

8 January 2021

Dear Parents/Carers

As part of the Government's provision for home learning, they are helping support those who only have access to the internet via their mobile phone network. Families who have limited data packages and risk reaching this limit with accessing home learning resources may be able to get support if they meet the criteria.

### Who can get this support?

Those who:

- do not have fixed broadband at home;
- cannot afford additional data for their devices;
- are experiencing disruption to their face-to-face education (i.e. those learning from home)

### What support can I get?

If you are on one of the following networks you may be able to apply for the following benefits:

#### EE

- 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.
- Be aware that until the end of January, it may take EE some time to process 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 is 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).

**I meet the criteria and am on one of the networks listed. How do I apply?**

Please click the link below and submit your basic mobile account details. The information will be submitted to the school who will then submit this to the Government department on your behalf, who will contact your mobile phone provider and process the request.

[Mobile Data Information page](#)

<http://www.nematrust.com/mobile-data-for-home-learning>

Yours faithfully

A handwritten signature in black ink, appearing to be 'R James', written in a cursive style.

Mr R James  
CEO NEMAT