

West Moors Middle School

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15th January 2021

Dear Parents/ Carers,

We recognise that for some of our children the increased time spent on the internet accessing our online learning provision may lead to them or yourselves facing increased costs in terms of your monthly data allowance. The Department for Education has launched a scheme to enable schools to help disadvantaged children get online using free mobile data increases or 4G wireless routers, if they are unable to access mobile data increases, provided by the Department for Education.

The Department for Education classes disadvantaged pupils as those pupils who are in receipt of free school meals in school.

More information about this scheme is explained below.

Who can get help?

This scheme is open to children and young people who:

- don't have access to a [fixed broadband connection](#)
- cannot afford the additional data needed to access educational resources or social care services
- have access to a mobile device that uses a participating network
- are facing disruption to their face-to-face education, or have been advised not to attend school

If this applies to your family, to request extra mobile data, we will need to collect the following information:

- account holder's name
- mobile number (a number beginning with '07')
- mobile network
- whether you pay monthly or pay as they go

If the account holder wants to receive some written information first, here is a link to their [privacy information](#).

If you consider your child to be eligible, please can you complete the form in Appendix 1 to enable us to apply for increased data for you and return it to office@westmoorsmid.dorset.sch.uk. Please note that what data someone will get depends on their mobile network. Some networks can't offer data to Pay-as-you-go (PAYG) customers.

When we receive your information we will tell you:

- if there is an offer you can use (or if there is no offer available)



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- the details of that offer
- that you'll receive a text message when your free data has been activated
- when your free data will end
- that this data can be used when tethering a mobile phone to another device for internet access

If you are not able to access the free upgrades, we will explore the 4G wireless router for you so we would be grateful if you could please complete the form anyway.

Full details of this scheme can be found on the DfE website here: <https://get-help-with-tech.education.gov.uk/internet-access>

Network offers include:

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

- 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

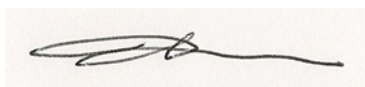
- The recipient will get unlimited data until 31 July 2021.
- The offer is available to both Pay Monthly and Pay-as-you-go customers.
- A text message will be sent to the nominated device once the additional data has been added to the account.
- Three will aim to process the request within 14 days.

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.

I hope that this information is helpful but if you have any questions, please do not hesitate to get in touch.

Warmest Wishes,



Dr Deborah Craddock

Headteacher

Appendix 1: Mobile Data Increase Form



Account holder's full name (*account holders with monthly contracts must be over 18*):

2. Your child's full name:

3. Account holder's mobile phone number (this should always start with 07)

4. Account holder's mobile network

5. Type of contract: Required to answer a single choice:

Pay As You Go

Contract