

Better Broadband for Nottinghamshire



Guide to the Better Broadband Subsidy Scheme

Introduction

The Better Broadband Subsidy Scheme has been developed by the UK government to provide access to a subsidised broadband installation to homes and businesses that are unable to access a broadband service with a download speed of at least 2Mb per second and who will not benefit from state-aid funded solutions within the next 12 months.

If you currently experience poor broadband speeds, or are unable to obtain an affordable broadband service at all, the scheme will provide you with access to a basic broadband service that will offer minimum speeds of at least 2Mb per second.

You can check your broadband download speed over the BT Openreach network by using the ADSL checker here www.dslchecker.bt.com. Additional broadband services may also be available from Virgin Media or other providers. You can check whether superfast broadband is available at your address by using the BDUK superfast broadband checker at <https://gosuperfastchecker.culture.gov.uk/postcode-checker/>

Applications to the Better Broadband can be made until the end of 2019.

How the Better Broadband Subsidy Scheme works

The Better Broadband Scheme will ensure that no household or business will need to pay more than £400 to access a basic broadband service over a 12 month period.

Households and businesses that are eligible to access the scheme will be provided a unique voucher code which aims to cover most of the cost of installation and commissioning of a basic broadband service which includes any necessary equipment to facilitate this.

They will be required to enter into a contract for a minimum of 12 months with a supplier registered under the scheme and will be responsible to pay any remaining cost of installation (if any), the monthly charge for the service they opt for, and any VAT payable.

The code does not have a specific fixed value but when used to obtain a basic broadband service from a registered supplier it will reduce the total cost by up to £350. This figure represents a maximum value of £350 but please note, the actual value of subsidy claimed by suppliers, will only reflect incurred eligible costs. All claims will be subject to a compliance and audit regime which seeks to validate the value of each claim.

Which households and businesses are eligible to take advantage of the Scheme?

Households and businesses can apply for the scheme subject to meeting the following three criteria:

1. Your home or business is not currently able to access a broadband download speed of at least 2Mb per second.
2. There are no alternative affordable broadband services available to you which would provide a download speed of at least 2Mb per second.

3. There are no plans to provide superfast broadband to your location within 12 months of the date of your application.

Households and businesses that apply for a subsidy will be asked to confirm that there are no alternative affordable broadband services available to them that offer a broadband speed of at least 2Mb per second. In addition, you will be asked to confirm that there is not a satellite or wireless broadband service installed, and that you are the owner or occupier of the address provided on the application. Applications cannot be accepted from anyone who is not the owner or occupier at the given address.

If it is believed that a household or business is likely to be able to access a superfast broadband service within 12 months then the scheme will not issue you with a voucher code. If you are a household or business in which a superfast broadband service is further than 12 months away, or not yet planned, the scheme will provide a voucher code to your chosen supplier.

You can check the current available of 4G broadband services using the Ofcom mobile coverage checker at <http://www.ofcom.org.uk/mobile-coverage>

You can check if a fixed wireless broadband network is available in your area by searching for wireless operators and network providers in a search engine.

How to apply to the Better Broadband Scheme

If your household or business is eligible under the scheme and you have decided that you would like to take advantage of a basic broadband installation subsidy please complete the online application form at <https://basicbroadbandchecker.culture.gov.uk>.

A household or business will select their preferred supplier from the list on the scheme website and request a new service which is supported by a Better Broadband Scheme voucher. It is then the supplier's responsibility to check that the applicant is eligible for the scheme and they will request a voucher on their customer's behalf. Once the supplier has completed the relevant checks, it will then be assessed by The Department of Culture, Media and Sport (DCMS), which includes checking information against superfast broadband build plans. The household or business and chosen supplier will then be informed of the outcome of the application.

Successful applications will then have their new connection delivered by their supplier within **28** days of the voucher being issued. Your chosen supplier will then be in contact with DCMS once the service has been delivered, who will contact the customer, checking that the service is operating as agreed.

Please note that it is the applicants responsibility to consider the full list of suppliers registered under the scheme as there are a variety of packages on offer, at different prices, in an effort to meet the needs of consumers and businesses. We recommend you review the products and prices individually before selecting a product that reaches your needs.

If your application is not accepted you will be informed that you have been unsuccessful. If you are not satisfied with the reason given – you can submit an appeal to better.broadband@culture.gov.uk detailing why you believe you should have been issued a voucher code under the scheme. We will review the information provided against our decision and make a final judgement. We are unable to consider more than one appeal per applicant.

The Better Broadband Scheme is delivered by a partnership between The Department for Culture, Media and Sport, Local Broadband Programmes and the registered retail service providers.