

A guide to the Fibre Community Partnership scheme



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Fibre Community Partnerships using UK Gigabit Voucher funding

Background

The UK Government has launched a campaign through DCMS to support rural communities who don't currently have access to Ultrafast Full Fibre Broadband, and where there are no current plans to build.

They have made vouchers available to eligible residential and commercial premises which can be used towards the cost of providing the fibre infrastructure.

The vouchers need to be pledged to a registered network build supplier. Openreach is one of the Government's registered network build suppliers, and we have helped hundreds of local communities across the UK get high-speed broadband.

So in partnership with Government funding, Openreach could bring Ultrafast Full Fibre Broadband to communities using these vouchers.

The vouchers are free, but recipients are expected to order an Ultrafast Full Fibre Broadband service from a supplier of their choice once service is live, as part of the terms and conditions.



Why is this important?

Modern living calls for the benefits Ultrafast Full Fibre broadband brings, no more buffering streams or snail-paced downloads.

Just broadband that's ready for anything.

- Download speeds of up to **1000Mbps** – that's ten times faster than the UK average.
- Upload speeds of up to **220Mbps** – perfect for gaming, video calling and uploading large files.
- An unbroken full fibre connection – that's **five times more reliable** than anything before.
- A connection that can **handle multiple devices at once** – whether you're gaming, binge- watching, or surfing.
- The option to include a **digital phone line** and get ahead of the digital phone line upgrade.





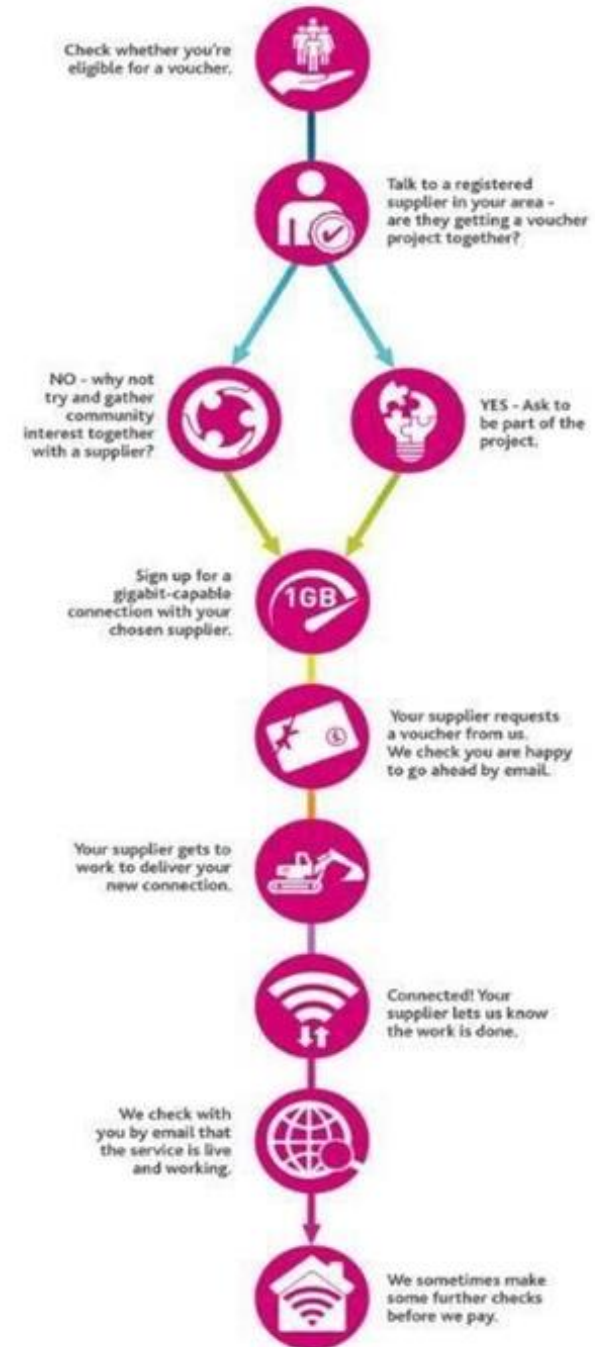
**Important information
about your Gigabit
Broadband Voucher
pledge**

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The UKGV scheme in a nutshell

- The [UK Gigabit Voucher scheme](#) allows communities to use free Government funding to improve their broadband connection.
- The UK Gigabit Voucher scheme means every eligible rural home and business can **get a voucher worth up to £4,500** to improve broadband in their local area.
- In order to qualify for a voucher grant, each voucher beneficiary must be prepared to order a new Full Fibre (Fibre to the Premise) broadband connection which meets the scheme rules, **within 2 months** of it being available.
- **The new connection must double their existing broadband speed if their speed is less than 50Mbps, or be at least 100Mbps if the current speed is faster than 50Mbps, this is to demonstrate that there has been a step change in the broadband speeds delivered to you.**
- They must order a FTTP/FTTH product, an FTTC fibre broadband product is not eligible.
- Openreach will build an open network. If you are contract with a service provider, it is worth discussing options to upgrade once service is available to you, or you can consider an alternative supplier if they sell in your area. Prices will vary between providers, and there may be a slight price increase, but you can check price comparison websites for a list of potential suppliers. <https://www.openreach.com/fibre-broadband/fttp-providers>
- The contract for service entered into with the chosen supplier must be for a minimum of 12 months, with no free periods

The image to the right depicts the Government's step by step process to activate the voucher. Further information regarding the terms and condition and on how the scheme works and the can be found at www.gigabitvoucher.culture.gov.uk



Understanding the voucher journey



The Voucher Journey – simply put

Pledging

Pledging couldn't be easier. When we tell you that your pledge site is open, go to www.openreach.co.uk/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. It's important you opt in to receive updates on your scheme.

We will not use your details for any other marketing purpose, and we will not share them with any third party other than DCMS.

DCMS will only use your 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.

Validating

Once your community has pledged their UK Gigabit Vouchers to Openreach and we've reached the target required for your area, here's what to expect next:-

Pledge target reached (subject to validation checks and de-duplication) – Each person who has pledged a voucher will receive an email advising them of that.

We'll continue to send you gentle reminders to respond to the DCMS email to validate your voucher.

We'll put your build into the delivery cycle once we have enough validated vouchers. At that point we'll confirm a delivery timeline.

All schemes are subject to funding being achieved and our capacity to build.

Ordering

Once service is live and available to order we'll let you know. You must then order an Ultrafast Full Fibre service from a provider of your choice; within 2 months.

It's really important that applicants order the correct broadband package from their provider. It is Ultrafast Full Fibre or FTTP. This sometimes costs slightly more, but it depends on individual circumstances.

DCMS will send a further 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.

We'll send you gentle reminders to complete these details.

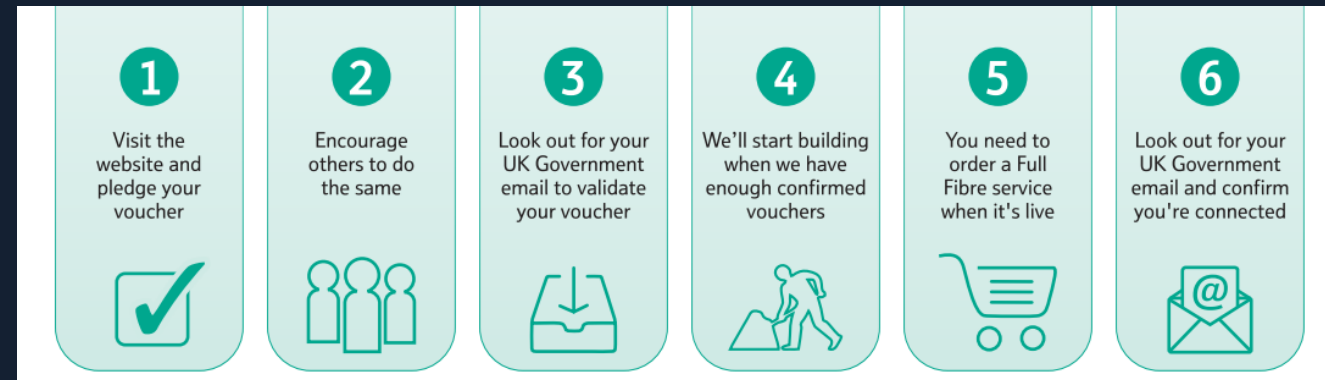
Timeline

This is a process that requires the involvement and cooperation of the community.

Everyone has a role and responsibility if they pledge their voucher, to pledge it with the full knowledge that they will need to follow the voucher journey right to the end.

It is only when Step 6 is completed will beneficiaries have fulfilled their obligations to the scheme. It is at this point that Openreach can claim the value of the voucher against the cost of the build.

The overall timeline can be in excess of 18months.



Role of a Community Lead



In order for the scheme to work we need the community to come together and collectively pledge their vouchers to meet the required target. The more people involved, the more funding is available to help achieve the pledge target.

What is a Community Lead?

The CL is the primary interface between the community and Openreach.

The CL is a co-ordinator, a local expert who is on hand to help drive awareness and answer questions that may arise from their friends and neighbours.

The CL is the key to the success of the FCP as they monitor the community pledging through the [Pledging Portal](#) and coordinate local marketing or awareness activities.

The CL's local knowledge and contacts will help structure an awareness campaign.

What does the role involve?

Their first task is to understand the funding requirement involved to bring Ultrafast Full Fibre network to their community and what type of Fibre Community Partnership their community is eligible for.

The CL galvanises the community, encouraging and supporting them to come together and pledge their vouchers to the Fibre Community Partnership.

The CL takes an interest in the entire voucher journey and follows the community's journey from pledging to claimed, ensuring that all targets are met.

The CL ensures that the correct information regarding the scheme is conveyed to the community, they also correct any false or misleading information about the UK Gigabit Voucher [Terms and Conditions](#) and the Openreach [Pledge Terms](#)

What support can the CL expect?

The CL will have an open communication channel with their REM. The REM will be a single point of contact with Openreach, and

Openreach will provide marketing materials which can be deployed locally to help drive awareness.

As each community is different, so too is the demand stimulation approach. Openreach will rely on the CL to advise on how to best deploy marketing materials.

The role of the Community Lead will come to an end once all the voucher have been claimed.

The simple 'facts' in a nutshell

Voucher Facts

- The voucher is free
- The voucher is only available to eligible addresses. Eligibility is set by DCMS
- Only one voucher per address
- Vouchers are non transferrable
- The voucher cannot be exchanged for cash
- The voucher cannot be used against broadband installation costs
- There is no physical voucher
- The voucher represents your financial contribution to the overall network build cost.
- As long as the T&Cs obligations are met, there will be no additional cost to the individual/community

Pledging facts

- People should read and understand the Pledging Terms and Conditions attached to this scheme before they pledge.
- Only people who fully intend ordering and paying for an Ultrafast Full Fibre Service should pledge a voucher
- Only the person with responsibility for paying for their broadband should pledge their voucher
- Only one pledge per address
- Your pledge does not guarantee network provision
- You must respond to the email from DCMS and validate your pledge when prompted
- Only when ALL the required pledges have been made and validated will Openreach look to move to the next stage, which is delivery.

Ordering facts

- Openreach do not sell broadband
- You can order service from any ISP who sells in your area.
- You must order a new Full Fibre service as outlined in the T&Cs within 2 months of it being available
- You do NOT have to buy your service from BT
- Not all ISPs will sell Full Fibre in all areas
- You may need to change provider
- If you are in contract you will have to upgrade and reset your contract with current provider
- Prices can vary, depending on provider
- FTTC is not eligible with this scheme
- You MUST respond to the DCMS email and confirm your service is live when prompted

Installing your new Ultrafast Full Fibre broadband



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Installing FTTP

When it comes to getting the new Fibre broadband connected to your home, your ISP will discuss with you in detail what is involved in the process.

The final installation will be carried out by an Openreach engineer who specialises in home installations.

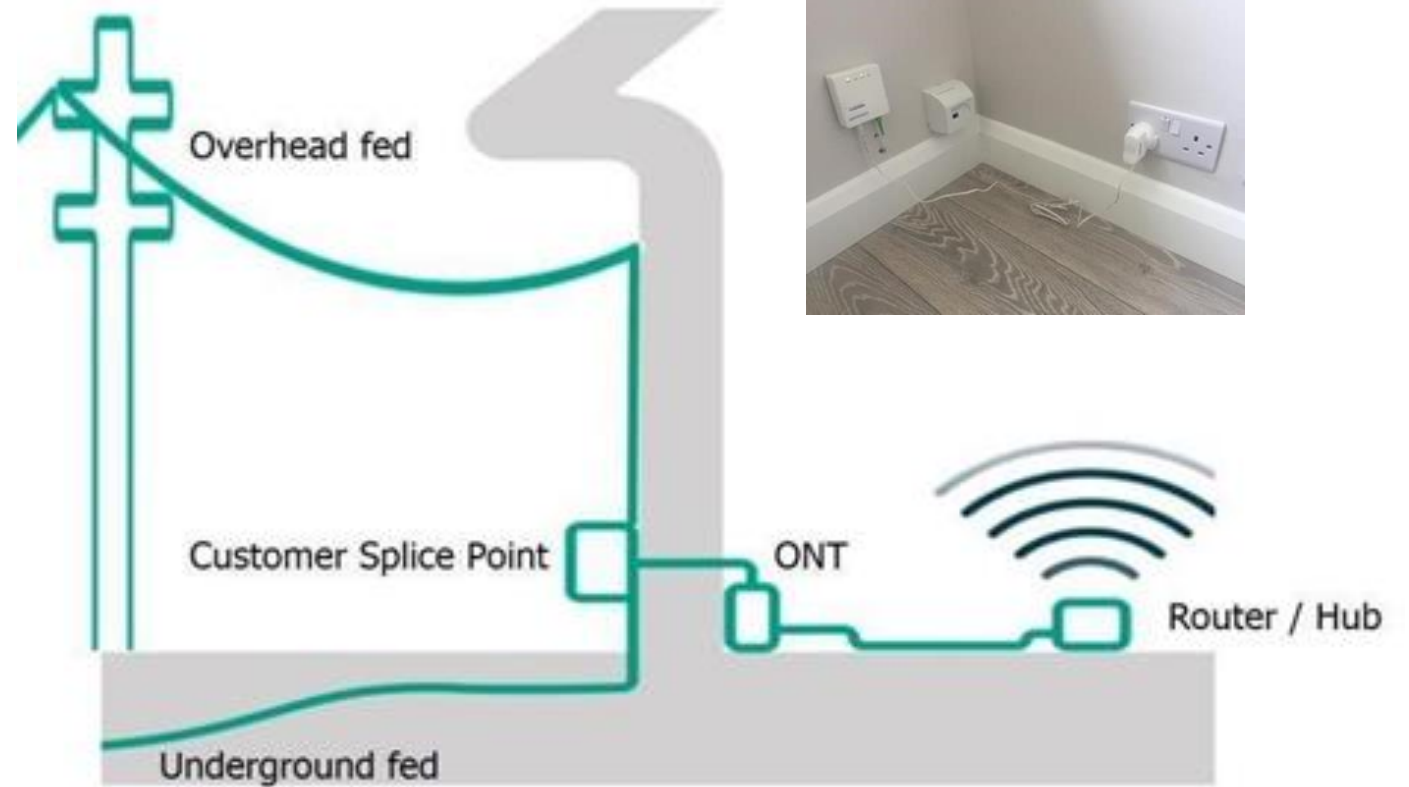
The Openreach engineer will follow the route of the existing copper feed to the home, so may be overhead or underground.

If fed underground a Customer Splice Point (CSP) will be fitted. (Approx. 15cm x 12.5cm)

Inside the home the Openreach engineer will bring the fibre through the wall and surface mount the fibre securely along the wall up to the ONT.

The ONT needs power and will need to be within reach of a power socket.

Your router/hub will be connected to the ONT and can then be positioned anywhere within the reach of your supplied cable.



How to pledge a UK Gigabit Voucher to your Fibre Community Partnership scheme

A step-by-step guide



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Voucher funded Fibre Community Partnership

Under the [UK Gigabit Voucher scheme](#), being run by the Department of Digital, Culture, Media and Sport (DCMS), every eligible rural home, small business and sole trader can get a voucher. **Eligible homes can get a voucher worth up to £4500.** The vouchers are free, but Government [terms and conditions](#) apply.

How do I know if my community could get vouchers?

By this point your community's eligibility for voucher funding has been confirmed. This means that if all the listed addresses pledge and validate their vouchers then have Ultrafast Full Fibre broadband installed, the value of the vouchers paid by the DCMS would cover the costs in full. Your community wouldn't have to pay a penny more.

We've created an online portal for your community to pledge their vouchers. Your community now have three months to achieve the target number of **pledged and validated vouchers** required to cover the cost of the network build. This means it's important to involve as many people in the community as possible - the more people involved; the more funding is available towards the pledge target.

The Pledging Process

Pledging your vouchers couldn't be easier. Just go to the online portal built for your community, type in your postcode and complete a short form with your personal details.

By pledging your voucher you're agreeing to the [Pledge terms and conditions](#).

Hitting the community target

After three months the pledges will be reviewed to see whether the target is likely to be reached. This means that if your community is eligible for vouchers, it's important to come together and pledge your vouchers as soon as possible.



Before you pledge your voucher, it's worth reminding you of some key points

- Your community will have to get enough validated pledges to secure the funding for the build.
- If people don't validate their pledge, their voucher will not count towards the funding and the build may not proceed.
- People should only pledge their voucher if they intend to buy an Ultrafast Full Fibre service within two months of it being available.
- This is part of the T&Cs. If you are not interested in upgrading your service, you should not pledge a voucher.
- If a pledging resident or business decides not to place an order after they pledged and validated, they may be liable for the value of their voucher as per the pledge terms.



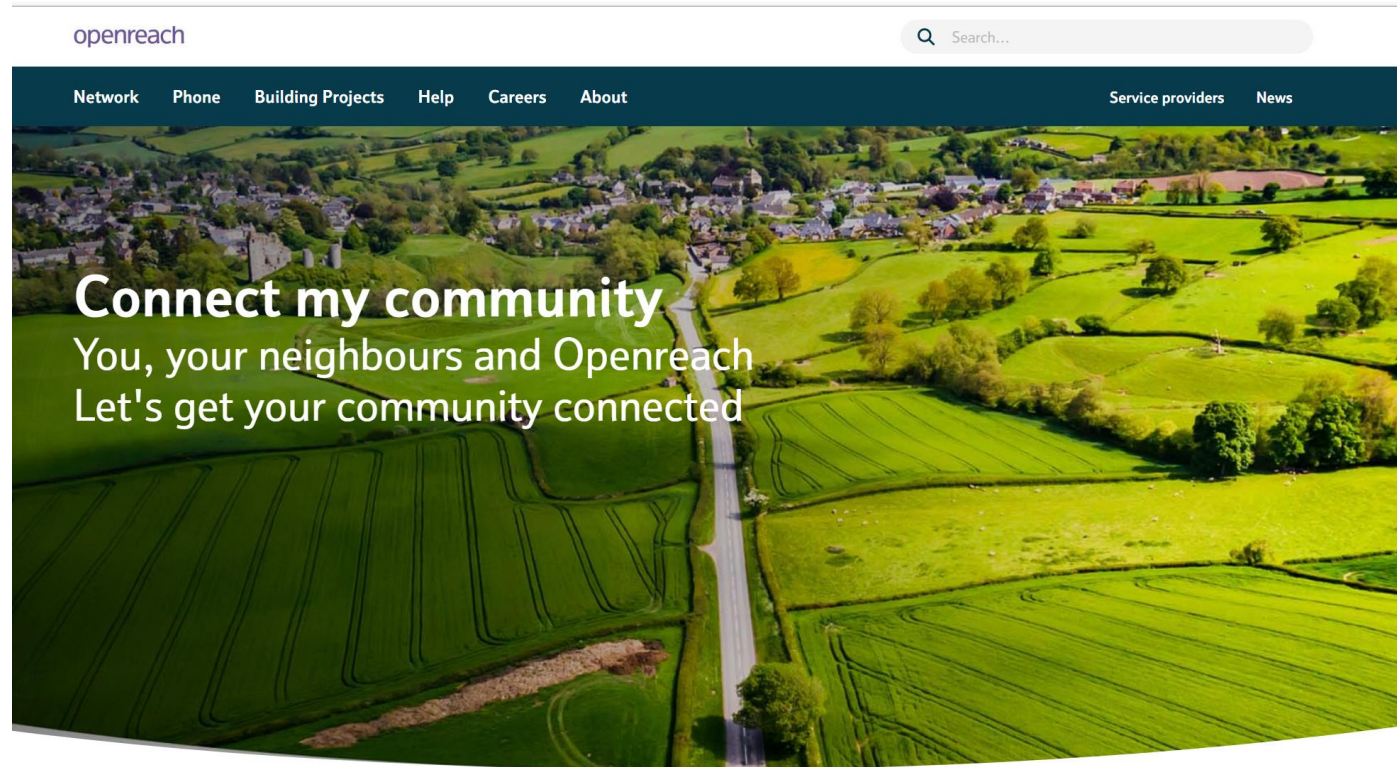
Getting started

When you type in www.openreach.co.uk/connectmycommunity you will be taken to this page →

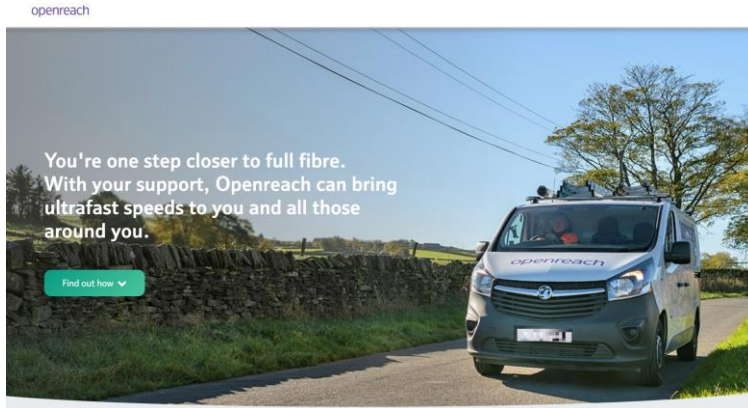
This page also summaries the key conditions of the funding. You should take a few minutes to review these again so that you are certain you wish to proceed.

If you're happy to proceed, hit the green button.

[Check if you're eligible and pledge your voucher](#)

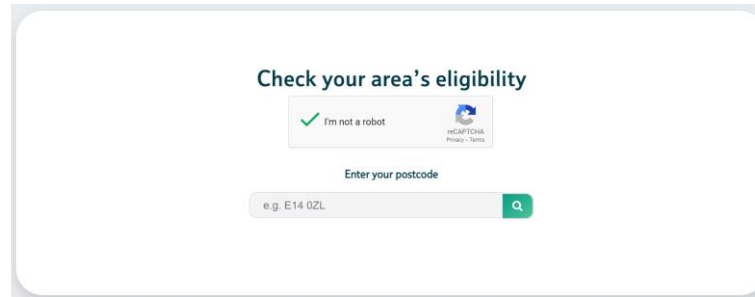


Finding your Fibre Community Partnership



This page will lead you into the application process.

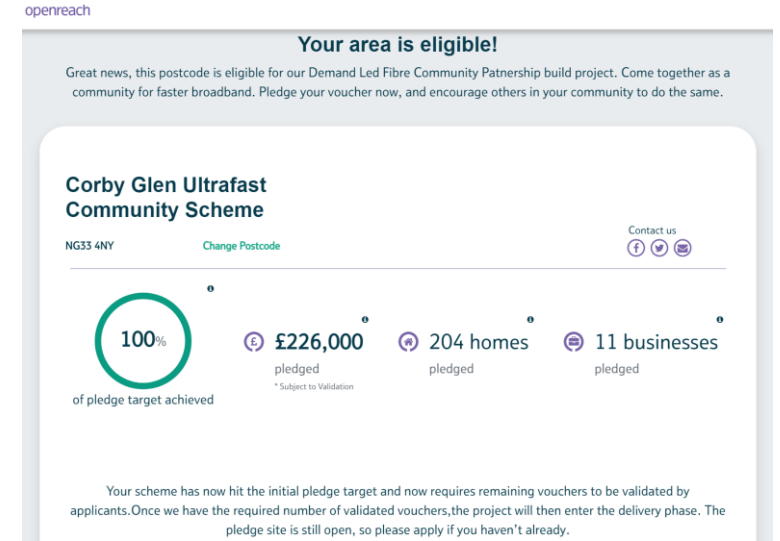
If you want to proceed, click on the green box.



You'll need to check the box to indicate that you're a real person, and then enter your postcode.

Your postcode will identify your scheme and take you to your pledging page.

If your postcode returns a message that you are not eligible, then it may mean you are not included in a Live scheme. In that case, please speak to your REM.



You'll see on this page just how close your community is to securing the funding required.

As each of your eligible friends and neighbours pledge, you'll see the figures change.

You'll also see the split between homes and businesses. We show you this because a business voucher is a higher value, so encourage your local businesses to pledge – you'll get to target quicker.

Pledging your voucher

Your Application

Fields marked as * are mandatory. Please note that only one voucher is allowed per person, per address.

*Title

Mr

*First Name

Chris

*Last Name

Thorson

*Address (Please select your address from the drop down menu. This will be the address you are pledging for)

1, Mussors Close, Corby Glen, Grantham, Lincolnshire

*If your address is not in the list then it is already pledged.

*Post Code

NG33 4NY

*Is this address a Home, Business or a Sole Trader?

Home Business Sole Trader

The application to pledge your voucher is simple.

You'll be asked to fill in a form with your name.

You'll be asked to select your address from the drop down. Only one pledge per address is allowed so if your address is not there, please check with other members of your household, they may have pledged already. If that's not the case, please contact us.

You'll need to tell us if you're a home, business or sole trader. This is relevant because if you're a sole trader for example, your voucher value is higher than that of a resident.

If you're a business or sole trader additional information will be required.

*Contact Number

01234567890

*Mobile Number

07412345678

I don't have a mobile number

We may update you on your voucher application by text. Please tick here to provide consent to contact you in this manner.
Your data will be used solely for this purpose.

*Email Address

chris.thor@gmail.com

*Confirm Email Address

chris.thor@gmail.com

By pledging your voucher towards your community project with Openreach, you are agreeing to accept the scheme's Terms and Conditions. This includes an agreement to subscribe to an Ultrafast Full fibre service* with your chosen internet provider, over our network, when the project is complete. Please read our "pledge terms" below to find out more.
*minimum speed terms apply

*Accept our pledge terms

*Read our privacy policy terms

You'll be asked to provide multiple contact details; this information will be used solely for the purposes of communicating with you regarding this scheme.

Your details will only be shared with DCMS for the same reason.

Please make sure that your email address is correct as this will be the primary communication channel DCMS and ourselves will use.

We'd urge you to read through the pledge terms carefully – they're not too long. We want you to be sure that you're happy to sign up to the obligations attached to this voucher.

Finalising your pledge

- We would like to keep you updated with the progress of this scheme. Please tick here to allow us to contact you about this, your data will not be used for any other purpose. ?

Where did you hear about the scheme?

- Postcard
- Word of Mouth
- Local Engineer
- Letter
- Banner
- Poster
- Social Media
- Local newspaper
- Other

Submit Application

Finally, we need your permission to stay in touch with you. So it's vital that your contact details are correct, specifically your email address.

We'll keep you in the loop with how everything is progressing, and more importantly when you can order your new Ultrafast Full Fibre broadband service.

You'll soon be enjoying the benefits of having the fastest, most reliable broadband on the market.

Oh and just one more thing!

Please tell us how you found out about your Fibre Community Partnership. We'll use your feedback to help other communities like yours set up their own Fibre Community Partnership and get access to the UK's largest network, available to 690 communication providers.

Validating your Pledge



Validating your pledge

Once your pledge goes through our system we will pass your voucher application over the Government, specifically the Department for Science, Innovation & Technology (DSIT).

DSIT will then email you and ask you to validate your pledge.

This is a further check that you understand the Terms and Conditions of the voucher scheme, and that you understand that there is an expectation that you will order a full fibre service once it becomes available to you*.

You must respond to this email by clicking on the link within it. If you don't it will mean that your pledge cannot be validated and therefore will not count towards the cost of the build.

This would mean that there could be a funding shortfall and your build will not go ahead.

The email from DSIT will come from the following address funding.platform@notifications.service.gov.uk.

**Not all communication providers will offer a full fibre service in all areas. You may need to consider switching providers in order to fulfil the obligations of the voucher. You would need to ensure that you are not under contract at this time and that you are free to move to a different provider within the timescales.*

Also please be aware that prices can vary between providers and that it is your responsibility to choose a provider that suits your needs and circumstances.

**Order your
Ultrafast Full
Fibre broadband**



Order your Ultrafast Full Fibre Service

We'll stay connected with you as we progress with building your new Ultrafast Full Fibre network and let you know when you can contact a provider. You can stay with your current provider or shop around if you are not under contract, it's up to you.

We'll send you reminders to order via email, SMS or letter.

You must order a FULL FIBRE broadband product that is capable of gigabit speeds. Your provider may refer to this type of broadband as FTTP or FTTH.

Please **DO NOT** order an FTTC fibre connection as this type of broadband is not eligible for voucher funding. Further guidance is available on the UK Gigabit Voucher website [Who is eligible? – Gigabit Vouchers \(culture.gov.uk\)](https://www.culture.gov.uk/who-is-eligible?)

Once your service is installed, you will get another email from DCMS asking you to confirm that your service is 'Live'. You must respond to this email by clicking the link within it. This confirmation finalises your obligations to the voucher and releases your 'contribution' to the funding of the scheme.

It is unlikely that you will receive any further communications from either DCMS or Openreach once this is finalised.

If you have any questions or difficulty ordering service, please contact us and we will try and help. You can email us at fibrecommunitypartnership@openreach.co.uk

From:
To:
Subject: Gigabit Broadband Voucher Scheme – you need to confirm your new connection to receive your grant



 Department for Digital, Culture, Media & Sport

Please do not ignore this email. Your UK Gigabit Voucher and the grant associated with it may be at risk if you do not respond.

This email is intended for XXXXXXXXXXXXX.

Openreach 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 UK Gigabit Voucher Scheme.

Your unique voucher number is: XXXXXXXX

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. Please use the link below to let us know:
[Link](#)

If the link above does not work when clicked, please copy and paste it into your browser. If you are concerned about the security of the link, please visit the scheme website for more information:

Thank you

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