
FAQs

Important Information

- Tablets must be wiped of all personal data/information/accounts
- Tablets are donated and no money or credit will be given in exchange for any tablet
- Due to the volume of tablets that Brightstar processes, we will not be able to confirm if your tablet has been successfully refurbished and is being utilised as part of the scheme
- Only send tablets you are happy to give away - once the tablet has been sent we are unable to return it, and it will either be refurbished and used in the Home Learners Project or disposed of responsibly/recycled by Brightstar

What is Help for Home Learners?

Through a package of devices and data, building on existing measures already in place, Virgin Media is stepping up efforts to support families across the country to ensure they have the tools and connectivity needed to take part in remote learning while schools remain closed, and to tackle the digital divide beyond that.

As part of its comprehensive support package, Virgin Media is partnering with the charity Business in the Community to fund and distribute 1,500 laptops and mobile dongles to schoolchildren and young adults in the UK who are struggling to learn virtually. Each laptop will come with a 4G dongle containing 25GB of data per month, which is simply plugged into the device to get home learners instantly connected to teachers, educational tools and online classes.

Now we are giving you the chance to get involved by donating old or spare tablets to BITC to help even more schoolchildren.

Why has Virgin Media launched the Help for Home Learners appeal?

Through our partnership with Business in the Community and Brightstar, we're aiming to get even more devices out into the hands of those that need them most right now.

Who are the partners involved?

Business in the community (BITC) is the oldest and largest business-led membership organisation dedicated to responsible business (registered charity: 297716 BITC's National Business Response Network connects national and local community groups, small businesses, local authorities and charities with businesses and brands who can offer support during this crisis. Their platform has collated requests for devices from schools across the UK, many in some of the most deprived areas of the country.

Brightstar is a global leader of end-to-end device lifecycle management solutions and the world's fastest growing device protection provider. Brightstar work with carrier, retail and enterprise customers in approximately 50 countries, touching every stage of a device's lifecycle, from when it's

manufactured to the moment it's time to trade it in and re-market it. To learn more about Brightstar, please visit www.brightstar.com.

How will the devices get to school children and young adults?

Once we have ensured your device is wiped and is suitable for reuse, it will be distributed directly to schools across the UK who have logged a request for support with BITC's National Business Response Network. The school will pass these on to the school children and young adults that require the device.

What devices do you want?

We want tablet devices to support at home learning and we can take any manufacturer's tablet.

We can't take laptops right now but we're looking at options for offering this in future.

What condition do they need to be in?

Tablets should be in a working condition – able to connect to the internet, without screen damage or any other significant damage. ***If your tablet does not meet these conditions, then we'll recycle it for you – we won't be able to return it back to you.***

Before you send your tablet please back up all your content and erase the device back to its factory settings – depending on your manufacturer this can usually be done through settings

What if some of my data is on the device?

Please remove your data before sending your tablet including removing from Find My iPhone or Android/ Google lock, we will be unable to re-use your table if it's still connected to your account as it can only be accessed by you. Please also rest your device to factory setting. We will put each tablet through a data sanitisation process on receipt.

How do I donate my device?

Click [here](#) to access the donation portal. You will need to fill in an online form which will arrange for a freepost bag to be sent to you. Once you've received this freepost bag you can post it in to us.

Do I need to send my Charger?

No, please do not send the charger with your device as it may cause damage in transit, we will source and distribute a charger for donation with your device

What if you can't use my device, will it be returned?

Every tablet we receive will be tested for functionality and prepared to be donated to BITC, our aim is always to maximise re-use. If we find a fault in your device which would cause the user a significant functionality issue, we will be unable to donate it. We will send any devices we cannot use for responsible end of life recycling; we cannot return your item.

What happens to the personal information I supply in the donation portal?

Your personal information is used to issue the postage pack to you. Information will be processed under the terms outlined in the Privacy Policy on <https://virginmediatradein.brightstar.com>

I think I am in need of support; Can I get devices for my children?

Help for home learners aims to reach the most vulnerable children in society, if you think this is you please follow this link to register a request with Business in the Community <https://businessresponsecovid.org.uk/>