



8 January 2021

Dear Parent /Carer

## MOBILE DATA

You may be aware that some mobile phone companies are offering enhanced data packages, for free, to support families with children who are currently learning at home as a result of the most recent lockdown.

See below for the full guide on the scheme.

[Increasing data allowances on mobile devices to support disadvantaged children - Get help with technology - GOV.UK \(education.gov.uk\)](https://www.gov.uk/education/get-help-with-technology)

We would like to support our families in accessing this free additional data. The following mobile phone operators are offering this service. They are all slightly different and are listed below.

EE	Sky Mobile	Smarty
<p>Be aware that until the end of January, it may take EE some time to process requests.</p> <ul style="list-style-type: none"> <li>The recipient will get 20GB of additional data per month until 31 July 2021.</li> <li>The offer is available to both Pay Monthly and Pay-as-you-go customers.</li> <li>A text message will be sent to the nominated device once the additional data has been added to the account.</li> <li>EE will process no more than 60,000 requests across all schools. If they reach this limit, they will not accept further requests.</li> </ul>	<ul style="list-style-type: none"> <li>The recipient will get 100GB of additional data.</li> <li>The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.</li> <li>Sky Mobile customers will be able to see the data uplift in their piggybank.</li> <li>Sky Mobile will aim to process the request within 14 days.</li> <li>Sky Mobile will process no more than 1800 requests across all schools. If they reach this limit, they will not accept further requests.</li> </ul>	<ul style="list-style-type: none"> <li>The recipient will get unlimited data until 31 July 2021.</li> <li>The offer is available to both Pay Monthly and Pay-as-you-go customers.</li> <li>A text message will be sent to the nominated device once the additional data has been added to the account.</li> <li>Smarty will aim to process the request within 14 days.</li> </ul>

Tesco Mobile	Three	Virgin Mobile
<ul style="list-style-type: none"> <li>The recipient will get 20GB of additional data per month until 31 July 2021.</li> <li>The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.</li> <li>A text message will be sent to the nominated device once the additional data has been added to the account.</li> </ul>	<ul style="list-style-type: none"> <li>The recipient will get unlimited data until 31 July 2021.</li> <li>The offer is available to both Pay Monthly and Pay-as-you-go customers.</li> <li>A text message will be sent to the nominated device once the additional data has been added to the account.</li> <li>Three will aim to process the request within 14 days.</li> </ul>	<ul style="list-style-type: none"> <li>The recipient will get 20GB of additional data per month until 31 July 2021.</li> <li>The offer is only available to Pay Monthly customers identified as needing this support. It's not available to Pay-as-you-go customers.</li> <li>A text message will be sent to the nominated device once the additional data has been added to the account.</li> </ul>

<ul style="list-style-type: none"> <li>• Tesco Mobile will aim to process the request within 14 days.</li> <li>• Tesco Mobile will process no more than 1,000 requests across all schools. If they reach this limit, they will not accept further requests.</li> </ul>		<ul style="list-style-type: none"> <li>• Virgin Mobile will aim to process the request within 14 days.</li> <li>• Virgin Mobile will process no more than 1750 requests across all schools. If they reach this limit, they will not accept further requests.</li> <li>• 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></li> </ul>
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If you think that you meet the criteria of your mobile phone provider and would like us to apply on your behalf please complete the form [here](#). A privacy statement is included in the form and additional information relating to that privacy notice is included [here](#).

Thank you for your continued support and all that you are doing to support our young people, the school and the community by facilitating learning from home during this national lockdown.

If you have any queries please do not hesitate to contact Miss J Distin at: [jdistin@southdartmoor.devon.sch.uk](mailto:jdistin@southdartmoor.devon.sch.uk) who is overseeing this process.

Kind regards

*Mrs E Gallagher*

Deputy Head teacher

Trust    Respect    Equality    Excellence