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6 January 2021

Dear Parents and Carers

Mobile Data Allowances – DfE Pilot

The following information serves to offer an explanation about the Department for Education's pilot offer to increase mobile data allowances for children and young people. This will be relevant to our families who may not have broadband / enough data to support their child/ren with access to the online learning.

If you feel you would benefit from the offer, please **complete this short [form](#)**. I can then collate the information and send off to the DfE on Friday.

Thank you in advance

Miss Lock

About the offer

What data someone will get depends on the mobile network. Some networks can't offer data to Pay-as-you-go (PAYG) customers.

Key information:

- the mobile networks offering this are named below;
- the details of that offer are detailed below;
- the user will receive a text message when their free data has been activated;
- this data can be used when tethering a mobile phone to another device for internet access.

Who can get help?

This scheme is open to children and young people who:

- don't have access to a [fixed broadband connection](#)
- cannot afford the additional data needed to access educational resources or social care services

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- have access to a mobile device that uses a participating network
- are facing disruption to their face-to-face education, or have been advised not to attend school

What information do we need to collect?

To request extra mobile data, we will need to collect the following information:

- the account holder's name
- their mobile number (a number beginning with '07')
- their mobile network
- whether they pay monthly or pay as they go

Please use this [form](#) to provide us with this information. The deadline for submitting your requests is **9am on Friday 8 January**.

Privacy policy

Those affected by the offer need to understand how we'll use their personal information. If the account holder would like to receive some written information first, here is the link to the [privacy information](#).

The Privacy information is also included on the form that you will need to complete in order to apply for the allowances.

FAQs

How to check someone's mobile network

Most smartphones display the name of the network on the top right or left of the screen.

How to check if someone's on a Pay-as-you-go deal or a contract

Ask the account holder if they top up their credit at a shop. If they do, they're likely to be a Pay-as-you-go customer. If they have a monthly direct debit, they probably have a contract.

Available Network offers:

EE

Be aware that until the end of January, it may take EE some time to process requests.

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- EE will process no more than 60,000 requests across all schools. If they reach this limit, they will not accept further requests.

Sky Mobile

- The recipient will get 100GB of additional data.

- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- Sky Mobile customers will be able to see the data uplift in their piggybank.
- Sky Mobile will aim to process the request within 14 days.
- Sky Mobile will process no more than 1800 requests across all schools. If they reach this limit, they will not accept further requests.

Smarty

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Smarty will aim to process the request within 14 days.

Tesco Mobile

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Tesco Mobile will aim to process the request within 14 days.
- Tesco Mobile will process no more than 1,000 requests across all schools. If they reach this limit, they will not accept further requests.

Three

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Three will aim to process the request within 14 days.

Virgin Mobile

- The recipient will get 20GB of additional data per month until 31 July 2021.
- The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Virgin Mobile will aim to process the request within 14 days.
- Virgin Mobile will process no more than 1750 requests across all schools. If they reach this limit, they will not accept further requests.
- Wi-Fi hotspots are open to all existing customers, including those on Pay-as-you-go. Customers on Pay-as-you-go will need to have a minimum of £5 credit. Instructions to download the app and find their nearest hotspot can be found by going to www.virginmedia.com/wifiapp.