COX AFFORDABLE INTERNET PROGRAM - FAQs

General

What is Connect2Compete?

Cox Connect2Compete is our affordable, in home internet product for low-income families with school aged children. We are committed to promoting digital inclusion by providing connectivity, digital literacy training, and low-cost equipment.

Who is eligible for the $9.95 high-speed Internet through Cox Connect2Compete?

Households who meet ALL of the following criteria qualify for the program:

A child in a K-12 School

Participate in one or more of the following government subsidy programs:

- National School Lunch Program (NSLP)

- Supplemental Nutrition Assistance Program (SNAP)

- Temporary Assistance for Needy Families (TANF)

- Public Housing

Have not subscribed to Cox Internet service within the last 90 days

Have no outstanding debt or unreturned equipment with Cox (Families can pay off their bill or return equipment then sign up)

What documentation do I need to provide to qualify for the offer?

You may be asked to provide proof of your child's school enrollment and Government Assistance Programs in order to qualify for the offer.

Just scan or take a photo of the documents with your cell phone and upload at the end of the application process. See below for a list of acceptable documentation.

1. Proof of School Enrollment (one or more of the following documents):

- Proof of your child's school attendance such as a report card or a letter from the school showing your child's enrollment for current school year on school letterhead.

- The most recent letter from your child's school or district confirming your child is receiving Free or Reduced Lunch through the National School Lunch Program (NSLP) for current school year (This can serve as proof of school enrollment and Government Assistance Program participation)

- Community Eligibility Provision (CEP) Letter from a school official on school letterhead that has your child's name for current school year

- Proof of homeschooling authorized by the school, school district or the state

AND

2. Proof of Enrollment in Government Assistance Programs (one or more of the following documents):

- The most recent letter from your child's school or district confirming your child is receiving Free or Reduced Lunch through the National School Lunch Program (NSLP) or Community Eligibility Provision (CEP) Letter from a school official on school letterhead for current school year (This can serve as proof of school enrollment and Government Assistance Program participation)

- Proof of residency in Public Housing (including Section 8, Multi-family units, and Public Housing Authorities)

- Proof of enrollment in Supplemental Nutrition Assistance Program (SNAP)

- Proof of enrollment in Temporary Assistance for Needy Families (TANF)

To prevent delays in processing your application, please ensure the combination of the submitted documents show the following information clearly:

- Your full name (as Parent/Guardian)

- Your full address matching your service address

- Your child's name

- Your child's school name

Are there other fees or features associated with the Cox Connect2Compete Internet offer?

There are no deposits, contracts, or installation fees for the program. Families can stay enrolled in the program for as long as they qualify. The Cox Connect2Compete Internet service includes:

- Free wifi modem

- Access to over 650,000+ Cox Hotspots nationwide

- The Cox Security Suite, a comprehensive suite of online safety software tools to protect you and your family online.

- Access to the Cox Digital Academy, which provides basic computer literacy training and educational resources for students.

How do I apply if I think I'm eligible for the Cox Connect2Compete program?

Eligible families can start the application process by visiting [cox.com/c2c.](cox.com/c2c)

How fast is the home internet service offered as a part of Cox Connect2Compete?

Cox Connect2Compete provides home Internet service with download speeds of at least 25Mbps and upload speeds of 3Mbps.

Families

How do I apply if I think I'm eligible for the Cox Connect2Compete program?

Eligible families can apply online by visiting [cox.com/c2c](cox.com/c2c).

Can a family sign up for internet service if they already have other Cox services?

Families are eligible for Connect2Compete if they have Cox video or telephone service, but they do NOT qualify if they have had Cox internet services in the last 90 days.

What resources are available for parents or caregivers?

Please download our General Awareness Toolkit for additional information and resources available.

Where can my child learn more about the internet and play educational games?

Visit the [Digital Academy](#) for educational games, tools for online safety and more.

Educators

Why should our school get involved with the Connect2Compete program?

High-speed Internet access is no longer a luxury good. It has become an essential tool for succeeding in school. Teachers are increasingly incorporating digital tools in the classroom to enhance learning, assigning online homework and using email to communicate with parents and post grades online.

There are many factors that prevent broadband adoption, but price, availability and relevance are among the most common.

The Cox Connect2Compete program helps to address two of the three barriers: price and availability. Relevancy is understanding the value of the Internet to one's educational and economic opportunities. As trusted members of the community, your school leaders can help families develop an understanding of how Internet service in their homes can benefit their children's academic success and their families experience in your school.

How can the school provide assistance to help families register online?

Schools can host sign-up events by providing computers and assistance for families to apply online. Families will benefit from facilitated registration through a trusted source, so it's important for school administration and faculty to be aware of the program and process for application. We also encourage the distribution of Connect2Compete flyers which can be downloaded from our [Educational toolkit](#).

Will supporting the program cost our school any money?

No. Connect2Compete is not a school program. An endorsement or sponsorship is not required, and your school is not responsible for families' Cox Connect2Compete accounts.

Does a family qualify for the Cox Connect2Compete program if their child receives reduced-price (as opposed to free) lunches through the NSLP?

Yes. Children who receive free or reduced lunch are eligible for the Cox Connect2Compete program.

If our school is a Title One school which offers free school lunch to all students, are there other forms of eligibility for the program?

Yes, a Community Eligibility Provision (CEP) letter is an acceptable form of eligibility. Enrollment in the Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP) programs also can be used as proof of eligibility for Connect2Compete.

What resources are available for educators to help students with computer literacy and safety?

Visit the [Digital Academy](#) for educational games, tools for online safety and more.

Communities

Why should we get involved with the Cox Connect2Compete program?

High-speed Internet access is no longer a luxury good. It has become an essential tool for success. Teachers are increasingly incorporating digital tools in the classroom to enhance learning, assigning online homework and using email to communicate with parents and post grades online. Additionally, job recruiters are also beginning to exclusively utilize online job boards in order to find employees.

There are many factors that prevent broadband adoption, but price, availability and relevance are among the most common.

The Cox Connect2Compete program helps to address two of the three barriers: price and availability. Relevancy is understanding the value of the Internet to one's educational and economic opportunities. As trusted members of the community, you can help families develop an understanding of how Internet service in their homes can benefit their children's academic success and their families' ability to contribute to your community.

How can we provide assistance to help families register online?

Community organizations can host sign-up events by providing computers and assistance for families to apply online. Families will benefit from facilitated registration through a trusted source, so it's important for all of your organization's members to be aware of the program and process for application. Visit our [Digital Toolkit](#) to download easy-to-use flyer templates and more.

Will supporting the program cost any money?

No. An endorsement or sponsorship is not required, and you are not responsible for the families' Cox Connect2Compete accounts.

What resources are available for community members to help students?

Visit our [Digital Toolkit](#) to download easy-to-use flyer templates to spread the word about Connect2Compete or go to the [Digital Academy](#) for educational games, tools for online safety and more.