

Friday 8th January 2021

Dear Parents/Carers

Increasing data allowances on mobile devices to support disadvantaged children

This Government scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that children and young people can access remote education if their face-to-face education is disrupted.

Who can get help

Schools, trusts and local authorities can request mobile data increases for children and young people who:

- do not have fixed broadband at home
- cannot afford additional data for their devices
- are experiencing disruption to their face-to-face education

Children 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

Other providers may join the scheme at a later stage.

When help is available

Schools, trusts and local authorities can request mobile data increases when schools report a closure or have pupils self-isolating.

As a school, we can also make requests for children who cannot attend school face-to-face because:

- they're clinically extremely vulnerable
- restrictions prevent them from going to school

The current lockdown would allow us to make this application on your behalf.

How to request a mobile data increase

For each request, we need to know:

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

Schools, trusts and local authorities need to submit mobile information through the Government online service. Each provider will vary in how quickly they process requests.

If you would like us to apply for a data increase, to ensure your children can access remote learning more regularly, then please complete this online [form](#).

Your details will only be uploaded to the Government portal and once completed the information will be deleted. For verification purposes the mobile phone numbers should be ones we hold on our system as either priority contact 1 or 2.

Once a network provider has processed a data increase, they will send a text message to the account holder. It is also possible to check the status of requests through the online service.

If increasing your data allowance isn't going to help you support your child's remote learning it may be possible for us to obtain a 4G wireless router as The Department for Education (DfE) is providing 4G wireless routers for disadvantaged children to help them get online and access remote education.

However, these are subject to more strict criteria. These are provided to disadvantaged children:

- in years 3 to 11 who do not have internet access and whose face-to-face education is disrupted (**Some of you may meet this criteria but need to show why you can't use the data increase**)
- in any year group who have been advised to **shield** because they (or someone they live with) are clinically extremely vulnerable
- in any year group attending a hospital school

If you wish to request a Wireless Router, please email the School Office and someone will contact you to obtain the necessary information.

As a school, we will continue to do our best to support all our children's learning throughout these challenging times.

Kind regards,

Steve Carrington

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