

Mobile Data Uplifts for Digitally Excluded Learners

Following discussions with the four main UK mobile network operators (MNOs) to extend the data uplift pilot that the DfE are currently offering to English schools, we can now confirm that a similar scheme will be mobilised in Wales (subject to contracts being agreed with the MNOs).

This will further bolster the range of support available for connectivity services and help to meet the demand identified by local authorities in the recent digital baseline exercise.

This scheme is being made available to support additional digitally excluded learners/families identified by their schools. In order to mobilise this scheme quickly (DfE have been working on the scheme for 6 months), our discussions with the MNOs have been predicated on schools and local authorities adopting a targeted approach.

Mobile Network Uplifts

The scheme will increase the mobile data allowance for either the parent/carer of the learner, or the learners account if deemed appropriate, where the individual has an existing account with the MNOs (which meets their pre-conditions). In line with the DfE agreement, this is a time-limited scheme, currently until **31 July 2021**.

To expedite the process, we have prioritised the four main MNOs initially and have recently commenced discussions with the mobile network virtual operators (MNVOs) e.g. Sky, Virgin, Tesco Mobile.

The table below details the current providers who have agreed that we can start to collate the information on their customers whilst legal agreements are being finalised.

MNOs	Learner Numbers*	Data Uplifts	Pre-Conditions*
BT Mobile & EE	3,300	Unlimited	Yes
Three & SMARTY	No Defined Cap	Unlimited	None

*Please refer to the separate document 'Updated Support Options for DEL' for further information.

Process

The steps documented below outline the process, and crucially the information which will need to be captured and shared between schools, local authorities, the Welsh Government and the MNOs in order to operate the scheme.

The Welsh Government has provided privacy statement & privacy notice templates for local authorities to use in conjunction with their schools. Review the templates, complete the blanks and ensure this is aligned to your own internal processes.

Using the privacy statement/notice, local authorities/schools are able to contact the learners/families who they believe may be eligible for the offer.

For anyone wishing to take up the offer, local authorities/schools will need to ensure they have shared the necessary privacy statement/notice and have agreement to collect the following minimum information:

- School DfES number;
- Mobile account holder's full name;
- Mobile number;
- Mobile network the account is associated to; and
- If the account is Pay as you Go (PAYG) or Pay Monthly.

The local authority will need to aggregate this data across their schools and should provide guidance to their schools on how to securely transfer this information between themselves.

The local authority is able to submit the data for the MNOs identified in the table above to the Welsh Government at regular frequencies (weekly) which will ensure the information can be processed as quickly as possible.

We will outline the arrangements for submitting the information to the Welsh Government with the contact point confirmed by the local authority shortly.

For the MNOs/MNVOs not listed in the table above, we require local authorities to identify the total number of families using the respective operators, to inform the prioritisation of our engagement activities. Please provide this information to [Mike Thomas](#) directly.

As more agreements are processed with the MNOs/MNVOs, we will notify the local authority contact who in turn can share the appropriate information for that MNO/MNVO.

Please note if any local authority submits a file containing information relating to any MNOs/MNVOs not included in the table above, the file submission will be securely deleted in order for the Welsh Government to comply with the relevant data protection rules.

The Welsh Government will then share the above information securely with the relevant MNO/MNVO in order to:

- arrange and administer the offer;
- check an individual's eligibility e.g. correct mobile network; and
- apply the increase in data to an account.

The operators will contact the account holder directly to confirm if a data uplift has

been applied. We are also working with the operators to ensure they confirm which requests have been successful or where issues have been identified. Information, relating to the DfE scheme, has indicated that the success rate is between 50-60%. Quite often the household is already in receipt of a domestic broadband service with the provider; have unlimited data already or are not a customer of the operator/don't meet the pre-conditions.

Please note that the operators have the final decision on the data uplifts being applied and as such discussions with the families should ensure expectations are appropriately managed.

Additional Considerations

To support the wider discussions with ICT infrastructure officials within the Welsh Government, local authorities are asked to supply a list of UPRNs for any digitally excluded learners that have been identified but not provisioned with appropriate connectivity.

Please supply an aggregated list of **the UPRNs only** to [Mike Thomas](#), who will share with officials in the Welsh Government ICT Infrastructure Division.