

Dear Parents/Carers

The DfE is working in partnership with mobile network operators to help schools support pupils in Years 3 to Year 11 who rely on a mobile internet connection when their face-to-face education is disrupted by coronavirus (COVID-19).

Families may be able to benefit from free increases to their mobile data if they're a customer of either:

- EE ● Virgin Mobile
- Sky Mobile ● O2
- SMARTY ● Three
- Tesco Mobile

More providers may join the scheme soon. The amount of data available to families will vary by provider. Data will be increased until the end of July 2021.

Schools, trusts and local authorities can request mobile data increases for children and young people who meet all 3 of these criteria:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

If you think you may qualify, you can complete the online form on our website (Additional Data Scheme) – you will need the following information to complete the form:

- 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

Once you have completed the form we will complete the application on your behalf. To see how your information will be used, please see the DfE privacy statement at the end of this letter.

What data you will get depends on your mobile network. Some networks can't offer data to Pay-As-You-Go (PAYG) customers.

If you are eligible, you will:

- receive a text message when your free data has been activated
- be informed when your free data will end
- be able to use this data when tethering a mobile phone to another device for internet access

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.

O2

Be aware that until the end of January, it may take O2 some time to process requests.

- The recipient will get 40GB 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.

If you require any further information or support, please contact the school on 01709 512202

Kind regards



Mrs L Ridge (Head Teacher)

Department for Education Privacy Statement

1. For the purposes of data protection, I need to let you know that the Department for Education (DfE) is running the Mobile Network Offer through schools and their trusts or local authorities.
 2. If the offer is taken up by an adult account holder, the school or social care team will share the account holder's name and mobile phone details with the DfE, who will share these with the relevant mobile network operator.
 3. The mobile network operator will use that information to increase the data available for the account holder's mobile device, as long as they qualify for the offer.
 4. The adult account holder's personal data is only shared with their mobile network operator for the purposes of the offer. No names of children or other adults, other than adult account holder, are shared with the DfE or the mobile network operator.
 5. No personal information will be shared with the DfE if you do not want to take up the offer.
 6. If you want to know more about how your personal information will be used before you take up the offer, we can send that to you first.
 7. If you decide to take up the offer, you'll get a text message from the Department for Education with more information about your data protection rights.
- *If you want further information please see the DfE's privacy information.

