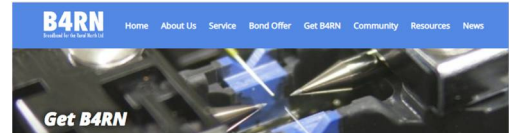


Gigabit Voucher Request Form Guide

B4RN has now been granted approval to apply for Government grants for properties in our parish and require all properties who would like to receive the service in the future to complete the on-line **Service Request Form**. This is in addition to any previous registration of Expression of Interest.

It is **VERY** important that everyone who would like to subscribe to B4RN's Hyperfast Broadband service completes the on-line **Service Request Form** to ensure that our community broadband project receives maximum government funding towards the costs of the project and to ensure all eligible properties do receive a government grant!



Step 1 – To submit The Gigabit Voucher Request Form please click on

Click on the 'GET BARN' page of the B4RN website.

<https://b4rn.org.uk/postcode-checker/>

The image shows a section of the B4RN website titled 'Can I get B4RN?'. It includes a location pin icon, a text input field labeled 'Postcode', and a blue 'Check' button. Above the input field, it says 'Enter your postcode to check B4RN availability in your area:'.

Step - 2

For properties in post codes which are eligible for a grant

- You will be notified that the property has been registered under the Government Grant Scheme and residential properties will receive a £150 grant from B4RN towards the installation costs.
- Business will receive £300 and have the installation cost of £150 waived.
- Residents who invest £1,500 or more will also be eligible to free connection worth £150 in addition to the £150 grant.

For properties not eligible for a government grant – don't worry!

- You will be notified that the property is in an area where the B4RN service is available but it will not say that it has been registered for a government grant.
- However, you will still receive a £150 installation grant from B4RN once you have been connected and paid for your first month's service by Direct Debit.

In both cases the property owner will need to complete the **Service Request Form** where they can choose between

- 1) Immediate Commitment (Once B4RN service is available)
- 2) Delayed Commitment (for people currently in contract with another provider) and a Delayed service request date.

ALL properties must still sign a 12 month service agreement. However, there are NO fees or penalty clauses for early termination which enables the contract to be cancelled free of charge after the first 30 days.

What happens next?

1. Everyone will receive an email from B4RN confirming receipt of your form.
2. If the government approves your connection for a grant payment to B4RN you will receive three further emails:
 1. From gigabit.vouchers@notifications.service.gov.uk to acknowledge receipt of your request and asking you to **click on link** in the email to confirm your details and agree to the Ts & Cs.
 2. After you have clicked on the link you will then receive a confirmation email from 'gvsadmin@culture.gov.uk' with your voucher ID and approval date.
 3. You will receive a final email once you have a live service requesting that you confirm your connection and the speed. This needs to be done within 28 days or the project will lose the government funding for this connection.
3. If the government does not approve your connection for a grant payment to B4RN you will not receive emails from the government – but you will still receive a £150 installation grant from B4RN once you have been connected and paid for your first month's service by Direct Debit.

You MUST click on the link provided in emails 1 & 3. If you don't then the project will miss out on the government grant and you may not receive the £150 installation grant from B4RN.

If you have any questions or queries regarding this process, please contact the office on 01524 555887 or email gbvs@b4rn.org.uk

Step 3 - Installation & Connection

1. Customers who would like **immediate connection** will be contacted by the community B4RNPR team to notify them when "B4RN" will install conduit from the nearest chamber to their property curtilage.
 - The property owner is responsible for installing the conduit across their property.
 - Once this is done the B4RNPR team will install the baseplate in the desired location.
 - B4RN will contact the property when the service is available to arrange details for a B4RN engineer to visit the property and complete the installation (blowing fibre) and installing the Router to make the **Connection Live**. After which, the engineer will ask the owner to sign a 12 month service agreement form. The connection charge (if appropriate) is paid when the service starts.
2. Customers who requested a "**Delayed commitment**" as they have a contract with their current service provider which expires in x months' time.
 - will be contacted by the community B4RNPR team to notify them when "B4RN" will install conduit from the nearest chamber to their property curtilage.
 - The property owner is responsible to install the conduit across their curtilage to their property.
 - Once this is done the B4RNPR team install the baseplate in the desired location.
 - There is **NO** charge for this **Connection Only**
 - B4RN will contact the property owner a few weeks before the "Delayed service request date" provided by the property owner, when the existing contract expires to arrange details for a B4RN engineer to visit the property and complete the installation (blowing fibre) and installing the Router to make the **Connection Live**. After which, the engineer will ask the owner to sign a 12 month service agreement form. The connection charge (if appropriate) is paid when the service starts.

- Once the service is live, owners who have received notification of a government grant will receive an email from the government to confirm the connection. Please respond to this email straight away (within 28 days at the very latest) otherwise the project will lose the government money. After which owners will receive a cheque from B4RN for £150 towards installation costs.
- If you do not receive the email from DCMS, the Department for Digital, Culture, Media & Sport please check your Spam folder in case it has been diverted there.