



**Reaching 100%**  
Digital Scotland

# THE R100 SCOTTISH BROADBAND VOUCHER SCHEME

**If a registered supplier contacts you about using your voucher to supply you with a broadband service, here's what to do**

JUNE 2023



A registered supplier may contact you to let you know that you're eligible for a voucher and that they can use it to give you access to a broadband service.

This is ok – we encourage registered suppliers to reach out to eligible homes and businesses to help increase broadband coverage, particularly in hard-to-reach rural areas.

You're under no obligation to use the service being offered. The decision whether to use your voucher is entirely yours.







# Taking a service from a registered supplier

If you agree to take a service from a registered supplier, they'll contact us with your details. We'll then email you to confirm that you'd like the supplier to use your voucher funding.



**CHECK OUR LIST OF REGISTERED SUPPLIERS**

Once we receive your confirmation, we'll approve the use of your voucher, and your supplier will install your service.

Registered suppliers have **up to 12 months** to install a service. Most of the time it's quicker than this, but it can depend on the technology being used.





# YOUR CONTRACT

You'll enter into a commercial contract with your supplier, as is normal when buying a broadband service. We're not party to this contract, but we do ensure that the most they can charge for a minimum 12 month superfast broadband contract is £54 per month.

Suppliers may also offer you packages that cost more and provide faster speeds, but this decision is yours.







## ONCE YOU'RE LIVE

**We'll get in touch to confirm your service is live**

Once your broadband service is live, your supplier will let us know. We'll then email you to confirm this.

For your supplier to receive payment from the Scottish Government, it's important that **you confirm with us that your service is live when we ask you.**

Your supplier will claim from us the capital costs of connecting your broadband. You'll not be asked to fund any further costs other than those you agree directly with your supplier when taking out a service.

In a few cases – usually only with Fibre to the Premises (FTTP) broadband – the cost may exceed the maximum value of the voucher. If this happens, your supplier must agree these with you and inform us before applying for voucher approval.



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If you're a VAT registered business, your supplier can charge you for VAT on the costs that they incurred while connecting you. You should be able to reclaim this from HMRC.

## KEEP IN TOUCH



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**Submit an enquiry**



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