

Mobile^{UK}

How the mobile industry helped us through the COVID-19 pandemic

Helping the NHS

Helping the customer & Improving our network

Other donations & assistance

Industry agrees with Government to **zero-rate access** to NHS and GOV websites

March

EE donated 8,000 power banks to the NHS

O2 doubled network capacity and prioritised online support for customers

Three removed delivery charges for customers and extended time to pay for customers with payment difficulties

O2, EE, & Three and Vodafone removed charges for Hospedia patient calling service

EE offered unlimited calls and texts for the most vulnerable, and offered roaming credits for customer abroad

EE had a five fold increase in Zoom use and 50% increase in voice traffic

Three launched its stay connected landing page

Industry support for the government 'Stay at Home' SMS sent to all UK mobile users

O2 provides free connectivity to 1500 devices for recovering NHS Nightingale patients

Vodafone Doubled capacity for NHS 111 service and announced connectivity in the new nightingale hospitals

Vodafone introduced dedicated DreamLab project to support COVID-19 research

Three donated 1,100 devices with connectivity to charities and NHS hospitals

The **O2 Arena** is used as a training site for NHS staff

EE had more than 270k NHS staff take up their unlimited data offer

Vodafone donated 1,200 devices and connectivity to 32 charities across the UK

O2 is a major supporting donor of the BBC's Big Night Fundraiser

Industry jointly agrees with Government package of support measures for the NHS

May

O2 offers 338 million free minutes to customers

O2 zero rated a total of 34 websites including financial, wellbeing & education

Three set up Zero rated access to NHS 119 test and trace

Vodafone Donated free unlimited data SIMs to more than 260 patients and elderly people receiving end-of-life care in Wales

Vodafone Provided six months free unlimited data to half-a-million customers including NHS and care workers and vulnerable customers

O2 partnered with Hubbub to donate recycled devices to the disconnected

Vodafone Launched 'The Great British Tech Appeal' in with Barnardo's, British Red Cross and Safe Lives

Three Zero rated 28 health educational and victim support sites

EE network data showed 11am is the UK's most popular time to make a call, with another spike at 8pm

Industry removes data charges for websites supporting crime victims

Three provided free boost for NHS staff and launches new DfE boost pilot

O2 gifts 3 million GB of data to NHS employees

Vodafone partnered with West Everton Community Council to provide laptops and connectivity to families to access educational content

O2 and **EE** stores opened with the introduction of a new virtual queuing system

Three announced new special key worker offer

Vodafone Made broadband free for all small businesses for six months

June

Industry connects half a million frontline NHS workers with new offers