



# Increasing data allowances to support children

This 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 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 is help available?

Schools, Trusts and Local Authorities can request mobile data increase when schools report a closure or have students self-isolating.

They 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

## How to request a mobile data increase

For each request the school needs to know:

- the name of the account holder
- the number of the mobile device
- the mobile network of that device [for example Three]

You can email this information to [info@southchurchschool.com](mailto:info@southchurchschool.com) or call the Main Office on 01702 900777

We will submit this information to the DfE through their online service. Each network provider will vary in how quickly they process requests.

Once the network provider has processed a data increase, they'll send a text message directly to the account holder.