

Introducing the National Databank



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- The aim is to work with community partners to provide **free access to the internet** to those who are unable to get online.
- Between 2023 and 2025, more than 400,000 data packages were provided to people thanks to the SIM cards gifted by **Virgin Media O2, Vodafone and Three.**
- Over **1000 organisations** now have access to gift free data.

Who Can Receive Free Data?

Someone receiving data through the National Databank **must be:**

- 18+ years old
- From a low income household

And qualify in **at least one** of the following statements:

- Has no access or insufficient access to the internet at home
- Has no or insufficient access to the internet when away from the home
- Cannot afford their existing monthly contract or top up

Databank Overview

2 month **stock of SIMs** received, and login details for data bank website

Identify data recipients and **gift data**

Vodafone data
(SIM preloaded with data, inserted into device)

Three data
(SIM preloaded with data, inserted into device)

O2 data
(issue data vouchers to O2 SIM via data bank website)

At the time of gifting the data, log in to the **Databank website** and record

Request more SIMs when stocks run low a Centre Manager can log into their account

Responsibilities

- Please **do not share your login information** with anyone (each user needs their own account).
- The data **must not be sold** on or exchanged for a monetary value.
- If there are any suspected incidents of **fraud or misuse**, please report them to us immediately.
- The data is to be gifted to **people that you support directly**. If other partner organisations you know need access to data, they should apply through the National Databank.

Accepting Awarded Contract

- Log in to network.goodthingsfoundation.org/home
- Go to **View existing applications**
- Check the Action column and select **Accept** or **Reject**

View my Hub

From here you can access all your Hub info and check the status of your data, devices and funding applications.

My Hub membership

- ✓ **Hub details**
Hub name, legal status, address(es)
- ✓ **Hub profile**
Areas of work, who you support, public opening, Network map info and contact preferences
- ✓ **Membership agreement**
You've accepted: [review the Membership agreement?](#)
- ✓ **Users**
Manage your users

National Databank

[How does the Databank work? →](#)
[Apply to join the National Databank](#)

National Device Bank

We will let you know when you can apply to join the National Device Bank.

Funding

[What funding is available? →](#)
[View existing applications](#)

Next Steps

Registering on the platform

- You will receive an email with a temporary password from the Databank website with a link to join
- You can then add other users (each staff member needs their own log in)

SIM Card delivery

- Vodafone, O2 and Three SIM cards will be ordered once your T&Cs have been accepted. Please store these safely and securely

Help And Support

- The [National Databank collection](#) on the National Digital Inclusion Network website includes **user guides** and **step-by-step videos**.

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National Databank

The National Databank is like a food bank but for mobile data. Network members can access free mobile SIM cards to give to people who can't afford internet connectivity.

Good Things Foundation is working with Virgin Media O2, Vodafone and Three to make sure no one is left without an internet connection. Together they power the National Databank, where members of the National Digital Inclusion Network can apply for and distribute free mobile SIM cards.

These resources will help you understand how you can register, activate and distribute free mobile data SIMs and vouchers.



Quality Assurance And Important Details




- Quality assurance is carried out on all reporting done through the National Databank. As a result we may contact you by email if need we to investigate.
- If we do not receive a satisfactory explanation, or get no response, we may request a number be disconnected, suspend your user account or withdraw the contract.
- Each person should only receive one O2 voucher per month. Any irregular activity noted by VMO2 or Good Things Foundation may result in an investigation.
- Please do not share the SIM cards delivered to you with any other Hub, regardless of if they're part of the same organisation. This will impact reporting and slow down our processing of any future SIM card orders.

Telecommunication Provider T&Cs

As a contract holder, when gifting a SIM card you must ensure the individual is aware of the Terms & Conditions of the relevant telecommunications provider:

- [**Vodafone** Everyone Connected Terms & Conditions](#)
- [**Three** PAYG Terms & Conditions](#)
- [**O2** PAYG Terms & Conditions](#)

Data Offers

	<p>25GB data, free calls and texts to the UK & 50 minutes of International calls to 42 countries for 30 days. Can be issued for 1 - 12 months.</p>	<p>Data vouchers (compatible with O2 Pay As You Go SIM cards received through the National Databank only)</p>
	<p>40GB data, free calls and texts for 30 days. Renews automatically for 6 months.</p>	<p>SIM cards arrive loaded with data</p>
	<p>24GB data, one off provision, not time bound</p>	<p>SIM cards arrive loaded with data</p>

Join The Digital Inclusion Community On LinkedIn

For more insights join our [LinkedIn group](#) for members of the National Digital Inclusion Network.

It is a dedicated space for Digital Inclusion Hubs to connect, collaborate, and grow.



Apply to be our Next Hub of the Month!

Every month our winning hub receives a £100 Amazon voucher with a mention in our newsletter and on our social channels. [Nominate your own hub, or another, to be our Hub of the Month.](#)



Good Things