

Increasing data allowances on mobile devices to support disadvantaged children

This scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education if their face-to-face education is disrupted.

Who can get help?

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

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

- EE
- O2
- Sky Mobile
- SMARTY
- Tesco Mobile
- Three
- Virgin Mobile
- Vodafone
- Other providers may join the scheme at a later stage.

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.

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.

Sky Mobile

- The recipient will get 100GB of additional data.
- The offer is available to Pay Monthly customers identified as needing this support.
- 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.

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.

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.
- 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.

Vodafone

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

- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay monthly and Pay as you go customers. Pay as you go customers must have a Big Value Bundle worth £10 or above to be eligible.
- A text message will be sent to the nominated device once the additional data has been added to the account.

How to Apply

Please fill out the following form

<https://forms.office.com/Pages/ResponsePage.aspx?id=Lv9XAwNru02oUQKN3WcUV9E6s1bZ0hhCsa1En8zBqnFURFgyVlZZQTdGRVNIVE1EOUIEM0NYUFILOS4u>

DFE 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.

If they want to take up the offer, you will need to confirm you've shared the privacy policy.