Dear Parent/Guardian

You may find the information below useful.

**The Welsh Government has been in discussions with 4 major Mobile Network Operators (MNO) to try to upgrade data for digitally excluded families.**

1. This scheme will increase the mobile data allowance for either the parent / carer of the learner, or the learner account if deemed appropriate, where the individual has an existing account with the MNOs (which meets with its preconditions - see below).

The current deadline for this scheme is **31 July 2021.**

2. The Mobile Network Operators willing to upgrade data are;

BT mobile, EE,

Three, SMARTY

3. WG is currently in discussions with these operators and it’s only a matter of time until they are part of the scheme);

Vodafone, O2 Mobile, Sky,

Virgin, Tesco Mobile.

4. Digitally excluded families can apply for a data upgrade by completing this questionnaire:

[**https://forms.office.com/Pages/ResponsePage.aspx?id=Ug4\_TzS3ZEGUCRtgHRR5k5kKi6E0tztNlMtypngM\_GBUQlZCSVZPSFJXUkVFNjBWNFdVR1BQRTJXTi4u**](https://forms.office.com/Pages/ResponsePage.aspx?id=Ug4_TzS3ZEGUCRtgHRR5k5kKi6E0tztNlMtypngM_GBUQlZCSVZPSFJXUkVFNjBWNFdVR1BQRTJXTi4u)

**Pre-Conditions**

Operators will check whether the identified homes are already receiving domestic broadband services and if so, data upgrades will not be applied.

BT&EE - Families will have to be a customer for at least 3 months.

(Although discussions with Vodafone remain one of the stipulations is that PAYG customers will have to make a minimum payment of £10 via top up monthly).

(Although discussions with O2 Mobile remain one of the stipulations is that families have been a customer for at least 6 months).

Many Thanks

Ms M Hughes

**Headteacher**