



Midsomer Norton Schools Partnership

www.midsomernortonschoolspartnership.com

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Company No: 7365778

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Dear Parents/Carers

Getting Help with Technology – Internet Data Allowances for Mobile Phones

You may be aware that the Government has made many announcements regarding the provision of education during the current lockdown. One announcement has been to do with the provision of additional data allowances to parents/carers where they are using their mobile phones to tether to a device so that their children can complete school work.

The Government has negotiated with the leading mobile network providers to agree a package of extra free data that parents/carers can apply for to support with online learning. This offer is limited to those families that are using mobile data allowances and is not available to families who have a fixed broadband provision.

If you would like to take advantage of this offer you must complete the electronic form (below) to record your interest in the scheme. Once completed we will send this information to the DfE. Some of this is personal information and it is important that you read the DfE Data Policy before completing the form. It will be assumed that if you complete the form that you have read the DfE Data Policy.

The privacy policy can be found here: <https://get-help-with-tech.education.gov.uk/increasing-mobile-data/privacy-notice>

It is important to note that the schools in the MAT are unable to give any information about the process of your application. Once we pass your data to the DfE, it will be forwarded to your network provider who will make the final decision about awarding this offer. Please **do not** call your child's school for an update as they will not have any information.

The conditions of the offer are:

- You do not have a fixed broadband service
- As an account holder, you are over the age of 18
- You agree to share with us the following data that we will then share with the Government:
 - Account holder name (person who pays the bill and who name the contract is in)
 - Mobile phone number (always starts with a 07)
 - Network provider
 - PAYG or monthly contract

The offer is only available to the following Networks:

- EE
- O2
- Sky Mobile
- SMARTY
- Tesco Mobile
- Three
- Virgin Mobile
- Vodafone





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Next steps

1. If you think you are eligible for this offer follow the link below to complete the Google form by **midday on Friday 22nd January 2021**.
2. If you have any questions, please contact your child's school who will pass on the information.
3. Wait to hear from your network provider.

Link to online form: <https://forms.gle/VkexJpwKZs6Z8qTz9>

FAQ

Will you share this data with anyone else?

We will not share this data with anyone outside of the MAT apart from the DfE. We will notify your child's school that you have applied so that they are aware.

How to check someone's mobile network

Most smartphones display the name of the network on the top right or left of the screen.

How to check if someone's on a Pay-as-you-go deal or a contract

The account holder will know if they top up their credit at a shop. If they do, they're likely to be a Pay-As-You-Go customer. If they have a monthly direct debit, they probably have a contract.

How do I know if I have been accepted?

If you are accepted, the mobile number will receive a text from your network provider notifying you that the free data has been activated. This data can then be used to tether a mobile phone to another device for Internet access.

I do not have a mobile device or fixed broadband

If you do not qualify for this offer, do not have fixed broadband and your child is struggling to access the online school resources, then you can apply using this process to see if we can ask for mobile Wi-Fi dongles.

Please note, that just because you apply for a Wi-fi dongle, It does not necessarily mean one will be awarded to you. The DfE will receive thousands of requests and they will have a limited number they can allocate.

Is there a time limit on this application?

Yes – all requests must be submitted by **Midday on Friday 22nd January**. The MAT will process and pass the data to the DfE that afternoon.

On the final page, you will find details about how the various network providers will respond to you once they get the data from the DfE.

I hope this is of use to you.

Kind regards

M Lynch

Mark Lynch
MNSP Director ICT





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Network provider offering

The following are what the various Network providers have agreed with the Department for Education (DfE) to provide:

| Network Provider | Comments |
|------------------|---|
| EE | <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"> 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. |
| O2 | <p>Be aware that until the end of January, it may take O2 some time to process requests.</p> <ul style="list-style-type: none"> 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. |
| Sky Mobile | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> The recipient will get unlimited data until 31 July 2021. The offer is available to both Pay Monthly and Pay-as-you-go customers. SMARTY will aim to process the request within 14 days. |
| Tesco Mobile | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> The recipient will get unlimited data until 31 July 2021. The offer is available to both Pay Monthly and Pay-as-you-go customers. Three will aim to process the request within 14 days. |
| Virgin Mobile | <ul style="list-style-type: none"> 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. 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 | <ul style="list-style-type: none"> 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. |

