



Gigabit Broadband Voucher Scheme

Supplementary Terms

Introduction

The Gigabit Broadband Voucher Scheme was introduced in March 2018 with the goal of increasing gigabit-capable coverage across the UK, particularly in rural areas that are often more difficult to connect. The UK Government is offering to fund the installation costs for rural connections as part of the Project Gigabit Scheme, from the Department of Digital, Culture, Media & Sport (DCMS).

If you sign up and qualify for the voucher, the installation cost will be covered by the Project Gigabit Voucher. Vouchers valued at up to £1,500 for residential properties, and £3,500 for businesses, are available to help properties get better connected.

For more information about the Project Gigabit Scheme, including the full terms and conditions [here](#).

The Gigabit Broadband Voucher Scheme Service

1. Service Summary

Connexin will provide you with access to a government grant in respect of your order for a new broadband connection through Connexin's participation in the Scheme (the "Gigabit Broadband Voucher Scheme Service").

2. Service Options

Connexin will provide you with number of different broadband options ("Service Options") as set out on our Gigabit Broadband Voucher Scheme webpage and the applicable order form signed.

Connexin will apply through the Scheme, on your behalf, for a grant in the form of a government payment to the value of upto £1,500 for residential properties, or upto £3,500 for businesses. The grant will equate to the price Connexin will charge you including VAT if you are a residential customer, or excluding VAT if you are a business customer.

3. Eligibility

Homes and businesses in rural locations which meet the following criteria can use vouchers to support the cost of installing new gigabit-capable connections.

- Existing broadband speeds are less than 100Mbps.
- A gigabit capable network isn't likely to be built to that area commercially in the near future.

- There is no government-funded contract planned or in place to improve the network already.

In addition, the new connection speed must reach:

- At least double your existing speed if your current speed is less than 50Mbps
- At least 100Mbps if your current speed is more than 50Mbps.

‘Rural’ is defined using agreed standard measures in the relevant part of the UK. For the gigabit voucher premises in the following areas will be defined as rural.

- [England & Wales – ONS definitions D1 – F2](#)
- [Northern Ireland – NISRA definitions E – H](#)
- [Scotland – NRS definitions 3 – 8](#)

You can check whether your home or business is eligible on the [Get a voucher](#) page via the Project Gigabit Voucher website. Connexin will be able to advise and support your eligibility and guide you through the process.

4. Invoicing

- 4.1. Subject to Clause 4.2, where you have selected the Service Options set out in Clause 2 of this Supplementary Terms, Connexin will invoice you for the Installation Charges to the value of upto £1,500 (including VAT) for residential customers, or upto £3,500 (excluding VAT) for business customers, and offset this with the government payment on your first invoice for the Connexin broadband Service.
- 4.2. If Clause 5 applies or if you do not comply with your obligations set out in Clause 6 and the government does not make payment of the grant to Connexin, you will be required to pay the invoiced charges from Connexin in full.

5. Restrictions and Limitations

- 5.1. Connexin will not be liable:
 - 5.1.1. for any delays in receiving vouchers through the Scheme;
 - 5.1.2. if the request by Connexin on your behalf is declined or not accepted by the Scheme; and
 - 5.1.3. for any expiry of the voucher under the Scheme due to any delay caused by you.
- 5.3. You may not use the voucher with any other service provided by Connexin or any other service provider.

5.4. Connexin may amend or withdraw the Gigabit Broadband Voucher Scheme Service and the provisions of this Supplementary Terms at any time.

6. Your Obligations

6.1. You will provide Connexin with all information it requires to apply for the voucher under the Scheme on your behalf.

6.2. You will comply with the DCMS Scheme Beneficiary Terms and Conditions set out at: <https://gigabitvoucher.culture.gov.uk/wp-content/uploads/1/2023/10/Amended-UKGV-Beneficiary-Terms-and-Conditions- July 22 v1.1-1.pdf>

6.3. You will respond, within 28 days, to two email requests from the DCMS confirming that:

- 6.3.1. the Order Connexin has placed on your behalf is correct; and
- 6.3.2. the new Service has been delivered by Connexin.

6.4. You will respond directly to any requests from the DCMS in good time.