



Llywodraeth Cymru  
Welsh Government

GUIDANCE

# Access Broadband Cymru: eligibility criteria and scheme conditions

Explains what you must do to be eligible for support from the Access Broadband Cymru grant scheme.

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The Superfast Cymru programme delivered fast fibre broadband to the vast majority of premises in Wales which were outside of private sector roll-out plans.

Complimenting this programme is the Access Broadband Cymru Scheme, which provides grant support to install alternative broadband solutions capable of delivering stable superfast download speeds.

The scheme is open to individuals, businesses and third sectors premises in Wales where the broadband connection (if available) cannot deliver a step change in service provision of at least twice the current download speed. The proposed new service must ensure an absolute minimum download speed of at least 10Mbps.

Applications requesting step change speeds that result in download speeds lower than 10Mbps will not be supported by the scheme.

Applications will not be accepted if the premises has previously received Access Broadband Cymru grant support within the last 24 months. Welsh Government deems that existing equipment installed to be fit for purpose

Prospective grant applicants should also consider that they may be able to benefit from more preferable terms and conditions once competitive options are available following an upgrade in their area either through commercial or other government initiatives. You should only apply for grant funding under Access Broadband Cymru if you are certain that you have chosen the solution which best suits your needs for the full term of your obligation to your service provider.

The Access Broadband Cymru Scheme is not responsible for the level of service provided by your chosen Internet Provider once installation has been carried out.

Any service issues arising after the effective installation of broadband, must be taken up between you and your provider, and potentially the telecoms Ombudsman, OFCOM.

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The scheme will offer a two tier grant that provides grant support towards eligible costs for a broadband connection that result in a download speed step change. The grant denominations are:

- £400 grant for 10Mbps and 20Mbps broadband packages.
- £800 grant for a superfast broadband package (30Mbps and above).

This document sets out the eligibility criteria of each application category.

To be eligible for funding support under Access Broadband Cymru, you will need to fulfil all the criteria for your application category.

If you are applying as an Individual Resident read the [eligibility criteria and scheme conditions for individual residents](#).

If you are applying as an Enterprise or a third Sector Organisation read the [eligibility criteria and scheme conditions for enterprises and third sector organisations](#).

All applicants must read the [general scheme conditions](#).

## Eligibility criteria and scheme conditions for individual residents

1. Comprise a single residential fixed dwelling which is located in Wales and recognised for Council Tax with a Welsh local authority.
2. The Welsh Government reserve the right to request a copy of your Council Tax for the installation premises.
3. You must not be able to access the internet or your existing broadband connection and equipment cannot achieve the required step change (at least twice your current download speed). Applications requesting step change

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speeds that will result in download speeds less than 10Mbps will not be supported.

4. After receiving your application form the Welsh Government will verify your broadband availability.
5. The Welsh Government reserve the right to reject applications if the premise is found to have access to broadband download speeds above the minimum step change of 10Mbps.
6. Applications are to be completed online by the applicant, and not by a third party such as your intended internet service provider or supplier.
7. The Welsh Government may request you to explain your choice of provider.

You must also read the [general scheme conditions for all applicants](#).

## Eligibility criteria and scheme conditions for businesses and third sector organisations

1. Your business or third sector premises must be located in Wales and be recognised for Business Rates by a Welsh local authority.
2. The Welsh Government reserve the right to request a copy of your Council Tax or Business Rates for the installation premises.
3. Businesses, enterprises and third sector organisations must not have received public financial support which exceeds the Minimal financial assistance (MFA) ceiling. This low-value subsidy ceiling is capped up to GBP£315,000. When applying for the ABC grant scheme support you will be given the opportunity to declare the total value of received subsidy funds for the previous 3 years.
4. VAT registered enterprises and third sector organisations will be offered the net amount of their broadband quotation notwithstanding the scheme's maximum grant awards of £400 and £800.
5. You must not be able to access the internet access or your existing

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broadband connection and equipment cannot achieve the required step change (at least twice your current download speed). Applications requesting step change speeds that result in download speeds lower than 10Mbps will not be supported by the scheme.

6. The Welsh Government reserve the right to reject applications if the premise is found to have access to broadband download speeds above the minimum step change of 10Mbps.
7. Applications are to be completed online by the applicant, and not by a third party such as your intended chosen internet service provider or supplier.
8. The Welsh Government may request that you explain your choice of provider.

You must also read the [general scheme conditions for all applicants](#).

## General scheme conditions for all applicants

- a. You should not have previously received, for at least the past 24 months, any public funding for a broadband connection at the designated installation address. This would include any public funding from any body such as Welsh Government, a Local Authority or any other body.
- b. The Welsh Government requires you to secure a broadband solution where there is a step change of at least twice the download speed currently available to you, with an absolute minimum of 10Mbps.
- c. Applicants must ascertain a binding assurance from their chosen Internet Service Provider (ISP) that they can deliver the step change service to the premises. Applicants must provide a quote from their preferred supplier to accompany their application form.
- d. The Welsh Government will not provide funding for a service that delivers a slower broadband speed than you currently achieve or where a download speed of greater than 30Mbps is capable at the time of application.
- e. The award of support for an eligible broadband service is restricted to one

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award per premises.

- f. Where individual applications (from individual households, businesses or third sector Organisations) are received for an area where the Welsh Government has already funded a community scheme, Applicants will be required to join the Community scheme if feasible. Any variance to this condition will be at the sole discretion of the Welsh Government.
- g. The maximum level of support for each applicant towards eligible costs will be in accordance with the level of grant applied for and offered by the Welsh Government. Applicants can purchase solutions which are in excess of the maximum level of support; however the Welsh Government will not make any contribution over and above the maximum level of the requested grant. The Welsh Government in its sole discretion reserves the right to vary these amounts.
- h. Eligible costs are defined as any reasonable capital costs for the initial installation and set-up costs. This will include but is not limited to the following components:
  - i. Installation fees.
  - ii. External customer equipment such as wireless antennae or satellite receiver.
  - iii. External shared infrastructure equipment such as civil engineering work, wireless/mobile/satellite masts, installation of wireless/mobile/satellite equipment on existing structures, provision of power supplies, fibre and copper cables, other shared infrastructure for any technology type.
  - iv. Set-up & survey costs.
  - v. Customer premises equipment costs such as a router, network termination point or other similar equipment.
  - vi. Eligible costs will not include PCs, servers, other associated IT equipment, VOIP telephones and TV modules.
  - vii. For the avoidance of doubt, the scheme does not include financial support for monthly subscription costs.
  - viii. VAT registered businesses and third sector organisations will be offered the net amount of their broadband quotation notwithstanding the

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scheme's maximum grant awards of £400 and £800.

- i. The contract you enter into with your service provider must be for a minimum term of 12 months.
- j. If you do not meet the terms of the contract at point (i) above, then the Welsh Government reserves the right to recover the funds, e.g. in the event that you decide to change provider, for whatever reason, within the minimum term of the contract at point (i) above, the Welsh Government reserves the right to recover the funds. Reducing the step change speed outlined in your contract with the Internet Service Provider during a minimum term of 12 months will also allow the Welsh Government the reserved right to recover the funds.
- k. The Welsh Government reserves the right to request additional information in order to evaluate and validate your application for financial assistance under the scheme.
- l. The internet equipment installed through the grant scheme must remain at the premises and is not transferrable.
- m. As the Applicant, you will be required to provide the information as reasonably requested by the Welsh Government.
- n. The Welsh Government reserve the right to vary the offer of financial support based on the information provided and verified as part of the appraisal process.
- o. In the event that costs put forward by an Internet Service Provider cannot be validated as reasonable and in line with the published price lists of the Internet Service Provider, if available online or through any other published source, or in line with costs that are typically charged by other service providers for similar equipment (normal industry standards) then the Welsh Government reserves the right to vary the grant amounts.
- p. Only when a formal Offer of Funding Letter is received by you from the Welsh Government confirming that an offer of support is made (and the amount of financial support provided, which may vary from the amount applied for) should you contact your Internet Service Provider to arrange installation of your service.

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- q. You should NOT enter into any contract with your Internet Service Provider until you have received, signed and returned your Offer of Funding Letter to the Welsh Government. Any part of an installation carried out prior to this will be deemed a retrospective application. The Welsh Government is unable to support retrospective applications.
- r. The Welsh Government reserves the right to cease or otherwise vary the terms of the scheme in any way without further notice.
- s. You will be required to repay all of the Funding to the Welsh Government immediately if any of the information you have provided to us in your Application or in support of your Application is incorrect or misleading including where applicable, but not limited to, any information relating to the amount of 'de minimis aid' you have received.
- t. Should your application be successful any payments made by the Welsh Government to the Internet Service Provider will be made on your behalf as the end user of the service. The payment will not constitute state aid to the Internet Service Provider. This payment will not create a contract between the Welsh Government and the Internet Service Provider

You must also read the [payment conditions for all applicants](#).

## Payment conditions for all applicants

1. The Welsh Government will not release funding on retrospective applications and/or claims.
2. Payment conditions need to be met following receipt of an Offer of Funding Letter and the installation of your broadband solution as part of your Payment Claim.
3. It is the responsibility of the recipient of the Offer of Funding Letter, to complete, submit and ensure that the Welsh Government receives all required documentation, including declaration of installation evidence, to release payment.

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4. The person who received the Offer of Funding Letter should complete the claim.
5. Grant recipients who do not complete the required claim information will be liable to pay the full cost of installation to the service provider.
6. Your online completion of the claim constitutes your agreement to elect the Welsh Government to pay your internet service provider on your behalf.
7. The internet equipment installed through the grant scheme must remain at the premises and is not transferable.

No payment will be made by the Welsh Government under the Access Broadband Cymru scheme until you have met the following criteria:

- You have accepted the terms and conditions of your Offer of Funding Letter.
- Completed installation of your broadband service and have a working eligible broadband service in accordance with your Offer of Funding Letter.
- Submitted a fully completed Elective claim form with the correct supporting information – the Elective Claim form will be distributed at the time the Offer of Funding Letter is issued.
- Declared at the point of completing the claim on line that the broadband equipment has been installed, is working satisfactorily and that the premise is subsequently achieving the speed requirements relating to either the £400 or £800 grant denominations.
- If requested by the scheme's administrators, you have evidenced proof of payment via an invoice from your service provider following the installation, which includes detailed costs and serial numbers of the equipment installed.
- Completed bank details if your claim is for reimbursement rather than electively to your internet service provider.

If all of the information requested is not provided, this will delay the processing of your claim. We will not be able to complete your claim until all of the information requested is provided to us.

In the event that information requested is not provided, then the Welsh

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Government reserves the right to reject your claim.

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