UPDATE: C2C is free for new customers the first 60 days until May 15. The free 60 days begins on day one of service. This offer applies to customers who enrolled in C2C starting on March 13th.

Cox is working to quickly connect as many low-income families as possible. We have two easy ways to get students connected:

1. Families can directly apply at cox.com/connect2compete. The website is optimized for mobile use as most families are connecting with their mobile device.
2. Families can subscribe to Starter Internet at a reduced rate of $19.99 with one month free and no need to provide documentation. This offer provides a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students. The first month is free for this service until May 15.

Q. Is Cox offering free or reduced broadband for people that can't afford in light of the Coronavirus outbreak?
A. Yes. Cox is offering its low-cost internet service Connect2Compete to families that don't have an internet connection at home complementary until May 15. The first 60 days are free and beings the customer's first day of service. Cox has made enhancements to the product including faster speeds, remote helpdesk support, a discounted computer program with PCs for People and a Learn from Home toolkit available for schools at Cox.com/Connect2Compete.

Q. How do schools get students enrolled quickly?
A. Cox has set up a process to help get students enrolled quickly through the schools. To participate we are asking the schools to compile a list of families (no need to share names or contact information- we only need home address) who meet the Connect2Compete eligibility requirement and send to connectnow@cox.com.

Once Cox receives the email, a representative from Cox will confirm status as soon as possible.

Q. How do people get connected quickly?
A. Families can directly apply at cox.com/connect2compete. The website is optimized for mobile use as most families are connecting with their mobile device.   Cox is working to simplify to process and will continue to adjust the process to make it easier and faster to connect families quickly.   Cox recommends working with your school to get fast tracked quickly by providing your home address to the school.

Q. How do people that need C2C connect when they don't have an internet connection?
A. Research tells us most low-income families have a mobile device. Cox's Connect2Compete website is optimized for mobile devices making it easy for people to apply. People that are interested to connect, go to Cox.com/connect2compete.

Q. **Many schools aren't comfortable sharing information about their families or have compliance concerns. How do we respond to schools that want to connect their families but can't share addresses?**
A. In the 'learn from home' toolkit on Cox.com/Connect2Complete, schools can find templates to use to send out to families about how to connect through Cox.

Q: What does the remote desktop support include?
A. Remote desktop support includes free support until May 15 including online and phone support through Cox Complete Care, Cox's support service. To learn more about Cox Complete Care, visit: https://www.cox.com/residential/completecare.html

Q. How much more speed has been added to Connect2Compete?
A. To ensure digital equity for low-income students without internet at home, we've made temporary changes to our low-cost service Connect2Compete including a speed increase to 50 Mpbs to support families with multiple people competing for bandwidth.

Q: What about senior and university students? Is there an affordable offer for them?
A. Cox has launched a $19.99 offer for new Starter internet customers with a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students. The first month is free for this service until May 15.

Q: How long does it take for families to receive their modems for install?

A. 5 days. Please note we are receiving more requests than usual which could delay this time.

Q: How long will it take to get these installed?
 Most new customers can install their new modem themselves using our self-installation kit, which will be mailed directly to them after they're approved. In the event a professional install is needed, we'll work to ensure customers are connected as quickly as possible. Self-install and professional install are free. 60 days begins when the customer is approved, and service begins.

Q. Will families enter a billing trap? What is the contract that they will sign? What if they don't want to continue services 3 months down the road?
A. There is no contract for Connect2Compete, families can cancel at any time.

Q. Are there other costs the customer will see? Devices? Installation?
A. 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 Wi-Fi modem
- Access to over 650,000+ Cox Hotspots nationwide
- The Cox Security Suite, a comprehensive suite of online safety software tools
- Access to the Cox Digital Academy, which provides basic computer literacy training and educational resources for students.

Until May 15, 2020, we are providing phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs.

Basic C2C FAQs

Q. What is Connect2Compete?
A. Connect2Compete (C2C) is a program that brings affordable internet service, low-cost computers and free digital literacy training to low-income families. Cox supports the program by offering $9.95/month high-speed internet. There are no price increases, no activation fees, and no equipment rental fees associated with the high-speed internet program.

Q. Who is eligible for the $9.95 high-speed internet offer through C2C?
A. Families with at least one child receiving free or reduced school lunches through the National School Lunch Program are eligible for the $9.95 internet. In 2016, Cox expanded the eligibility requirements to include families living in HUD-assisted housing with at least one school-age child. Additional forms of eligibility include participation in the Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP), along with proof of K-12 school enrollment.

Q. What is the National School Lunch program?
A. The National School Lunch Program (NSLP) is a federally assisted meal program operating in public and nonprofit private schools and residential childcare institutions. It provides nutritionally balanced, low-cost or free lunches to children each school day.

Q. How many customers has Cox enrolled in the Connect2Compete program?
A. Since 2012, Cox has connected more than 550,000 low-income Americans to the internet through the Connect2Compete program. Over 60 percent of those people were connected to the internet for the first time. *Please note we do not share C2C subscribers by market, state or Region.*

Q. How fast is the home internet service offered as a part of C2C?
A. Customers who enroll in Cox's C2C offer enjoy faster download speeds up to 25Mbps and upload speeds up to 3 Mbps.
For a limited time during the Coronavirus situation, customers will have speeds up to 50Mbps and upload speeds to 3 Mbps.

Q. How long can a C2C customer continue to receive reduced-price internet service through the program?
A. Families eligible for C2C will receive reduced-price internet as long as they remain continuously subscribed to the service and the C2C offer.

Q. What should I do if I work with students and families who might benefit from this program?
A. Please visit **Cox.com/LowCostInternet** and click on "Program Toolkits" with program information, materials and suggestions on how you can help.

Q. Can an eligible student receive internet service at a different address other than the address listed under the National School Lunch Program? For example, a student may receive free lunch under/at their mother's address but actually reside with a grandmother or another relative.
A. It is possible for this eligible family to be eligible for the service in these circumstances, but the use of a different service address may result in them having to go through the manual application process.

Q. If a customer has phone and cable but not high-speed internet, can they still apply to see if they are eligible for the data service offer?
A. Yes, they can. Please visit **Cox.com/LowCostInternet** to access program information.

Q. Who should C2C program participants contact if they experience technical issues with their service?
A. C2C participants will follow the same process as all Cox customers to resolve technical issues, and that is to call Cox technical support.

Q. Before advertising the C2C offer, was Cox required to obtain FCC or another governmental agency approval on the guidelines for eligible subscribers to internet service?
A. The C2C program is not mandated by the FCC nor any other governmental agency. Our support of the program is voluntary and consistent with our history of supporting youth and education in the communities we serve. The current C2C program was developed in conjunction with the partnership of the FCC and the NCTA, and Cox Communications volunteered to pilot the program in our San Diego market in spring of 2012. In fact, the current program is modeled after a program Cox voluntarily developed in its Santa Barbara service area more than a decade ago.

Connect2Compete's speed of 25 megabytes is the official definition of broadband as deemed by the FCC.

Q. What specific federal funds are being used to subsidize households? Does the FCC or another governmental agency set guidelines for internet service providers to follow to receive funding for C2C?
A. The Connect2Compete program is not subsidized by the federal nor any local state agencies, and Cox does not receive any reimbursement for offering the discounted price of $9.95/month.

Q. With the expansion of eligibility criteria to include TANF and SNAP, how many families are now eligible for the program?
A. The addition of TANF and SNAP as proof of eligibility does not increase the number of families eligible for Cox's C2C offer. TANF and SNAP are used as proof of eligibility for the National Free School Lunch program. These programs were added to make it easier for families whose children attend Title I schools, or for private schools that do not administer the Free School Lunch Program.

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