

Success for All



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13th January 2021

Dear Parent/Carer

Due to the current situation, the Government has introduced a new scheme which will allow students to increase data allowances on mobile devices to support disadvantaged children.

I want to get this letter out to you as soon as possible so that we can obtain all the information that we need to ensure that your child has the opportunity to access this resource as quickly as possible. You will see later in this letter that some companies are quicker than others in processing the application once we have submitted it.

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.

As a schools we can request mobile data increases for children, when schools report a closure or have pupils self-isolating for students 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



In order to process each request, we need to know:

- the name of the account holder
- the number of the mobile device
- the mobile network of that device (for example Three)
- whether you pay monthly or pay as you go

The different companies provide different offers which are outlined below, please note that some companies **do not** provide this service for pay as you go customers. A summary of what each provider offers is shown below.

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.



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.

Once we have this information we will then have to submit it through the Government's online service. It is worth noting that each provider will vary in how quickly they process the requests, at this moment in time I have no information on how long this could take.

Once a network provider has processed a data increase, they will send a text message to the account holder. It is also possible to check the status of requests through the online service.

If you choose to take up this offer, you need to understand how the Government will use your personal information. I have included a copy of the privacy statement for you to read before considering to proceed.

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 you would like to received written information first, please follow this link <https://get-help-with-tech.education.gov.uk/increasing-mobile-data/privacy-notice>

You will have seen in the list of providers that Vodaphone is not currently signed up to this service. However, if your child has a phone linked to this company and you qualify for the scheme's offer please contact the school and we may be able to help.

If you would like to take up this offer could you please complete and return the form at the end of this letter by 12.30pm on Friday 15th January.

Kind Regards

Mrs S Bottomley

Office Manager



I would like to apply for a mobile data allowance increase.

Child's Name	
Class	
Account Name Holder	
Mobile 'Phone Number	
Mobile Network	
Monthly or Pay as You Go	
I confirm that the privacy statement has been shared with the account holder	

Name _____

Signed _____

Date _____

