

## Increasing data allowances on mobile devices to support disadvantaged children

The Department for Education have launched [a scheme which temporarily increases data allowances](#) for mobile phone users on certain networks. This is so that children can access remote education during home-schooling.

### Who can get help

The school can request mobile data increases for children who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education or restrictions prevent them attending school
- are clinically extremely vulnerable

### Network taking part in the scheme are:

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

Networks	Customers eligible	
	Pay monthly	Pay as you go
EE	✓	✓
Sky Mobile	✓	✗
Smarty	✓	✓
Tesco Mobile	✓	✗
Three	✓	✓
Virgin Mobile	✓	✗ Wi-Fi hotspots are available

Other providers may also join the scheme at a later stage.

What data someone will get depends on their mobile network - see the full list of offers below.

### How to request a mobile data increase

For each request, the following information is required:

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

Before providing that information the parent and account holder (if different) must read the DfE [privacy statement](#) which explains how the data provided will be used.

The request for a mobile data increase can be made [here](#)

### What happens next

There are only a limited number of requests available.

Once a request has been submitted and processed by the network the account holder will receive a text message when their free data has been activated.

## 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.

### 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).

## Mobile data requests

### Department for Education privacy policy

Parents/carers must read the privacy statement. If you are not the account holder for the mobile device, you must share the privacy statement with them too.

### 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 the DfE [privacy information](#).

To take up the offer, both the account holder and parent must read the privacy notice.

