

7<sup>th</sup> January 2021

Dear Parent/Carer

In order to support children's access to remote learning, some mobile network providers are offering increased data packages. The scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that students can access remote education on their device. Data can also be used to tether a mobile phone for internet access to another device such as a laptop.

Schools can request data increases for students who do not have fixed broadband at home and cannot afford additional data for their devices. Students with access to a mobile phone on one of the following networks might be able to benefit.

- EE
- Sky Mobile
- Smarty
- Tesco Mobile
- Three
- Virgin Mobile

Each provider is offering a slightly different package of support. The details of each one is on the next page.

To make a request you will need to provide us with the number of the mobile device, the name of the account holder, the name of the network that the device is on and whether it is pay monthly or pay as you go. You will also need to confirm that you have read the privacy statement on the next page of this letter. In order to begin the process please complete the form [here](#).

Unfortunately, there is no guarantee that the request will be successful as providers only process a specific number of applications. Once a network provider has provided a data increase, they will send a text message to the account holder to inform them.

If you qualify for the offer, please ensure that the form is completed by Friday 15<sup>th</sup> January. We will then confirm when we have submitted the request.

Virgin Media have also just launched an essential broadband package for existing customers who receive Universal Credit. More information can be found [here](#).

It is also possible to use an Xbox or a PlayStation to access Microsoft Teams. The instructions on how to do this are on the following pages.

Yours sincerely  
Miss A Mauger  
Assistant Headteacher

## Mobile Phone Data

### 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).

## 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.

## Using an Xbox or PlayStation to access Microsoft Teams

### Xbox

1. Plug a keyboard in to the Xbox USB slot
2. Go into my games and apps
3. Find Microsoft Edge and select
4. Type in Office365 and log in as you would in school
5. You can then access your work and use key packages including:
  - Teams
  - Your emails
  - Word
  - Excel
  - PowerPoint
6. To move around you use the Xbox controller or plug in a mouse

### PlayStation

1. Identify the PlayStation internet browser icon (it is www with dots around it)
2. Press the PlayStation logo on the controller
3. Go to the library and find options for games and applications
4. Go into applications and you will find the internet browser
5. Type in Office 365 and log in as you would in school
6. You can then access your work and use key packages including:
  - Teams
  - Your emails
  - Word
  - Excel
  - PowerPoint