



**Fulstow**  
Primary School



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Fulstow 01507 363226  
North Cotes 01472 388379



**North Cotes**  
**CE Primary School**

6<sup>th</sup> January 2021

Dear parents,

As we have had to move to remote learning I wanted to bring to your attention a scheme through the Government that will temporarily increase your mobile data. Details are as follows:

**Schools, trusts and local authorities can request mobile data increases for children and young people who:**

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

Children with access to a mobile phone on one of the following networks might be able to benefit:

- Three
- Smarty
- Virgin Mobile
- EE
- Tesco Mobile
- Sky Mobile

Other providers may join the scheme at a later stage.

**What information the school need to collect:**

To request extra mobile data, the school 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 (Account holders with monthly contracts need to be over the age of 18) or pay as they go

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## Telling them about their offer

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

You (school) should tell them:

- if there is an offer they can use (or if there is no offer available)
- the details of that offer
- that they'll receive a text message when their free data has been activated
- when their free data will end
- that this data can be used 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.

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## 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](http://www.virginmedia.com/wifiapp).

If you believe that you meet the criteria for the scheme and would like the Federation to apply for you then please send the required information to the school Office.

Yours sincerely



**Mr J Grant**  
**Executive Head Teacher**

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## **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 the account holder wants to receive some written information first, you can send them a link to our [privacy information](#).

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