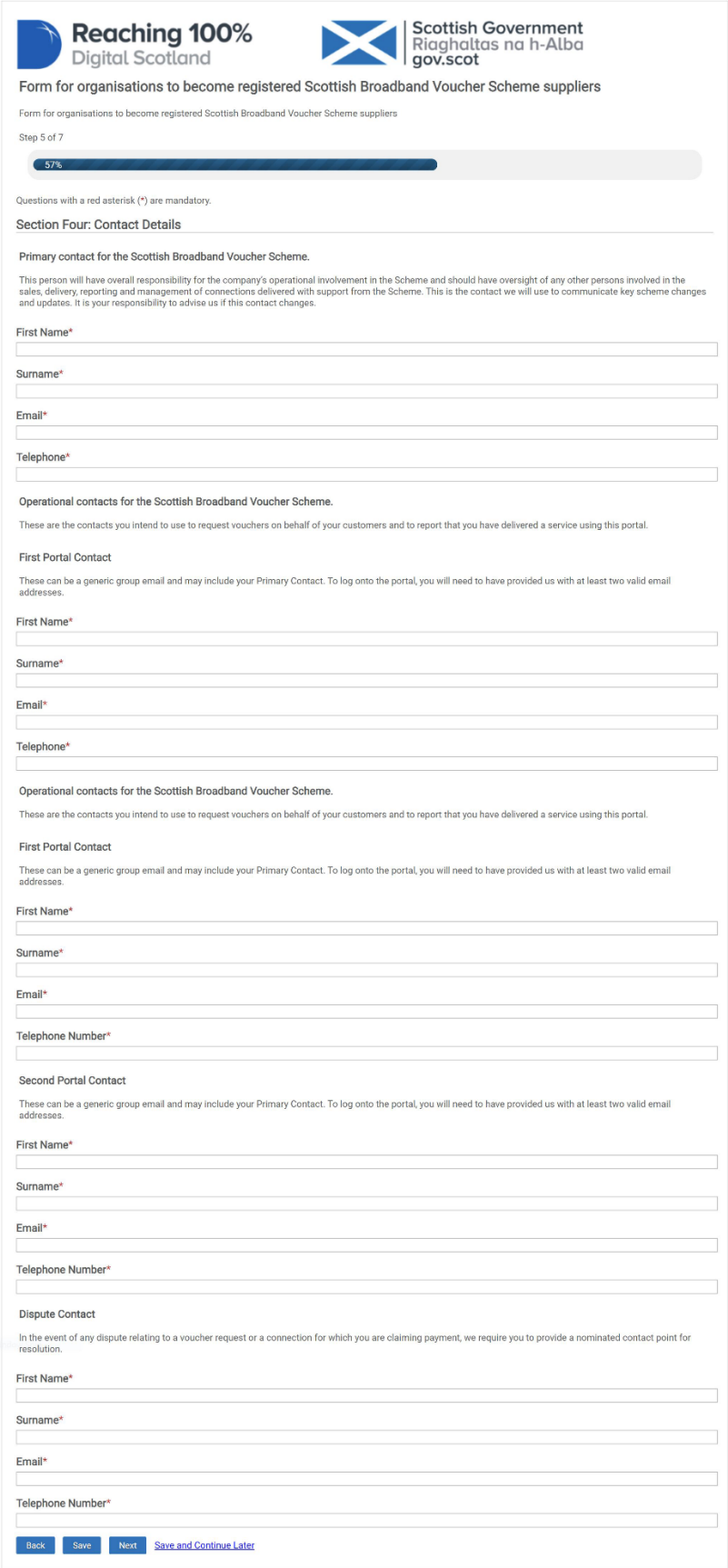
Section Two: Company Details



Section Three: Banking Details



Section Four: Contact Details



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Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Form for organisations to become registered Scottish Broadband Voucher Scheme suppliers

Step 5 of 7

57%

Questions with a red asterisk (*) are mandatory.

Section Four: Contact Details

Primary contact for the Scottish Broadband Voucher Scheme.

This person will 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, reporting and management of connections delivered with support from the Scheme. This is the contact we will use to communicate key scheme changes and updates. It is your responsibility to advise us if this contact changes.

First Name*

Surname*

Email*

Telephone*

Operational contacts for the Scottish Broadband Voucher Scheme.

These are the contacts 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 Contact

These can be a 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*

Operational contacts for the Scottish Broadband Voucher Scheme.

These are the contacts 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 Contact

These can be a 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 Number*

Second Portal Contact

These can be a 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 Number*

Dispute Contact

In the event of any 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 resolution.

First Name*

Surname*

Email*

Telephone Number*

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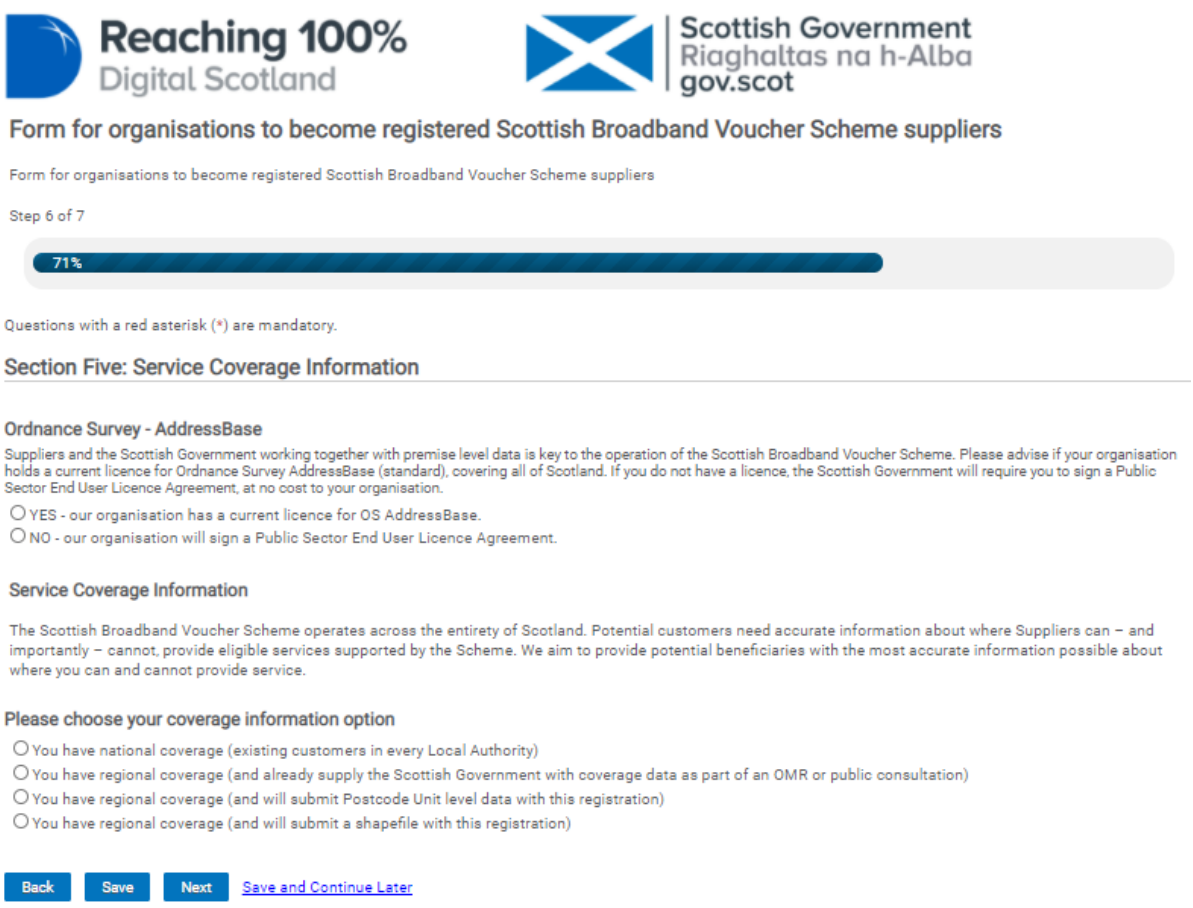
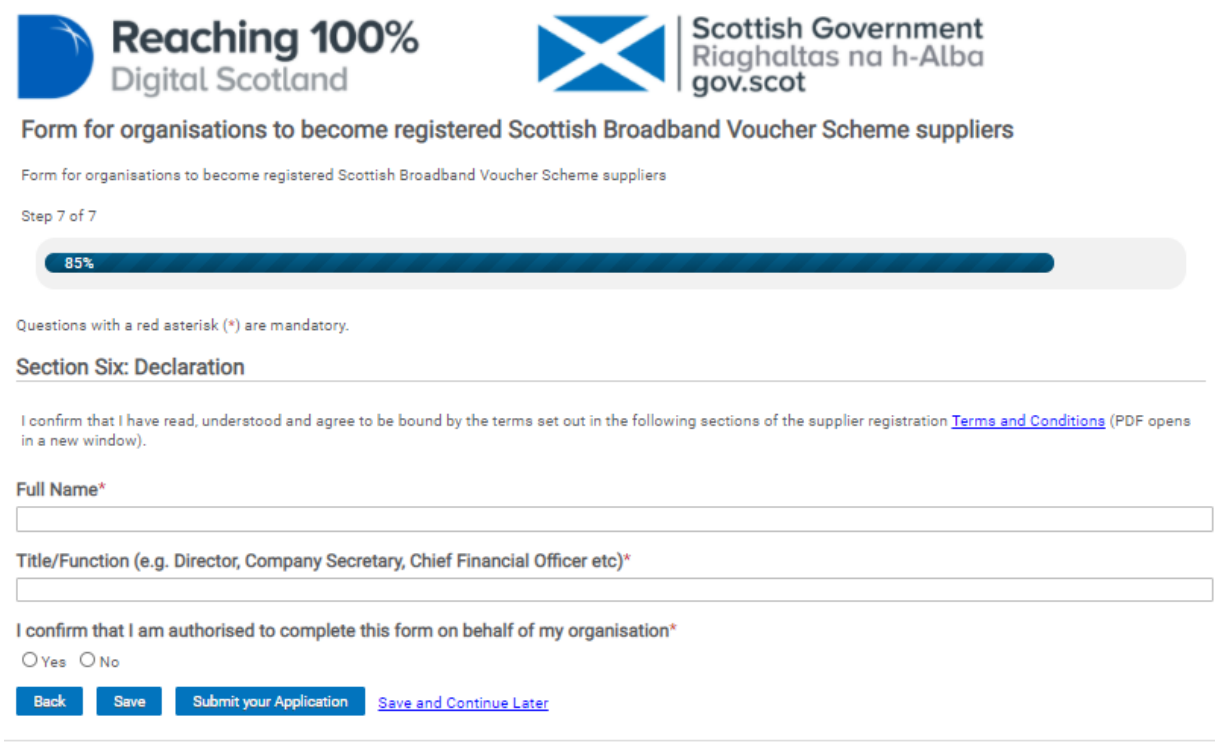
Section Five: Service Coverage Information



Section Six: Declaration