National Databank – November 2026

Application Guidance

Deadline for submission: Monday 30th November, 12 midday

Description

Good Things Foundation is delighted to be working in partnership with Virgin Media O2 and VodafoneThree on a data gifting initiative called the National Databank. The National Databank provides vetted members of the National Digital Inclusion Network exclusive access to free data for beneficiaries you support. This initiative aims to support individuals experiencing data poverty by gifting them free data for a set period of time.

Please note: This is a data connectivity initiative only. No devices will be provided through this opportunity but you can utilise this offer with devices that you may already have distributed through Good Things Foundation's Everyone Connected programme or any other device initiative. You can also provide this as a standalone connectivity offer.

Using the National Databank

Eligibility

Someone receiving data through the National Databank must:
Be 18+ years old
AND be from a low income household

And qualifies in one or several of the following statements:

Has no access or insufficient access to the internet at home
AND/OR has no or insufficient access to the internet when away from the home
AND/OR cannot afford their existing monthly contract or top up

Compatibility

The data available via the National Databank is provided by O2 and VodafoneThree. A data recipient's device would need to be either unlocked or compatible with O2 or VodafoneThree networks to allow data from the databank to be activated.

Gifting data

O2 data

Members of the network will receive a stock of O2 pay as you go SIM cards. They will also receive access to the databank website, where an agreed monthly allowance of O2 data vouchers will be available.

Each voucher provides a 25GB allowance of data and unlimited calls and texts and 50 FREE minutes to 42 countries for 30 days from activation.

Members of the network will be able to issue data vouchers for periods of one to twelve months by following this process:

- User (staff or volunteers from the digital inclusion hub) selects voucher subscription length and enters recipient phone number (if they are also being provided with a new O2 SIM card this will be the number of this SIM)
- A data voucher code will be displayed on the screen, and sent by text to the recipient.
- The voucher will need to be activated by calling 4444 and entering the voucher code when prompted.
- Each voucher code provides 25GB of data and free calls and texts for 30 days from activation. If a voucher subscription period of multiple months has been selected, the recipient will receive a new data voucher by text

message each month. This will need to be activated each month by calling 4444 and entering the new voucher code.

VodafoneThree data

Network members will also receive a stock of VodafoneThree SIM cards. Once activated - by inserting into a device - an allowance of 40GB per month and free calls and texts will be available for 30 days from activation. This allowance will refresh every 30 days for 6 months.

Network members will be required to monitor and regularly report on the number of people who have been gifted VodafoneThree SIM cards using an agreed process that will be outlined in the onboarding session.

Please note, successful applicants will receive a stock of SIM cards and data vouchers to allow them to support their agreed number of monthly data recipients for 2 months initially. Further SIMs and vouchers can be requested as needed. A split of O2 and VodafoneThree SIM cards will be provided.

Enhanced Data collection:

To ensure data collection remains clear and straightforward, you will need to complete a few quick questions when issuing SIM cards via the National Databank. Checkboxes are provided for each response, helping us gather accurate information while keeping admin effort to a minimum.

Network members will be required to:

- Support individuals each month by distributing SIM cards and data vouchers. You are permitted to give a **maximum** of 24 months of data O2 (12 months), VodafoneThree (12 months)
- Securely store and distribute SIM cards as needed
- Complete regular feedback forms or short surveys
- Share a learner story / case study

Successful applicants are required to make individuals they gift a SIM card too aware of the specific Terms & Conditions of that telecommunications provider.

These can be found online as follows:

• VodafoneThree Everyone Connected Terms & Conditions *(The preloaded SIM cards made available to Good Things Foundation are from the VodafoneThree Everyone Connected campaign, a programme to get more people access to the internet).*

• O2 Pay As You Go Terms & Conditions *(The SIM cards made available to Good Things Foundation by O2 are Pay As You Go SIM cards, however, individuals will not need to top them up as we'll explain how to load data onto them).*

Any questions regarding the telecommunication providers individual Terms & Conditions should be raised directly with them where possible to ensure the most accurate response.

Eligibility Criteria

To be eligible to apply organisations must be a registered member of the National Digital Inclusion Network (or must join the network if not already a member). You can find more information on joining the network on our **Members' Area** here.

All organisations applying for the National Databank must pass a light touch financial due diligence check. In most cases this check will be undertaken without needing to speak to the organisation directly.

All successful applicants must attend the Mandatory Onboarding session, before SIM cards can be ordered and access to the National Databank portal given, if you are sending someone on your behalf please ensure that you have added them as a point of contact on your Membership account

Timeline

Indicative timeline	Date:
Launch of application form	Thursday 29th October 2026, 12 midday
Deadline for completed application	Monday 30th November 2026, 12 midday
Application review period	Monday 7th December 2026 to Friday 11th December 2026
Communication of results to applicants	By Friday 18th December 2026, 5pm
Mandatory Onboarding webinar	Tuesday 22nd December 2026, 10am

Should you have applied through this round on Thursday 29th October after 12 midday, or on Friday 30th October 2026 or Saturday 31st October 2026, your application will be counted as being in the November 2026 application round and therefore it will be reviewed during December 2026 as in the table above.

Accessing and completing the application form:

Your web browser settings must allow third party cookies in order for you to complete and submit your application. We recommend that you use Chrome as your browser.

Once you've opened the application form, please check that your browser settings do not 'block third party cookies'. If they do, change this setting and refresh the webpage before starting your application.

Please note that once you begin your application you will not be able to save and return to it, and will need to submit it in one session.

As part of the application process you'll be asked to provide your registered company or charity number if we don't already have it. This is so that we can undertake a light touch financial due diligence check as part of the review process.

Application questions:

You will need to be logged into our **Members' Area** under the Hub you wish to complete an application for, to submit your application. You will see the details for the Hub you are submitting on behalf and your details as we hold them on your account.

1. **Your Details**

1.1 Please confirm you are submitting an application on behalf of the Hub shown below.
You will see your hub name and ID on the screen and be required to confirm the information.

1.2 As a registered Account Manager/Finance Manager for this Hub, please confirm you have the authority to submit this application.
You will be required to confirm that you have the authority to submit an application.

2. **Terms of Service**

2.1 I would like to apply for membership of the National Databank
You will be required to confirm that you're applying to join the National Databank.

2.2 I confirm I have read and understood the terms & conditions and recipient eligibility criteria for membership of the Databank:

To be eligible to receive free data recipients must be:

- 18 years old or over
- Experiencing data poverty -no have access to the internet, or means to pay for data or a broadband package

You will be required to confirm that you've read and understood the T&Cs and also understand the eligibility criteria for a data recipient.

3. **Security and Data supply**

3.1 Please confirm you have secure storage for data SIM Cards
You will be required to confirm that you can store the SIM cards securely.

3.2 Please indicate which form of secure storage you have to hold the SIMS on delivery.

You will need to select from the following options:

- A lockable cabinet or drawer
- Safe

3.3 I would expect to issue the following number of data packages on a monthly basis?

You will need to select from the following options:

- 10
- 20
- 30
- 40
- 50

Please think carefully about how many people you expect to issue data to each month. We want to ensure that there are very few SIM cards left in cupboards or drawers not being used. If your application is successful we will send you 2 months' initial supply, after which, you will be able to make re-supply requests.

3.4 Partnerships & referrals we need to be made aware of

As standard Hubs who join the National Databank receive a split of VMO2 and VodafoneThree SIM cards. However, do please tell us:

- If you are working with Hubbub on the Community Calling or Tech Lending Community Fund programmes, as this would impact the type of SIM card you will receive.

- If you are working with Jangala on the Get Box programme, as this will impact the type of SIM card you receive and where you receive your SIM cards from.

We also want to know if you have been referred to us by a Virgin Money branch as a community referral. Although this has no impact on how you receive your SIM cards and which type you will receive, we are interested in hearing if this is why you are applying.

Important Information for after you submit your application

Delivery Address
If your application is successful then all data SIMS will be delivered to the delivery address held on your Account. Once you have submitted your application please visit the 'View My Hub' area and check, or amend, your dispatch address.

Contacts
It is important that we have more than one person in your Hub we can contact about your Account. Once you have submitted your application please visit the 'View My Hub' area and check the users we have registered on your Account.

Next Steps
If your application is successful you will be asked to sign an agreement which will allow you to request data packages from our Databank up to 31st December 2024 (in line with the current commitment from our Data Partners to supply data to Good Things Foundation).

Support

If you have any questions which cannot be answered using the information above please contact the team by submitting a **Get Support** request.