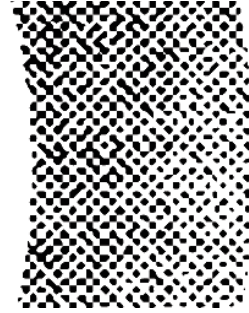




# BETTER BROADBAND VOUCHER SCHEME



You have told your broadband provider that you would like to benefit from the **Better Broadband Voucher Scheme** - great!

## What happens next?

### Agree your connection

Look out for the email from the Better Broadband Voucher team. Make sure it doesn't end up in your spam folder because until you agree the new connection, the team can't issue your voucher.

It will come from [better.broadband@notifications.service.gov.uk](mailto:better.broadband@notifications.service.gov.uk) with a link to our website where you'll find the scheme terms and conditions. If you confirm that you are happy with them we will confirm to your broadband provider that we have issued a voucher for you.

### Wait for connection

Your broadband provider should keep you informed about delivering your new service and will confirm when they have made the connection. They will inform the Better Broadband Voucher team as soon as you have a broadband connection greater than 10 Megabits per second.

### Validate your connection

Look out for the second email from the Better Broadband Voucher team from [better.broadband@notifications.service.gov.uk](mailto:better.broadband@notifications.service.gov.uk) because this time you will be asked to confirm that the new service has been connected and that you are happy with your new broadband speed. As soon as you have done this we will pay your broadband provider the value of your voucher.

### A final email from us

You will receive one final email to confirm how much your voucher was worth. As a possible follow-up, the Better Broadband Voucher team may ask if they can run a spot check on your connection a short time later.

## Questions?

If you have any questions, please take a look at the scheme website at:

[basicbroadband.culture.gov.uk](http://basicbroadband.culture.gov.uk) or talk to your supplier.