

Mobile Data Offer

The Department for Education (Government) has introduced an offer to increase mobile data allowances for children and young people to allow them to access the internet to complete their remote learning.

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
- Account holders with monthly contracts need to be over the age of 18.

What information will we need to collect?

To request extra mobile data, we will need the following information to forward to the DfE:

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

How do I apply?

If you are eligible to apply simply complete this form with your account details.

[Application form.](#)

South Tyneside LA will only collate this information in order to send to the DfE and will delete the information by 31st July 2021. The DfE are the data handler. The DfE will then pass on your details to the appropriate service provider.

The mobile network operator will use that information to increase the data available for the account holder's mobile device, as long as you qualify for the offer. If you do not agree to your data being held by the DfE please do not complete the form.

[More information about the DfE Privacy Policy](#)

Then what happens?

You will be contacted by the service provider within the time stated to confirm that your data allowance has been updated. Please do not contact the school or the LA with queries on this scheme, get in touch with your provider directly if you have any questions.

Which networks are taking part in the scheme?

EE, Sky Mobile, Smarty, Tesco Mobile, Three, Virgin Mobile and O2.

[Check out what each provider is offering here.](#)

