**4G router data extended to July 2021**

Dear colleague, We’ve extended the contract for all SIM cards included with 4G wireless routers to continue our support for disadvantaged children who are remote learning during the coronavirus pandemic. These SIM cards will now remain active until the end…

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| Dear colleague,We’ve extended the contract for all SIM cards included with 4G wireless routers to continue our support for disadvantaged children who are remote learning during the coronavirus pandemic. These SIM cards will now remain active until the end of July 2021.If you’re communicating this information to the families who have received these devices, you may also wish to remind them that:

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| * their router has a 20GB per month data limit that renews at the start of each month
* data connections should be used primarily for education and social care services
* they can reduce the amount of data they use by choosing ‘Standard Definition’ (SD) when watching videos online or making video calls
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Setting up and managing 4G routersWe’re aware that some of the routers that have been distributed have not yet been used. We’ve recently updated our guidance on how to set up a 4G router, which you may wish to print and send to any families who still require access to the internet.[https://get-help-with-tech.education.gov.uk/devices/4g-user-guidance](https://urldefense.com/v3/__https%3A/get-help-with-tech.education.gov.uk/devices/4g-user-guidance__;!!CVb4j_0G!BEeirhe4Sk6VYTO-564J795PCsrfRojrMZfd0TKsYQfjY7pkPpWX3UL_YKl2Z3KaRNFAlHtdoZ7JJw$) If you identify children and young people who do not need the routers that they have been allocated, you can offer them to others who may have greater need.If users report difficulties in connecting their router to the internet, there are a few options to try before you report a fault. Please ask the user to check if:

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| * another device (such as a smartphone) has a connection to see if there are issues in the local area
* the SIM card has been removed – if it has, ask them to put it back into the router and try to connect again
* the laptop or tablet they’re using can connect to the internet another way, for example by using free wifi or tethering it to a mobile phone
* they can clear the cache on the web browser they’re using, then try to connect again
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Technical support is available should the above steps not solve the issue.[https://get-help-with-tech.education.gov.uk/devices/4g-user-guidance#technical-support](https://urldefense.com/v3/__https%3A/get-help-with-tech.education.gov.uk/devices/4g-user-guidance%2Atechnical-support__;Iw!!CVb4j_0G!BEeirhe4Sk6VYTO-564J795PCsrfRojrMZfd0TKsYQfjY7pkPpWX3UL_YKl2Z3KaRNFAlHtPcy37kg$)Regards,Get help with technology team |

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