

7 January 2021

Dear Parents/Carers

### **Increasing Data Allowances on Mobile Devices**

I am writing to inform you about the government scheme which temporarily increases data allowances for mobile phone users on certain networks, so that pupils can access remote learning.

#### Who can get this help?

This scheme is open to children and young people who:

- do not have access to a fixed broadband connection;
- cannot afford the additional data needed to access educational resources or social care services;
- 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.

#### Who can apply?

Parents with access to a mobile phone on one of the networks listed in the table might be able to benefit. Each network providers offer is different. Please see the table below and whether you are eligible as some networks are **not** offering data to pay-as-you-go (PAYG) customers.

#### What do I do next and how do I apply?

The school will make a request on your behalf for additional data. To do this we will need to collect some information from you. For each request, we need to know:

- The full name of the account holder
- The phone number of the mobile device (*starting with 07*)
- The mobile network of that device (*please see list of providers above*)
- Whether it is on a pay monthly contract or pay-as-you-go (*Account holders with monthly contracts need to be over the age of 18*)

***You must agree to the Government's Privacy Policy in order for an application to be submitted.***

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**HEADTEACHER** MS H McGOVERN • **DEPUTY HEADTEACHERS** MISS C NEWTON & MRS A FRY

As stated in the table below, each provider will vary in how quickly they process requests.

We would encourage all families who are eligible, to apply for this data allowance, in order to ensure your child can access remote learning. If you would like us to apply for a data increase then please complete the form which will be sent to you via text, shortly. This form must be completed by **11am on Wednesday 13 January**.

Your details will only be used when uploading to the Government portal. Once completed, the information will be deleted.

For verification purposes, **the mobile phone numbers should be ones we hold on our system as either priority contact 1 or 2.**

#### **4G Wireless Router**

If increasing your data allowance is not going to help support your child's remote learning, it may be possible for us to obtain a 4G wireless router for you. The Department for Education (DfE) is providing 4G wireless routers for disadvantaged children to help them get online and access remote education. If you already have a router at home, please do not apply for another one.

The criteria for providing 4G wireless routers is stricter. They are provided to disadvantaged children in years 3 to 11 who do not have internet access and whose face-to-face education is disrupted. Some of you may meet these criteria, but you will need to show evidence of why you cannot access the data increase.

If you wish to request a wireless router, please email [enquiries@carterhatchjunelt.org](mailto:enquiries@carterhatchjunelt.org) and we will help you apply for one.

Thank you for your continued support.

Yours sincerely

H. McGovern  
Headteacher

<b>Network</b>	<b>Network Offer</b> <b>Other providers may join the scheme at a later stage.</b>
<b>EE</b>	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.
<b>Sky Mobile</b>	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.
<b>Smarty</b>	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.
<b>Tesco Mobile</b>	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.
<b>Three</b>	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.
<b>Virgin Mobile</b>	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 <a href="http://www.virginmedia.com/wifiapp">www.virginmedia.com/wifiapp</a> .