

Thursday 7th 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](#)

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.

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/1w6hFYgzOwhRiAUMhF47_EgWkAkJNfS7S5Gg7UNt7lYo/

Kind regards

Mrs A Core