

Broadband Connection Voucher Scheme Q&As

for small and medium sized businesses

What's the difference between superfast broadband and regular broadband?

Sending and receiving large documents, uploading content to your website, and making video conference calls are just a few of the things that are much quicker with a faster internet connection. It could make a real difference to your business, saving you time and money.

Why should I pay for a more expensive superfast broadband business package when I can set up superfast broadband at home with no installation cost at all?

A superfast broadband business package will generally provide a faster, more reliable service than a home package. This is because there are fewer customers sharing the 'bandwidth', that is the internet connection transmitting information to and from your premises.

There are other benefits too. Business packages are supported by service level agreements such as guaranteed fix times in the event of a problem. And equipment is likely to be more robust and more reliable than the equipment provided to a home user. The difference could be described as the difference between a Ford Fiesta that will get you to your destination and a Ferrari that will get you there fast!

What will the Broadband Connection Voucher pay for?

Your voucher can be used towards the cost of making the physical connection to your business premises. It can't pay for monthly rental fees or for any IT equipment you use in your business. It also cannot pay the VAT that you will be charged – you need to pay that directly to the supplier. If you are VAT registered, you can claim it back in the normal way. If you are not VAT registered, you need to budget to pay the 20% VAT from your own funds.

How do I choose my supplier?

There are two options for you to choose – select an off the shelf package or ask a supplier for a bespoke quote. If you choose bespoke, you only need to provide one quote with your application. Naturally, you'll want to check out the market, and you'd be wise to talk to a few suppliers before deciding who to go with. We only need to see the quote you choose; we want you to select the supplier that best meets your business needs.

As a government scheme, we can't advise you on which supplier to use. It's worth doing some homework before you talk to potential suppliers and there are several independent sources of advice such as [Sam Knows](#) or [Ofcom](#)

Most importantly, talk to the suppliers. You need to be confident that they will be able to provide you with the service you need.

Am I eligible for a Connection Voucher?

To qualify you must be running a small or medium enterprise (SME). Just go to our easy to use [Eligibility checker](#) . Sole Traders, Charities and social enterprises are eligible as SMEs.

Which cities are part of the scheme?

The 50 cities participating in the Broadband Connection Voucher Scheme are:

Aberdeen	Hull	Plymouth
Belfast	Inverness	Portsmouth
Birmingham	Ipswich	Preston
Bournemouth	Leeds-Bradford	Reading
Brighton and Hove	Leicester	Salford
Bristol	Liverpool	Sheffield
Cambridge	London	Southampton
Cardiff	Manchester	Southend on Sea
Chelmsford	Middlesbrough	Stirling
Coventry, inc. Northamptonshire & Warwickshire	Milton Keynes	Stoke on Trent
Derby	Newcastle	Sunderland
Derry/Londonderry	Newport	Swansea
Dundee	Norwich	Swindon
Edinburgh	Nottingham	Wolverhampton
Exeter	Oxford	York
Glasgow	Perth	
Gloucester	Peterborough	

How do I apply?

Go to www.superfastnorthamptonshire.net/business-voucher/ to find out more about how to apply.

How long will it take to get connected once I've submitted my application?

In most cases, a representative from your city will tell you if your application has been accepted within a few days of receiving your application. You can then go ahead and order your connection – you need to place your order within 28 days of being offered a Voucher. Installation timings will vary based on the kind of broadband package you've selected and your supplier is best placed to advise you on how long this will take. Make sure they can supply your new connection before the closing date.

I'm confused by the jargon. Can you help?

You may find that if you contact a supplier they will talk you through the options. Or try our [Broadband Guide](#) to find an explanation of some of the technical terms you will come across while you are choosing your connection.

Who will issue my voucher?

These will be issued to successful Northamptonshire SME's directly by Coventry City Council who are administering the scheme on behalf of Northamptonshire County Council.