



Getting a Basic Broadband service

A guide for those who may wish to apply to benefit from the scheme

If you currently experience poor broadband speeds, or you are unable to obtain an affordable broadband service at all, Broadband Delivery UK (BDUK) will help provide you with access to an alternative broadband service that will offer speeds of at least 2Mbps, by providing you with access to a subsidised basic broadband connection

This helps fulfil a Government commitment first made in December 2010, when the Government announced public funding to extend Superfast Broadband beyond the reach of commercial deployment to 90% of UK premises. The 2Mbps Universal Service Commitment (USC) was to offer a service providing broadband speeds of at least 2Mbps for anyone yet to benefit from Superfast Broadband by the end of 2015. The Government subsequently made further public funding available to raise the target for Superfast Broadband coverage to 95% of UK premises by the end of 2017.

What are my other options for Better Broadband?

You may already be able to access Superfast Broadband services. You can check Superfast Broadband availability on the Government's website:

<http://gosuperfastchecker.culture.gov.uk/>

You may be able to get a 4G mobile broadband connection. You can check current availability of 4G mobile broadband services at the Ofcom Mobile Coverage Checker:

www.ofcom.org.uk/mobile-coverage

Some parts of the UK are covered by local wireless broadband service providers. You can check whether they cover your area by entering 'wireless broadband services' into an Internet Search engine such as Google or Yahoo

How will BDUK help?

BDUK will provide an eligibility code that you will be able to present to one of a selected number of retail service providers to obtain a subsidised basic broadband service.

You will need to place an order with one of the selected retail service providers, and enter into a contract for basic broadband services provision for a minimum period of 12 months.

The code will cover most of the cost of installation and commissioning of your basic broadband service. You will be responsible for paying any remaining cost of installation and commissioning (if any), for choosing the features of the basic broadband service you require, and for paying the monthly subscription for the service you have selected, and for paying any VAT on the amounts payable.



The code does not have a specific fixed value, but when used to obtain a basic broadband service from one of the selected retail service providers, the use of the code will reduce the total cost to make it affordable. Basic Broadband is described as offering a service faster than 2Mbps and with at least 10Gb of data at a cost of less than £400 per year (inclusive of all monthly charges and activation/installation fees)

How do I decide whether to apply?

You can obtain information on the scheme by reading this guide, which should help you to decide whether to apply to benefit from the scheme.

Can I apply?

You can apply to benefit from the scheme if you currently experience poor broadband speeds (i.e. download broadband speeds of less than 2Mbps), or you are unable to obtain an affordable broadband service at all.

When can I apply?

The national scheme will be launched by the end of 2015, and will be available for applications from launch until the end of 2017.

Basic broadband services provided under the scheme will be available to use until (at least) 2022.

How do I apply?

You can apply to benefit from the scheme by completing a simple online application form available [here](#)

You will need to provide:

- Your postal address, including your post code
- The main line telephone number at that address, if you have one
- Your name and other contact details such as mobile phone number, email address, etc.
- You will need to confirm that you are the owner or occupier at that address (we cannot accept applications from anyone that is not the owner/occupier).

Will I be eligible to benefit from the scheme?

You will be eligible to benefit from the scheme, and will be issued with a code, if you currently experience poor broadband speeds (i.e. broadband download speeds of less than 2Mbps), or you are unable to obtain an affordable broadband service at all, providing that:

- (a) BDUK determine that your home or business is not currently able to access a broadband download speed of at least 2Mbps;



- (b) there are no alternative affordable broadband services available to you, which would provide a broadband download speed of at least 2Mbps;

BDUK will ask you to confirm on your application that to the best of your knowledge, there are no alternative affordable broadband services available to you, which would provide you with a broadband download speed of at least 2Mbps;

You will also be asked to confirm that you do not already have a basic broadband service at your address;

BDUK will check records of existing and planned coverage of broadband services to confirm that there are no alternative affordable broadband services available to you, which would provide you with a broadband download speed of at least 2Mbps;

If there may be an alternative affordable broadband service available to you, which may be able to provide you with a broadband download speed of at least 2Mbps, BDUK will refer you to the relevant provider for you to obtain that service (and not issue you with a code under the scheme). However, if an alternative affordable broadband service is not actually available to you, BDUK will consider issuing you with a code under the scheme (subject to the other eligibility tests described here).

- (c) There are no plans to provide Superfast Broadband to you within 12 months of your application;

BDUK will check our roll-out plans for Superfast Broadband to see whether you are likely to benefit within 12 months of your application;

If you are likely to benefit from Superfast Broadband within 12 months of your application, you may not wish to enter into a minimum 12 month contract with a basic broadband retail service provider under the scheme, and may prefer to wait until Superfast Broadband becomes available to you;

BDUK will advise you of when Superfast Broadband is likely to be available, and if this is within 12 months of your application, then you will not be issued with a code under the scheme. However, if you are unlikely to benefit from Superfast Broadband within 12 months of your application (i.e. Superfast Broadband availability is more than 12 months away, or not yet planned), BDUK will issue you with a code under the scheme. The minimum contract you must agree to, under this scheme, will be 12 months



If I apply to the scheme and take a basic broadband service, will I still be considered for Superfast Broadband deployment?

Yes. Taking a basic broadband service under the scheme has no effect on plans for further deployment of Superfast Broadband, and your premises will be included within those plans, whether you take a basic broadband service under the scheme, or you choose not to do so.

How will I know the outcome of my application?

BDUK will aim to make a decision on your application as quickly as possible (within one month of receiving your completed application), and BDUK will advise you of the outcome of your application by email.

If the decision is to issue you with a code under the scheme, BDUK will send you a unique code via email, together with the list of the basic broadband retail service providers currently operating under the scheme, and their contacts details.

If BDUK decide not to issue you with a code under the scheme, you will receive an email with the reasons for the decision.

Can I appeal against a decision not to issue me with a code?

If you are not satisfied with the decision not to issue you with a code under the scheme, and the reasons given for that decision, you may submit one appeal by email to BDUK setting-out the grounds for your appeal, and why you believe BDUK should have issued you with a code. BDUK will review the decision in the light of your appeal, and will make a final decision on whether or not to issue you with a code under the scheme. BDUK will not be able to consider more than one appeal in relation to any one applicant.

How do I use the code?

Once you have received a unique code, and the list of basic broadband retail service providers currently operating under the scheme, you should review the products and prices available from each provider, to select the product that best meets your requirements and the amount of monthly subscriptions you are willing to pay.

You should then approach your chosen basic broadband retail service provider to order the service you require, and provide them with your unique code. The basic broadband retail service provider will confirm the features of the product you have chosen, and the costs involved in a minimum 12 months service contract, after the code has been taken into account.

The code will cover most of the cost of installation and commissioning of your basic broadband service. You will be responsible for paying any remaining cost of



installation and commissioning (if any), and paying the monthly subscription for the service you have selected, and for paying any VAT on the amounts payable.

Can I use the code with retail service providers that are not part of the scheme?

No, the code can only be used with basic broadband retail service providers operating under the scheme. Other basic broadband retail service providers may join the scheme after launch, and you will be advised of the list of basic broadband retail service providers currently operating under the scheme at the time that you are issued with your unique code.

Other basic broadband retail service providers not operating under the scheme may also offer services in your area, and you may choose to use such an alternative basic broadband retail service provider, but you will not be able to use a code issued under the scheme with that alternative provider, and you will have to meet the full cost of installation and commissioning and using the service yourself.

END