

Monday 11th January 2021

Dear Parents and Carers,

Data Allowance Scheme to support remote learning

The Government has announced an extension to the technology scheme designed to support families in accessing remote learning. The purpose is to ensure that families have an adequate internet connection and sufficient data allowance to access remote learning resources and lessons. The scheme temporarily increases data allowances for mobile phone users on certain networks.

The scheme is available for families who:

- Do not have fixed broadband at home.
- Cannot afford additional data for their networks.
- Are experiencing disruption to their face-to-face education or have been advised not to attend school.

Families 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
- O2

The exact offer from each mobile provider can be found overleaf. The scheme is available to both pay-as-you-go (PAYG) and monthly contract users. If you think you could be eligible for the scheme, please submit your details through the following link:

https://forms.office.com/Pages/ResponsePage.aspx?id=A0fOQITwQUy0ICoaMUBRJ_ygk8CrzT1InnsRxHb4XdFUODdBNkpMS1FTRjIXQVBXVjM5REIJMERaNC4u

A privacy statement from the Department for Education is also attached to this letter.

Yours sincerely,



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Scheme Details

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.

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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.

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.

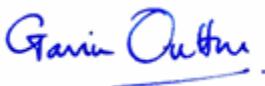
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Privacy statement

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.

Full written guidance is available here: [How we look after personal information for the Increasing Children's Mobile Data scheme - Get help with technology - GOV.UK \(education.gov.uk\)](https://www.gov.uk/guidance/how-we-look-after-personal-information-for-the-increasing-childrens-mobile-data-scheme-get-help-with-technology)

Yours sincerely



Gavin Oulton,
Headteacher Merstham Primary School



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