

Wednesday 6th January 2021

Dear Parents/ Carers,

**Free extra mobile data to access online learning at school**

If you do not have fixed broadband connection at home, you might be able to get extra mobile data for your devices to support home learning.

**Who can get help?**

This scheme is open to children and young people who:

* Are remote / online learning at home
* don’t have access to a [fixed broadband connection](https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/broadband-speeds/broadband-basics)

**What information will we need to ask you for?**

To request extra mobile data, you will need to provide the following information:

* the account holder’s name
* your mobile number (a number beginning with ‘07’)
* your mobile network
* whether you pay monthly or pay as you go

**To check if your child qualifies for an offer, we need to find out:**

* what their (or their family member’s) mobile network is
* whether they’re on a monthly contract or a Pay-as-you-go deal

**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 you are on a Pay-as-you-go deal or a contract**

If you top up your credit at a shop, you are likely to be a Pay-as-you-go customer. If you have a monthly direct debit, you probably have a contract.

**So what is the offer?**

What data you will get depends on your mobile network. Some networks cannot offer data to Pay-as-you-go (PAYG) customers.

* if there is an offer you can use (or if there is no offer available)
* the details of that offer
* that you will receive a text message when your free data has been activated
* when your free data will end
* that this data can be used when tethering a mobile phone to another device for internet access

**Network offers**

These providers are taking part:

EE

Sky Mobile

Smarty

Tesco Mobile

Three

Virgin Mobile

Other networks cannot offer data to Pay-as-you-go (PAYG) customers.

**EE**

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

* You 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**

* You will get 100GB of additional data.
* The offer is only available to Pay Monthly customers identified as needing this support. **It is 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**

* You 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**

* You 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 is 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**

* You 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**

* You 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 is 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](https://www.virginmedia.com/shop/virgin-media-connect-app-mobile).

**This is a good opportunity to get additional data for home learning but the offer is limited to a certain number so please complete the form as soon as possible by clicking on the link below:**

<https://docs.google.com/forms/d/1w6hFYgz0whRiAUMhF47_EgWkAkJNfS7S5Gg7UNt7lyo/>

Kind regards

David Marshall

Headteacher