



Llywodraeth Cymru
Welsh Government

www.gov.wales

Ultrafast Connectivity Voucher Scheme

Eligibility Criteria & Scheme Conditions

The Superfast Cymru programme is delivering superfast broadband across Wales by the end of 2017 to bring the benefits of superfast broadband to areas which are outside the roll-out plans of the private sector.

The Ultrafast Connectivity Voucher Scheme provides support for installation costs of business grade broadband that are capable of delivering Ultrafast download and upload speeds to these businesses. This grant support is available for businesses that are unable to achieve consistent download speeds of at least 100mbps and upload speeds of at least 30mbps.

This support is available for any businesses (subject to the scheme conditions detailed in this document) across Wales, with a maximum grant value of £10,000 towards installation costs.

Your business should only apply for grant funding under the Ultrafast Connectivity Voucher scheme if you are certain that you have chosen the solution that best suits your business needs for the full term of your obligation to your service provider.

Definition of Ultrafast Broadband

Ultrafast Broadband is defined as at least 100mbps download speeds and at least 30mbps upload speeds with little or no contention. Applications can be accepted by those businesses whose upload and download speeds are consistently less than these speeds.

The following pages set out the Eligibility Criteria.

To be eligible for funding support under the Ultrafast Connectivity Voucher scheme, your business will need to fulfil all the criteria.

Eligibility Criteria

1. The business premises must be located in Wales:
2. The Welsh Government reserves the right to request a copy of the Business Rates / Council Tax for the installation premises.
3. There are no restrictions on the size of the business that can apply.
4. Businesses can provide joint applications, however there must be a lead business identified. The joint application form must be completed.
5. Over the last 3 fiscal years each business applying must not have received public financial support exceeding the de minimis ceilings for the sector in which the business operates as follows.

Sector	De minimis limit
Road Transport	€100,000
Agriculture	€15,000
Fisheries	€30,000
All other sectors with the exception of coal	€200,000

6. If funding from Ultrafast Connectivity Voucher breaches the relevant de minimis limit, funding will not be awarded.
7. The VAT element of the installation will not be part of the funding offer.
8. Funding will only be awarded to support businesses to access suitable ultrafast connectivity and can only be used for the purposes of capital expenditure attributed to the installation of Ultrafast Broadband.
9. The ultrafast service received by the applicant through this scheme cannot be used for re-selling broadband connections.
10. Applicants must confirm that the premises cannot achieve a broadband connection of 100mbps download speeds and 30mbps upload speeds.
11. For any application attracting over £3,000 capital costs a minimum of two quotations will be required. This should be an original document and on company headed paper, addressed to the business at the installation address. The quote should provide details of the solution to be purchased and detail that a site survey has been completed. For clarity the Welsh Government will not accept web pages, order forms, emails or pricing documents in lieu of quotes. For any application attracting under £3,000 capital costs one quotation will be required.
12. Each quote must include:-
 - Itemised equipment cost
 - Site survey cost
 - Installation and set up cost
 - Labour cost
 - Net and gross figures as applicable.
13. The applicant must demonstrate that the internet service provider has issued a binding assurance that the equipment to be installed is capable of providing consistent and stable download speeds of at least 100mbps and upload speeds of 30mbps to the premises with little or no contention.

14. The Welsh Government will only pay the cost of a site survey for your chosen provider if your application is successful.
15. Installation timescales must be completed including project commencement date and projected completion date, and these need to be confirmed and evidenced by the applicants Internet Service Provider. Installations will need to have completed within nine months of the offer being made.
16. The applicant should not have previously received any other public funding for a broadband connection. This would include any public funding from any body such as the Welsh Government, a Local Authority or any other body.
17. The Welsh Government requires the applicant to secure a broadband solution that ensures your service provides a minimum download speed of 100mbps and a minimum upload speed of 30mbps with little or no contention. This solution must be provided for a minimum of 24 months after connection and evidence must be provided to support this, for example a Service Level Agreement. Should this not occur the Welsh Government reserves the right to request the return of the funding awarded to the applicant.
18. Applicants may choose Registered Prospective Internet Service Provider (ISP) from the list located at www.gov.wales/broadband (hard copies are available to request) or propose another ISP capable of satisfying the scheme requirements (see Eligibility Criteria & Scheme Conditions) prior to submitting their application form. Applicants must ascertain a binding assurance from the ISP that they can deliver the step change service to the premises.
19. The award of support is restricted to one award per business premise. Businesses may apply for more than one premise within the business providing they can evidence requirements.
20. The maximum level of funding support per application provided will be £10,000. The grant will be calculated as follows, based on the eligible costs of an ultrafast broadband connection:
 - First £3,000 – 100% funded by the Welsh Government
 - Between £3,000-£17,000 – 50% funded by the Welsh Government
 - Above £17,000 – no additional funding provided

To note that all claims for funding will be paid net of VAT

Example 1		
ISP Charge	£2,500 + VAT	
WG Funding	£2,500	(100%)
Business Cost	Total VAT	

Example 2		
ISP Charge	£10,000 + VAT	
WG Funding	£3,000 £3,500	(100%) (50%)
Total WG Funding	£6,500	
Business Cost	£3,500 + Total VAT	

Example 3		
ISP Charge	£20,000 + VAT	
WG Funding	£3,000 £7,000	(100%) (50%)
Total WG Funding	£10,000	
Business Cost	£10,000 + Total VAT	

21. The applicant must provide documentary evidence that they will pay the business cost where applicable. The Welsh Government will not make any contribution over and above the maximum amount of £10,000 funding available.
22. Eligible costs are defined as any reasonable capital costs for the initial installation and set-up of a system that is capable of providing stable download speeds of 100mbps and stable upload speeds of 30mbps. This could include but is not limited to the following components.
- a. Installation Fees
 - b. Excess construction charges
 - c. Set up and survey costs
 - d. New ductwork
 - e. Fibre
 - f. Blowing fibre
 - g. Leased line installations
 - h. Connection charges for FttC and FoD
 - i. High Capacity Wireless
 - j. Microwave equipment purchase and installation
 - k. Eligible costs **will not include** PCs, servers, other associated IT equipment, VOIP telephones and TV modules
 - l. For the avoidance of doubt, the scheme **does not include** financial support for monthly subscription costs.
 - m. The total VAT amount is an **ineligible** cost and therefore **cannot** be recovered under the scheme.
23. The contract that you enter into with your service provider must be for a minimum of 24 months.
24. If you do not meet the terms of the contract at point (23) above, then the Welsh Government reserves the right to recover the funds, e.g. in the event you decide to change provider for whatever reason within the minimum term of the contract the Welsh Government reserves the right to recover the funds.
25. You must supply evidence of your internet speeds once your connection has been installed. This evidence must be provided on a 6 monthly basis and must show a minimum 100mbps download speeds and upload speeds of at least 30mbps. If this evidence is not provided and / or the evidence of speed does not meet the stipulated criteria the Welsh Government reserves the right to recover the funds.

26. The Welsh Government reserves the right to request additional information in order to evaluate and validate your application for financial assistance under the scheme.
27. As the Applicant you will be required to provide the information as reasonably requested by the Welsh Government.
28. The Welsh Government reserves the right to vary the offer of financial support based on the information provided and verified as part of the appraisal process.
29. In the event that costs put forward by an Internet Service Provider cannot be validated as reasonable and in line with the published price lists of the Internet Service Provider, the Welsh Government reserves the right to vary the costs which are eligible within any Offer of Funding Letter. This may also result in the Welsh Government requesting you change Internet Service Provider or in some cases declining your application for support. Costs can be validated against on line advertising or any other published source or against costs that are typically charged by other service providers for similar equipment (normal industry standards).
30. Only when a formal Offer of Funding Letter is received by you confirming that an offer of support is made (and the amount of financial support provided, which may vary from the amount applied for) should you contact your Internet Service Provider to arrange installation of your service.
31. **You should not enter into any contract with your Internet Service Provider until you have received, signed and returned your Offer of Funding Letter. Any part of an installation carried out prior to this will be deemed a retrospective application. The Welsh Government is unable to support retrospective applications.**
32. The Welsh Government reserves the right to cease or otherwise vary the terms of the scheme in any way without further notice.
33. You will be required to repay all of the funding to the Welsh Government immediately if any of the information you have provided to us in your Application or in support or your Application is incorrect or misleading including, but not limited to, any information relating to the amount of 'de minimis aid' you have received.
34. Any acceptance of funding does not create a contract between the Welsh Government and the Internet Service Provider.
35. **The Welsh Government will not be responsible for any issues in service delivery; the service contract will remain wholly between the business and their service provider.**
36. The Welsh Government reserves the right to review any applications.

Payment Conditions for All Applicants

1. The Welsh Government will not release funding on retrospective application and / or claims.
2. Payment conditions need to be met following receipt of an Offer of Funding Letter and the installation of your ultrafast solution as part of your Payment Claim.
3. It is the responsibility of the recipient of the Offer of Funding Letter to complete, submit and ensure that the Welsh Government receives all required documentation to release payment.
4. The person who received the Offer of Funding Letter should complete, sign and submit the claim form along with the necessary supporting evidence. Completed online claim forms are acceptable but must be sent to the Welsh Government email address broadband@wales.gsi.gov.uk via the applicant's own email address. Completed Claim Forms may also be submitted in writing by post to:

Welsh Government
Department for Economy, Science and Transport
ICT Infrastructure Division
First Floor
South Gate House
Wood Street
Cardiff CF10 1EW

5. Grant recipients who do not submit the required documentation will be liable to pay the full cost of installation to the service provider.
6. The Internet equipment installed through the grant scheme must remain at the premises and is not transferable.

No payment will be made by the Welsh Government under the Ultrafast Connectivity Voucher scheme until the following criteria have been met:–

- The Offer of Funding Letter has been signed and returned.
- Installation of your ultrafast service has been completed, and a working eligible ultrafast service in accordance with your Offer of Funding Letter is in place.
- A fully completed Claim Form has been submitted with the correct supporting information.
- An electronic date stamped broadband speed test from a speed test website e.g. www.speedtest.net is submitted, confirming that the eligible ultrafast service is connected and in proper working order. This should be printed at the business premises in receipt of the ultrafast connection and signed and dated by the authorised signatory. Printed speed test results must show the IP address; date and time, download speed; upload speed and latency. NB personal computer dates and times will not be considered sufficient evidence for authenticating the test.
- A copy of your receipted invoice, on company headed paper from your Internet Service Provider is submitted. The invoice must clearly detail costs under the same categories as the original quote and detail the service package agreement. The invoice should also show the serial number(s) of the equipment installed at the installation premises.
- Evidence is submitted showing that the invoice has been fully paid by the business and there is no balance outstanding, evidence can include bank statements evidencing defrayment, invoices stamped as paid in full.

If all of the information requested is not provided, this will delay the completion of your claim. The claim will not be processed until all the information requested is provided.

In the event that the information requested is not provided, the Welsh Government reserves the right to reject your claim.