



Beneficiary Validation

How to guide

V1 January 2023

This guide can be shared with beneficiaries to guide them through the voucher validation process. It includes:

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Request validation

Once the supplier has requested a voucher on the beneficiary's behalf, the beneficiary will need to confirm that they agree to the supplier making the connection.

Step 1: Beneficiary will receive an email from BDUK which provides a validation link and one time password:

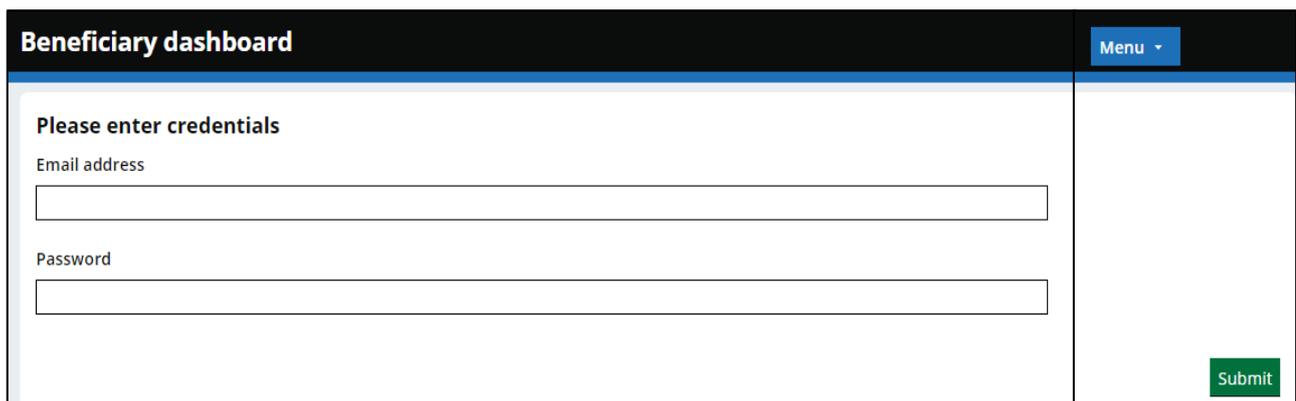
Please use the link and password below to view and accept the terms of the Scheme. We cannot issue your voucher until you confirm these details.

Password: 125579

Link: <https://bduk-bdukfp-stg1.pega.net/prweb/PRAuth/VoucherValidation>

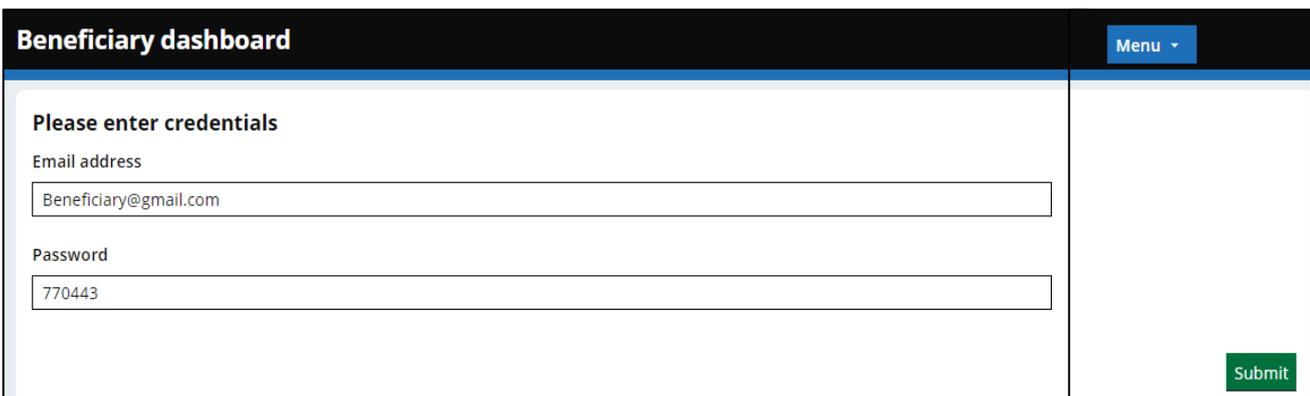
Please note: Full email in Appendix 1

Step 2: Click on the link in the email or copy in to browser



The screenshot shows the 'Beneficiary dashboard' header with a 'Menu' dropdown. Below the header, the text 'Please enter credentials' is displayed. There are two input fields: 'Email address' and 'Password'. A green 'Submit' button is located in the bottom right corner of the form area.

Step 3: Enter the email address associated with the voucher (the one that received the validation email) and the numerical password in the email and click submit



This screenshot is identical to the previous one, but the 'Email address' field contains the text 'Beneficiary@gmail.com' and the 'Password' field contains the text '770443'. The 'Submit' button remains in the bottom right corner.

Step 4: Select if you are residential, business or Sole Trader

M **Voucher validation** Menu ▾

Due 27 days from now

Statement

It is important that you confirm your acceptance of the Gigabit Voucher Scheme terms and conditions before we confirm your voucher.

Please confirm whether you are a:

Business

Residential

Sole Trader

Residential: Beneficiary is a resident with no business activity being completed at the premises

Business: Beneficiary is company, charity or partnership requesting a voucher for a premises from which they actively trade

Sole Trader: Beneficiary is an individual who is the exclusive owner of a business requesting a voucher for a premises from which they actively trade

Please note: Sole Trader must provide attachment evidence of UTR number on HMRC documentation at the time of validating

Step 5: Complete the remainder of the form for the correct beneficiary type and click submit

Please note: Copies of the full form for each beneficiary in Appendix 2

Redeem validation

Once the connection has been completed by the supplier the beneficiary will need to confirm a successful connection.

Step 1: Beneficiary will receive an email from BDUK which provides a validation link and one time password:

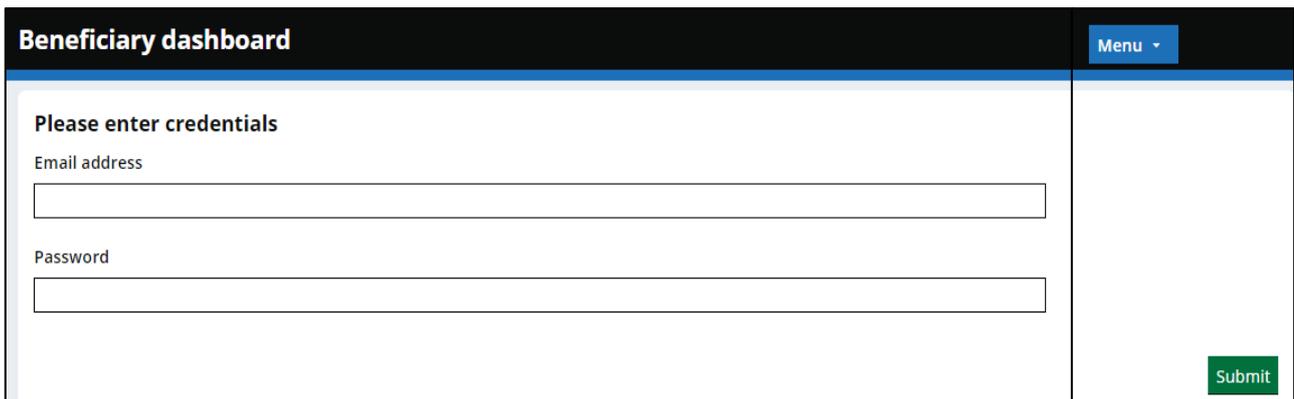
Please use the link and password below to confirm that your new connection is in place and working in line with the terms and conditions of the scheme.

Password: 989659

Link: <https://bduk-bdukfp-stg1.pega.net/prweb/PRAuth/VoucherValidation>

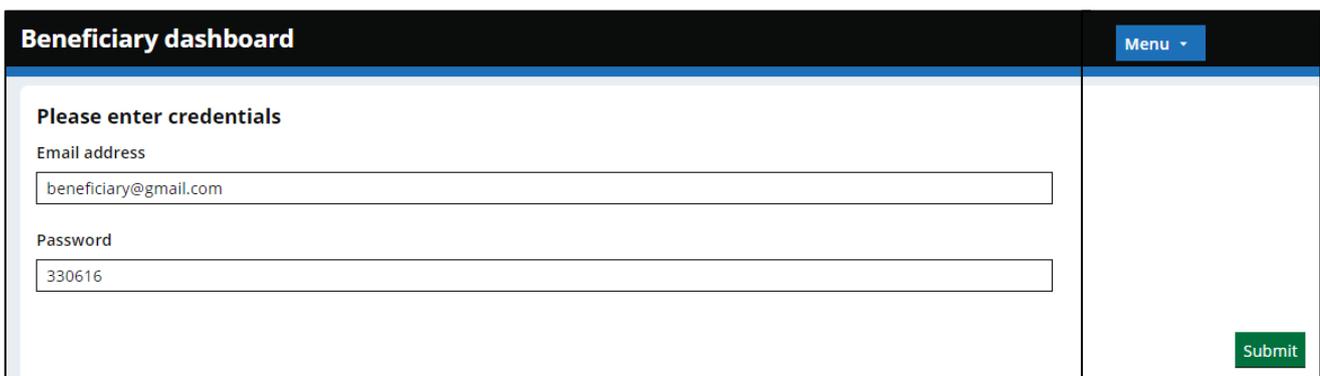
Please note: Full email in Appendix 2

Step 2: Click on the link in the email or copy in to browser



The screenshot shows the 'Beneficiary dashboard' header with a 'Menu' dropdown. Below the header is a form titled 'Please enter credentials'. It contains two input fields: 'Email address' and 'Password'. A green 'Submit' button is located at the bottom right of the form.

Step 3: Enter the email address associated with the voucher (the one that received the validation email) and the numerical password in the email and click submit



This screenshot shows the same 'Beneficiary dashboard' login form as above, but with the 'Email address' field containing 'beneficiary@gmail.com' and the 'Password' field containing '330616'. The 'Submit' button remains at the bottom right.

Step 4: Complete your name, declaration, satisfaction survey and confirm details are correct on the form and click submit

M Connection validation
Due 11 days from now

On behalf of Joe Beneficiary whose authority I have to complete this statement, I confirm the following details are correct:

About you:
Beneficiary name: Joe Beneficiary
Company name:
Address: V
Post code: Address
Date of delivery:
Unique reference: GPYRHZ75

Your name

Joe Beneficiary

Declaration
I confirm that the installation has been completed and to the best of my knowledge complies with the below terms of the scheme.
 Yes
 No
[Gigabit voucher scheme Ts & Cs](#)

Please take a couple of minutes to tell us about your experience with the Scheme
How did you hear about the gigabit broadband voucher scheme? (Optional)
Direct approach from supplier (in person)

Thinking about your new gigabit capable connection, please indicate your level of satisfaction with its performance. (Optional)
 Not at all satisfied
 Moderately satisfied
 Satisfied
 Very satisfied
 Delighted

Please tell us about the difference your new gigabit capable connection has made to you.
Great connection and fantastic service throughout. Very impressed

Details submitted by the supplier in this form are correct?
 Yes
 No

Cancel

Save Submit

Appendix 1 – Request validation email

Once the connection has been completed by the supplier the beneficiary will need to confirm a successful connection.



This email is intended for **Beneficiary**

SUPPLIER has requested a UK Gigabit Voucher on your behalf to offset the cost of a gigabit-capable broadband installation at your address.

Your voucher number is GPZOS026.

In order for us to issue the voucher, we need you to confirm that you agree to this supplier requesting a voucher to help fund the cost of a new gigabit-capable service to your address.

Please use the link and password below to view and accept the terms of the Scheme. We cannot issue your voucher until you confirm these details.

Password: 125579

Link: <https://bduk-bdukfp-stg1.pega.net/prweb/PRAuth/VoucherValidation>

If you are concerned about the security of the link, please visit the scheme website for more information: <https://gigabitvoucher.culture.gov.uk>

If the link above does not work when clicked, please copy and paste it into your browser. If you do not give your agreement within 28 days of this email, BDUK will cancel your supplier's request for a voucher. Validation by anyone other than the beneficiary named above may invalidate this request.

If you did NOT agree for **SUPPLIER** to request a voucher on your behalf, please contact us:

SUPPLIER CONTACT

It is not a requirement of the Scheme for you to make any payments in advance of the connection being delivered.

If your query is specific to the contract you have with your supplier or service provider, please contact **SUPPLIER**

If you did not request this voucher, please contact us at: GBVSHelp@dcms.gov.uk

Gigabit vouchers are issued subject to the terms and conditions of the Scheme which is operated by the Department for Digital, Culture, Media and Sport (DCMS).

<https://gigabitvoucher.culture.gov.uk/terms-conditions/>

Building Digital UK (BDUK)

BDUK is an Executive Agency of the Department for Digital, Culture, Media and Sport

DATA PROTECTION

Where you are a corporate or residential beneficiary, we and you shall comply with all applicable data protection laws. Any personal data (of any individual, employees, company representatives or otherwise) provided by you shall be used in accordance with our privacy statement located

at https://gigabitvoucher.culture.gov.uk/privacy_notice/.

You shall comply with any additional data protection procedures notified by us and ensure that (a) you have provided such employees, company representatives or otherwise (as applicable) with our privacy statement, and (b) all fair processing notices have been given and/or, as applicable, consents are obtained to enable us to process the relevant data for the purpose of the Scheme.

We shall be entitled to require you to comply with such additional provisions as we may reasonably determine to be necessary in order to enable DCMS and you to comply with our respective obligations under data protection legislation including The Data Protection Act 2018 and the U.K. GDPR

Appendix 2 – Request validation form

Residential Beneficiaries

On behalf of Hannah Test whose authority I have to complete this statement, I confirm the following details are correct: Menu ▾

About you:
Beneficiary name:Hannah Test
Address: [REDACTED]
Post code: ADDRESS
Date of contract agreement: 01/01/2023
Unique reference:GPC3FDOO

About your new or upgraded connection, I confirm:

- I do not already have installed a gigabit capable broadband connection at the premises above. For more details of connection capability please see the terms and conditions below.
- I have agreed to take service from [REDACTED] SUPPLIER for a new service for a period of no less than 12 months from the date of sale above
- I have not already claimed a Gigabit Broadband Voucher for this or any other premise

You can download a copy of the scheme terms and conditions
[Gigabit voucher scheme Ts & Cs](#)

I Accept the Terms and Conditions of the offer of a Gigabit Voucher

Yes
 No

Comments

Your name

Details submitted by the supplier in this form are correct?

Yes
 No

Cancel Save Submit

Business beneficiaries (including Business, Charity, Partnership)

It is important that you check and confirm the following so we can issue your Gigabit Voucher.

On behalf of Hannah Test whose authority I have to complete this statement, I confirm the following details are correct:

About you:

Beneficiary name:Hannah Test

Address:

Post code

ADDRESS

Date of contract agreement: 01/01/2023

Unique reference:GPC3FDOO

About your new or upgraded connection, I confirm:

- I do not already have installed a gigabit capable broadband connection at the premises above. For more details of connection capability please see the terms and conditions below.
- I have agreed to take service from **SUPPLIER** for a new service for a period of no less than 12 months from the date of sale above
- I have not already claimed a Gigabit Broadband Voucher for this or any other premise

You can download a copy of the scheme terms and conditions

[Gigabit voucher scheme Ts & Cs](#)

I Accept the Terms and Conditions of the offer of a Gigabit Voucher

Yes

No

Your name

Information about your company/business

Number of full time employees

10 to 19

20 to 49

50 to 99

100 to 250

More than 250

Number of years trading

0 to 1

2 to 4

5 to 10

11 to 20

More than 20

Home or Office based

Home

Office

Sector

Company number

Enter your registered company number as it appears at Companies House

Details submitted by the supplier in this form are correct?

Yes

No

Sole Trader Beneficiary

Menu ▾

I Accept the Terms and Conditions of the offer of a Gigabit Voucher

Yes

No

Your name

Evidence of status

As part of this application, we require evidence of your status as an enterprise (Sole Trader). The documentation we will accept as evidence, includes:

- Proof of your sole trader UTR number on HMRC documentation
- Business bank account statement issued within the last three months

VOUCHER ISSUE WILL BE DELAYED IF YOU DO NOT PROVIDE APPROPRIATE EVIDENCE THAT YOU TRADE FROM THIS ADDRESS.

No file chosen

Number of years trading

0 to 1

2 to 4

5 to 10

11 to 20

More than 20

Home or Office based

Home

Office

Sector

Details submitted by the supplier in this form are correct?

Yes

No

Appendix 3 – Redeem validation email

Once the connection has been completed by the supplier the beneficiary will need to confirm a successful connection.



We require further information about your new gigabit broadband connection so that your UK Gigabit Voucher and the associated grant can be paid. Your funding may be at risk if no action is taken.

This email is intended for **Beneficiary**.

SUPPLIER has told us that the new broadband service you ordered from them, or an internet provider working with **SUPPLIER**, is now connected. The cost of this installation is supported by the UK Government's Gigabit Broadband Voucher Scheme.

Your unique voucher number is: GPZOS026

Please use the link and password below to confirm that your new connection is in place and working in line with the terms and conditions of the scheme.

Password: 989659

Link: <https://bduk-bdukfp-stg1.peganet/prweb/PRAuth/VoucherValidation>

If the link above does not work when clicked, please copy and paste it into your browser.

If you are concerned about the security of the link, please visit the scheme website for more information: <https://gigabitvoucher.culture.gov.uk>

If you have any queries or the service is not delivered or working to the contracted speeds, you should not complete the validation and contact us to let us know at GBVSHelp@dcms.gov.uk.

You should contact **SUPPLIER** if you have any questions about the service you are getting. Please note, that if you use a firewall this may reduce your reported connection speed.

If you do not respond to this email within 28 days, BDUK may cancel your voucher. If this happens, you may have to pay your supplier for the full connection cost of the service funded by the voucher.

You should also note that we may ask our agent, Campbell & Kennedy Maintenance Ltd, to contact you to confirm that your service meets the Scheme's terms and conditions. This may involve a site visit or a telephone call.

Gigabit vouchers are issued subject to the terms and conditions of the Scheme which is operated by the Department for Digital, Culture, Media and Sport (DCMS).

<https://gigabitvoucher.culture.gov.uk/terms-conditions/>

Building Digital UK (BDUK)

BDUK is an Executive Agency of the Department for Digital, Culture, Media and Sport