



# Good Things Foundation

## National Databank – October 2024

### Application Guidance

Deadline for submission: Thursday 31st October 2024, 12 midday

#### Description

Good Things Foundation is delighted to be working in partnership with Virgin Media O2, Vodafone and Three 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, Vodafone and Three. A data recipient's device would need to be either unlocked or compatible with O2, Vodafone or Three SIM cards 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 for 30 days from activation.

Members of the network will be able to issue data vouchers for periods of one to six 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.

### Vodafone data

Network members will also receive a stock of Vodafone 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 Vodafone SIM cards using an agreed process that will be outlined in the onboarding session.

### Three data

Network members will also receive a stock of Three SIM cards. Once activated - by inserting into a device - an allowance of 24GB is activated. The data available is 24GB in total.

Network members will be required to monitor and regularly report on the number of people who have been gifted Three 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, Three and Vodafone SIM cards will be provided.*

### **Network members will be required to:**

- Support individuals each month by distributing SIM cards and data vouchers
- 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:**

- [Vodafone Everyone Connected Terms & Conditions](#) (The preloaded SIM cards made available to Good Things Foundation are from the Vodafone 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).
- [Three Pay As You Go Terms & Conditions](#) (To find the relevant Terms & Conditions for the Three SIM cards please go to 'New PAYG Terms & Conditions PDF 487GB'. SIM cards are preloaded and do not require topping up).

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.

**Timeline**

Indicative timeline	Date:
Launch of application form	Monday 30th September 2024, 12 midday

<b>Indicative timeline</b>	<b>Date:</b>
<b>Deadline for completed application</b>	Thursday 31st October 2024, 12 midday
<b>Application review period</b>	Monday 4th November 2024 to Friday 15th November 2024
<b>Communication of results to applicants</b>	By Friday 22nd November 2024, 5pm
<b>Onboarding webinar</b>	w/c Monday 25th November 2024

**Please note, the opportunity to apply to join the National Databank is open each month and applications are reviewed on a monthly cycle. Therefore there will be future opportunities to apply to join the Databank.**

*Should you have applied through this round on Monday 30th September 2024 after midday, your application will be counted as being in the October 2024 application round and therefore it will be reviewed during November 2024 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
- 100+

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. If you wish to request a large amount (100+), we will need to contact you to discuss your application.

**3.4 We will send you data from all three of our providers. If you require data packages from a specific network for one of the reasons indicated below please provide details in the box provided, otherwise leave it blank.**

- You are in an area where you have limited service for one or more providers: 3, VMO2 or Vodafone.
- You are being provided devices by one of our recognised partners and require a compatible data package, please include the name of the partner and the network your devices are tied to. Our current device partners include: Jangala; Community Calling; and Tech Lending Community Fund.

**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.