



# Access Broadband Cymru

## Eligibility Criteria & Scheme Conditions

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

Complimenting this programme is the Access Broadband Cymru Scheme, which provides grant support to install alternative broadband solutions capable of delivering stable superfast download speeds.

The scheme is open to individuals, businesses and 3rd Sectors premises in Wales where the broadband connection (if available) cannot deliver a step change in service provision of at least twice the current download speed. The proposed new service must ensure an absolute minimum download speed of at least 10Mbps. Applications requesting step change speeds that result in download speeds lower than 10Mbps will not be supported by the scheme.

Prospective grant applicants should also consider that they may be able to benefit from more preferable terms and conditions once competitive options are available following an upgrade in their area under Superfast Cymru. You should only apply for grant funding under Access Broadband Cymru if you are certain that you have chosen the solution which best suits your needs for the full term of your obligation to your service provider.

**The scheme will offer a two tier voucher that provides grant support towards eligible costs for a broadband connection that result in a download speed step change. The voucher denominations are:**

**£400 voucher for 10Mbps and 20Mbps broadband packages.**

**£800 voucher for a superfast broadband package (30Mbps and above).**

The following pages set out the Eligibility Criteria of each application category.

To be eligible for funding support under Access Broadband Cymru, you will need to fulfil all the criteria for your application category.

If you are applying as an Individual Resident go to page 2.

If you are applying as an Enterprise or a 3rd Sector Organisation go to page 3.

If you are applying as part of a Community Scheme go to page 4.

## Eligibility Criteria and Scheme Conditions for Individual Residents

1. Comprise a single residential fixed dwelling which is located in Wales.
2. The Welsh Government reserve the right to request a copy of your Council Tax for the installation premises.
3. You must not be able to access the internet or your existing broadband connection and equipment cannot achieve the required step change (at least twice your current download speed). Applications requesting step change speeds that will result in download speeds less than 10Mbps will not be supported.
4. After receiving your application form the Welsh Government will verify your broadband availability.
5. The Welsh Government reserve the right to reject applications if the premise is found to have access to broadband download speeds above the minimum step change of 10Mbps.
6. Completed online application forms are acceptable but must be sent to the Welsh Government email address [broadband@wales.gsi.gov.uk](mailto:broadband@wales.gsi.gov.uk) via the applicant's own email address. Applications 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

7. The Welsh Government may request you to explain your choice of provider.

**Now go to page 5.**

## Eligibility Criteria and Scheme Conditions for Enterprises and 3rd Sector Organisations

1. Your enterprise or 3rd sector premises must be located in Wales.
2. The Welsh Government reserve the right to request a copy of your Council Tax or Business Rates for the installation premises.
3. Over the last 3 fiscal years you must not have received public financial support exceeding the de minimis ceilings for the sector in which you operate 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

4. If funding from Access Broadband Cymru will breach the relevant De minimis limit, we will not award the funding.
5. VAT registered Enterprises and 3rd Sector Organisations will be offered the net amount of the £400 and £800 vouchers.
6. You must not be able to access the internet access or your existing broadband connection and equipment cannot achieve the required step change (at least twice your current download speed). Applications requesting step change speeds that result in download speeds lower than 10Mbps will not be supported by the scheme.
7. The Welsh Government reserve the right to reject applications if the premise is found to have access to broadband download speeds above the minimum step change of 10Mbps.
8. Completed online application forms are acceptable but must be sent to the Welsh Government email address via the applicant's own email address. Applications may also be submitted in writing by post to:  
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## Eligibility Criteria and Scheme Conditions for Community Schemes

1. Communities are defined as any cluster of premises, comprising more than one premises with any combination of Individuals, Enterprises or 3rd Sector Organisations who combine their funding allowance to purchase a community broadband solution.
2. Each applicant within a community scheme is required to submit a completed application form and verify that they are able to meet point 4 below.
3. The Welsh Government reserve the right to request a copy of your Council Tax or Business Rates for the installation premises.
4. You must not be able to access the internet access or your existing broadband connection and equipment cannot achieve the required step change (at least twice your current download speed). Applications requesting step change speeds that result in download speeds lower than 10Mbps will not be supported by the scheme.
5. The Welsh Government reserve the right to reject applications if the premise is found to have access to broadband download speeds above the minimum step change of 10Mbps.
6. The total eligible cost (as defined in paragraph (h) of the General Scheme Conditions) of the scheme will be shared equally between all applicants subject to the maximum level of support.
7. Three proposals must be sought from different Internet Service Providers. One copy of each proposal must be submitted along with completed application forms for each applicant within the community scheme.
8. The community proposal from the ISP should include **as a minimum** the following information:
  - i. Full details of the geographic area to be covered, including site surveys.
  - ii. Full details of the number of premises to be addressed by the proposal and confirmation that none of the premises have benefitted from publicly funded broadband infrastructure.
  - iii. A detailed technical specification of the solution to be offered to the community.
  - iv. A full breakdown of all of the costs associated with providing the broadband solution to the community.
  - v. If the total cost is more than the potential funding, an explanation of how the shortfall will be funded is required.
  - vi. Details of the service offering to Applicants within the community to include services, monthly subscription costs, service levels, customer support arrangements and technical, operation and maintenance arrangements.
  - vii. Full details of the commercial sustainability for the community solution, including network capacity for future subscriptions.
  - viii. Details of the benefits the solution will bring to the community.
  - ix. Welsh Government reserves the right not to provide funding for community solutions where it cannot be demonstrated that the solution is commercially sustainable by the service provider.

If you are an Enterprise or 3rd Sector Organisation and applying as part of a community you also need to comply with de minimis aid as detailed on page 3.

**Now go to page 5.**

## General Scheme Conditions – For All Applicants

- a. You should not have previously received any public funding for a broadband connection at the designated installation address. This would include any public funding from any body such as Welsh Government, a Local Authority or any other body.
- b. The Welsh Government requires you to secure a broadband solution where there is a step change of at least twice the download speed currently available to you, with an absolute minimum of 10Mbps.
- c. Applicants may choose a Registered Prospective Internet Service Provider (ISP) from the list at located at [www.gov.wales/broadband](http://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.
- d. The Welsh Government will not provide funding for a service that delivers a slower broadband speed than you currently achieve.
- e. The award of support for an eligible broadband service is restricted to one award per premises.
- f. Where individual applications (from individual households, Enterprises or 3rd Sector Organisations) are received for an area where the Welsh Government has already funded a community scheme, Applicants will be required to join the Community scheme if feasible. Any variance to this condition will be at the sole discretion of the Welsh Government.
- g. The maximum level of support for each applicant towards eligible costs will be in accordance with the level of voucher applied for and offered by the Welsh Government. Applicants can purchase solutions which are in excess of the maximum level of support; however the Welsh Government will not make any contribution over and above the maximum level of the requested voucher. The Welsh Government in its sole discretion reserves the right to vary these amounts.
- h. Eligible costs are defined as any reasonable capital costs for the initial installation and set-up costs. This will include but is not limited to the following components:–
  - i. Installation fees.
  - ii. External customer equipment such as wireless antennae or satellite receiver.
  - iii. External shared infrastructure equipment such as civil engineering work, wireless/mobile/satellite masts, installation of wireless/mobile/satellite equipment on existing structures, provision of power supplies, fibre and copper cables, other shared infrastructure for any technology type.
  - iv. Set-up & survey costs.
  - v. Customer premises equipment costs such as a router, network termination point or other similar equipment.
  - vi. Eligible costs **will not include** PCs, servers, other associated IT equipment, VOIP telephones and TV modules.
  - vii. For the avoidance of doubt, the scheme does not include financial support for monthly subscription costs.
  - viii. VAT registered Enterprises and 3rd Sector Organisations will be offered the **net** amount of the £400 and £800 vouchers.

- i. The contract you enter into with your service provider must be for a minimum term of 12 months.
- j. If you do not meet the terms of the contract at point (i) above, then the Welsh Government reserves the right to recover the funds, e.g. in the event that you decide to change provider, for whatever reason, within the minimum term of the contract at point (i) above, the Welsh Government reserves the right to recover the funds. Reducing the step change speed outlined in your contract with the Internet Service Provider during a minimum term of 12 months will also allow the Welsh Government the reserved right to recover the funds.
- k. The Welsh Government reserves the right to request additional information in order to evaluate and validate your application for financial assistance under the scheme.
- l. The internet equipment installed through the voucher scheme must remain at the premises and is not transferrable.
- m. As the Applicant, you will be required to provide the information as reasonably requested by the Welsh Government.
- n. The Welsh Government reserve the right to vary the offer of financial support based on the information provided and verified as part of the appraisal process.
- o. 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, if available online or through any other published source, or in line with costs that are typically charged by other service providers for similar equipment (normal industry standards) then the Welsh Government reserves the right to vary the voucher amounts.
- p. Only when a formal Offer of Funding Letter is received by you from the Welsh Government 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.
- q. **You should NOT enter into any contract with your Internet Service Provider until you have received, signed and returned your Offer of Funding Letter to the Welsh Government. 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.**
- r. The Welsh Government reserves the right to cease or otherwise vary the terms of the scheme in any way without further notice.
- s. 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 of your Application is incorrect or misleading including where applicable, but not limited to, any information relating to the amount of 'de minimis aid' you have received.
- t. Should your application be successful any payments made by the Welsh Government to the Internet Service Provider will be made on your behalf as the end user of the service. The payment will not constitute state aid to the Internet Service Provider. This payment will not create a contract between the Welsh Government and the Internet Service Provider.

**For Payment conditions and criteria please go to page 7.**

## Payment Conditions for All Applicants

1. The Welsh Government will not release funding on retrospective applications and/or claims.
2. Payment conditions need to be met following receipt of an Offer of Funding Letter and the installation of your broadband 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](mailto: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. Your application constitutes your agreement to elect the Welsh Government to pay your Internet Service Provider on your behalf.
7. 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 Access Broadband Cymru scheme until you have met the following criteria:–

- You have received, signed and returned an Offer of Funding Letter.
- Completed installation of your broadband service and have a working eligible broadband service in accordance with your Offer of Funding Letter.
- Submitted a fully completed Elective claim form with the correct supporting information – the Elective Claim form will be distributed at the time the Offer of Funding Letter is issued.
- Submitted an electronic date stamped broadband speed test from speed test website [www.speedtest.net](http://www.speedtest.net), confirming the eligible broadband service is connected and in proper working order. This should be printed at your premises and signed and dated by you. Printed speed test results must show the IP address; date & time, download speed; upload speed and latency. **NB** personal computer calendar dates and times will not be considered sufficient evidence for authenticating test.
- Submitted an invoice addressed to you, at the installation premises, from your Internet Service Provider on company headed paper. The invoice must clearly detail costs of installation and service package agreement. The invoice must also show the serial number(s) of the equipment installed at the installation premises.
- Completed bank details for your Internet Service Provider.

If all of the information requested is not provided, this will delay the processing of your claim. We will not be able to complete your claim until all of the information requested is provided to us.

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