

## **Better Broadband scheme**

Getting a 'basic' broadband service - some frequently asked questions and answers

If you currently experience download broadband speeds of less than 2Mbps, we will help to provide you with access to an alternative broadband service that will offer speeds of at least 2Mbps via a subsidised satellite or wireless broadband installation. Find out more below.

Q: What is the eligibility code for?

A: We 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 satellite or wireless broadband installation.

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

The code will cover most of the cost of installation and commissioning of your satellite or wireless broadband service. You will be responsible for paying any remaining cost of installation and commissioning (if any), for choosing the features of the 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 satellite or wireless broadband service from one of the selected retail service providers, the use of the code will reduce the total cost (i.e. installation and commissioning costs). The code has no other value, and cannot be redeemed in any other way than through the scheme.

Q: Can I apply?

A: You can apply to the scheme if you currently experience download broadband speeds of less than 2Mbps, or you are unable to obtain an affordable broadband service at all.

Q: When can I apply?

The national scheme will be available for applications until the end of 2017.

Q: How do I apply?

A: You can apply to benefit from the scheme by completing a simple online application form at:

<http://www.westsussex-betterconnected.org.uk/better-broadband-scheme>

Q: Will I be eligible to benefit from the scheme?

A: If you can answer yes to the following questions you will be eligible to benefit:

You currently experience poor broadband speeds of less than 2Mbps;

Your postcode is included in the delivery plans for either the publicly funded roll out of broadband infrastructure or commercial roll out by suppliers but is not likely to benefit within the next 12 months.

Q: Why might I not be eligible to benefit from the scheme?

A: Our records show that your home or business has access to broadband at speeds of 2Mbps or faster;

Your postcode is included in the delivery plans for the roll out of publicly funded broadband infrastructure or the ongoing commercial roll out by suppliers and will benefit within 12 months.

Q: If I apply to the scheme and contract with a supplier for a satellite or wireless broadband service, will my property still be considered for future broadband improvements?

A: Yes. Taking a broadband service under the scheme reflects that you are not able to access broadband at 'basic' speeds of 2mbps. This means your home or business continues to remain eligible for any future funding for a 'superfast' solution.

Q: How will I know the outcome of my application?

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

If your application is successful, you will receive a code under the scheme. You will receive a unique code via email, together with the list of the satellite and wireless broadband retail service providers currently operating under the scheme, and their contacts details.

If your application is not successful, you will receive an email informing you of this.

Q: Can I appeal if I am not issued with a code?

Yes, you may submit one appeal by email setting out the grounds for your appeal, and why you believe we should have issued you with a code. We will not be able to consider more than one appeal in relation to any one applicant.

Q: How do I use the code?

A: Once you have received a unique code, and the list of satellite and wireless 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 satellite or wireless broadband retail service provider to order the service you require, and provide them with your unique code. The 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 satellite or wireless 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.

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

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

Other satellite or wireless broadband retail service providers not operating under the scheme may also offer services in your area, and you may choose to use such alternative providers, 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.

Q: Who operates the scheme?

A: The scheme to deliver the 2Mbps Universal Service Commitment (USC) is operated by a partnership between Central Government, local authorities, a number of satellite and wireless broadband retail service providers, and a number of satellite and wireless broadband platform providers.

Applications under the scheme are administered by West Sussex County Council, using a nationally agreed process and eligibility criteria.

Q: What are the limitations of satellite and wireless broadband?

A: The participating Retail Service Providers (RSPs) will be able to give you more detailed information and how their service meets your needs.

Q: Are there other ways to access broadband services?

A: You may already be able to access broadband services. You can check current and planned availability of broadband services in West Sussex elsewhere on this website:

<http://www.westsussex-betterconnected.org.uk/check-availability>

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:

<http://www.ofcom.org.uk/mobile-coverage>