



# Cox Affordable Internet Programs

## Community Partner Guide

*Cox has been dedicated to helping make internet accessible for students, families, and everyone in our community since 2012.*




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Welcome! Cox Communications is proud to partner with you to close the digital divide by providing reliable, low-cost internet to ensure a brighter, more inclusive future with increased access to education, employment, healthcare and more.

## Cox Affordable Internet Programs

	Connect2Compete	ConnectAssist	StraightUp Internet
Who's it For	Families with children in grades K-12 who receive government assistance  *No contract, no credit check, no deposit	Low-income individuals (no kids at home) receiving government assistance <b>OR</b> household income below 200% of federal poverty guidelines  *No contract, no credit check, no deposit	For customers who wish to prepay for services on a month-to-month basis (i.e., credit, ID or income challenged)  *No contract, no credit check, no deposit
Internet Speed: 100 Mbps download/ 5 Mbps upload	 Live stream classes, collaborate on group projects, upload homework assignments	 Work from home, video conferencing, email, send and receive large files	 Multiple devices streaming content at the same time, supports 4K video
Billed by Cox	<b>\$9.95/month</b> Includes modem rental and taxes	<b>\$30/month</b> Includes modem rental and taxes	<b>\$50/month</b> Includes free modem to keep
Installation	Free EasyConnect <b>OR</b> ProConnect (if needed)	Free EasyConnect <b>OR</b> ProConnect (if needed)	Free EasyConnect
Learn more	<a href="http://cox.com/c2c">cox.com/c2c</a>	<a href="http://cox.com/connectassist">cox.com/connectassist</a>	<a href="http://cox.com/straightup">cox.com/straightup</a>

For Questions, Call the Cox Partner Support Line

**844-688-1680**

Monday – Friday: 8a-11p EST | Saturday: 9a – 9p EST

Sunday: Closed

**STEP 1:** Visit [cox.com/connectassist](http://cox.com/connectassist). Under the ConnectAssist section, click **Check Eligibility**.

## ConnectAssist

Our affordable plans are great for households who are on a tight budget looking for reliable internet. This plan is ideal for up to 5 devices for moderate web surfing, email and social networking.

### FEATURES

- ✓ Up to 100 Mbps download speeds
- ✓ Free wifi modem rental
- ✓ EasyConnect self-installation at no charge

**\$30/mo.** No term agreement

[See plan details](#)

### GET STARTED

Check your address and see if you are eligible for ConnectAssist Internet plan.

[Check Eligibility](#)

**STEP 2:** Enter the customer's service address and click **Continue**.

**STEP 3:** Select the **ConnectAssist Modem** option under "Choose your equipment". Click **Continue to Profile**.

**STEP 4:** Complete the customer's profile including name, phone number, and a valid email address.

**STEP 5:** Confirm program eligibility:  
✓ Choose the applicable program

**STEP 6:** Click **Continue to Verify Identity**. (if prequalified\*)

**STEP 7:** Verify identity using SSN **OR** Date of Birth. Click **Submit**.

Note, if customer has not lived at current address for more than 6 months, they'll enter their previous address.

**STEP 8:** Confirm Installation. Click **Continue to Review & Pay**.

- ✓ EasyConnect is automatically selected. Confirm shipping address.
- OR
- ✓ Click "View other installation options" link to select ProConnect (at no charge).

✓ Ship an Easy Connect kit to your home  
*You will receive an order confirmation with tracking and estimated delivery date when your order is shipped.*

How it works **Included in Package**

[View other installation options](#)

*Note, if the account holder ceases to use Cox for internet service or moves, the router/modem will need to be returned to Cox by mail or to a Cox retail store.*

**STEP 9:** Review order information. Click **Finish and Place Order**.

- ✓ Enroll in Paperless Billing, if desired
- ✓ Write down the Cox PIN

CHECKOUT  
**Review and pay**

Once you complete your order, a customer service professional will review your order and may call in the event there are issues or to explain any deposits you may owe. Then all that's left is to get your service installed and enjoy.

Confirm your services	ONE TIME	MONTHLY
Internet		
ConnectAssist Internet <a href="#">Modify</a>	-	\$30.00
<a href="#">See details</a>		
Subtotal	-	\$30.00
Taxes, Fees & Surcharges ⓘ		\$0.00
<b>Total Monthly Charges</b>		<b>\$30.00</b>
Due Today (Deposits & One Time)		\$0.00

In addition to your monthly price, your bill will include any listed one time charges. Since we bill in advance, you may also see a charge or credit for Partial Month Services.

Would you like to set up Paperless Billing? ⓘ

Yes  No

Cox Account PIN ⓘ (edit) ⓘ  
Your Assigned PIN: **4612**

**Success!**  
Customer should expect to receive their EasyConnect self-install kit within 2-3 days.

## ConnectAssist Eligibility

During the enrollment process, an individual may be asked to provide proof of their eligibility. Our team will review the documentation.

### Additional Tips

- Our team looks for confirmation of active benefits.
- Our team looks for the address of the benefits recipient to match the service address of the account holder; the beneficiary does not have to be the account holder.
- Our team will accept screenshots of official portal information.
- Our team will not accept emails or screenshots of emails.

For Questions, Call the Cox Partner Support Line

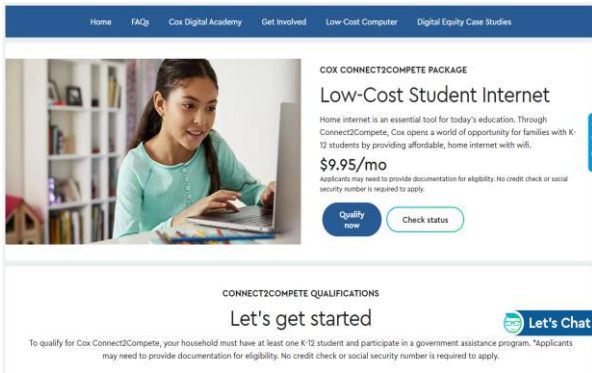
**844-688-1680**

Monday – Friday: 8a-11p EST | Saturday: 9a – 9p EST

Sunday: Close



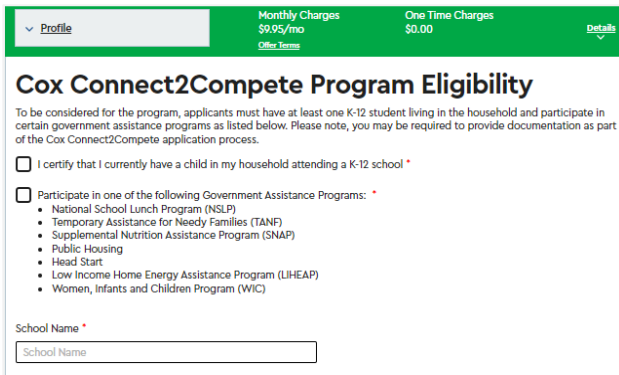
## STEP 1: Visit [cox.com/c2c](http://cox.com/c2c). Click **Qualify Now**.



## STEP 2: Enter the customer's home address to verify service availability. Click **Continue**.

## STEP 3: Enter the customer's personal information, must include a valid email address.

## STEP 4: Verify eligibility and enter name of child's school. Click **Continue to Verify Identity**.



## STEP 5: Prepare eligibility documentation\*. (Photos of documents are acceptable.)

### Proof of K-12 School Enrollment:

- ✓ Report card
- ✓ Letter from school showing enrollment
- ✓ Confirmation of child's enrollment in National School Lunch Program
- ✓ Proof of homeschooling authorized by school, school district, or state



### Proof of Enrollment in a Government Assistance Program:

- ✓ Confirmation of child's enrollment in National School Lunch Program
- ✓ Proof of residency in Public Housing
- ✓ Proof of enrollment in SNAP, TANF, Head Start, or WIC

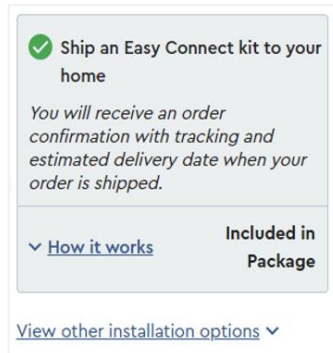
\* If prequalified, don't need to upload documentation

## STEP 6: Verify identity using SSN or Date of Birth. Click **Submit**.

Note, if customer has not lived at current address for more than 6 months, they'll enter their previous address.

## STEP 7: Confirm Installation. Click **Continue to Review**.

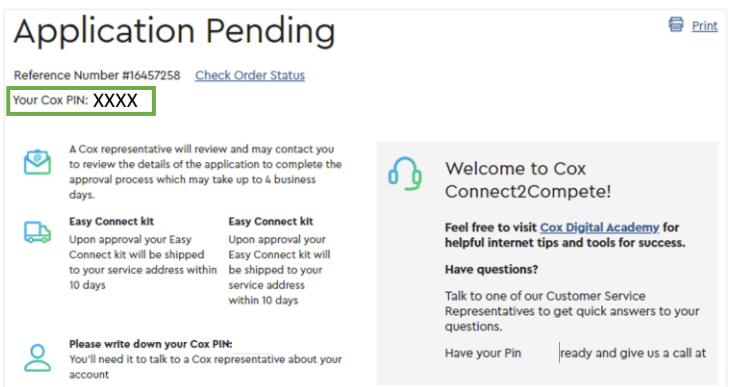
- ✓ EasyConnect is automatically selected. Confirm shipping address.
- OR
- ✓ Click "View other installation options" link to select ProConnect (at no charge).



## STEP 8: Review Pending Application. Click **Finish and Submit Application**.

If automatically approved:

- ✓ Review and confirm order details
- ✓ Write down the Cox PIN



## If NOT automatically approved:

- ✓ Write down the Cox PIN
- ✓ Select secret question and answer
  - If customer forgets pin, they can use secret question and answer to access account
- ✓ Enroll in Paperless Billing, if desired
- ✓ Upload additional documentation by selecting **Complete your Document**.
  - ✓ Complete the DocuSign process

**Success!**  
Customer should expect to receive their EasyConnect self-install kit within 2-3 days.

## Connect2Compete Eligibility

Proof of eligibility is required during the enrollment process. Participants must provide proof of a child in grade K-12 in the home **and** government assistance by uploading documentation, which our team will review.

The **BEST OPTION** is to provide your National School Lunch Program qualification letter or Notification of Eligibility letter from your Local Educational Agency. It must show:

- First and Last Name must match Benefit Qualifying Person's name
- Parent name, if shown, must match your name
- Date the document was issued or future expiration date

***[Special note: Medicaid is not a qualifying program for Connect2Compete.]***

### Additional Tips

- Our team will accept screenshots of official portal information or PDFs/photos of official documents.
- Documentation should not be blurry, but clear, with all information visible.
- Our team will not accept emails or screenshots of emails.

For Questions, Call the Cox Partner Support Line

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# Marketing Collateral [English]



**INTERNET  
WITHIN REACH**

**\$30** /mo.



[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

If you or your family participate in a government program, you could qualify for ConnectAssist.

## We can help.



### You qualify with one of these:

- Federal Pell Grant
- Federal Lifeline
- Federal Public Housing Assistance
- Medicaid or SNAP
- Veterans Pension & Survivors Benefits
- SSI (Supplemental Security Income)

### You can also qualify with your household income.

Household members	Income
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400

You may need documents that show government program participation.

You could qualify for internet as low as \$30/mo.



Scan here to save  
[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

### ConnectAssist puts a world of opportunities in your hands

#### ConnectAssist Benefits

- Fast, reliable download speeds, up to 100 Mbps
- Great for up to 5 devices surfing, streaming, online learning and working
- Includes a free Cox Wifi modem rental
- Access to 4M+ wifi hotspots nationwide
- No credit check, no deposit, no contract, no late fees
- Price guarantee - \$30/mo. when you qualify

**\$30** /mo.



**INTERNET  
WITHIN REACH**

**\$30** /mo.



[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

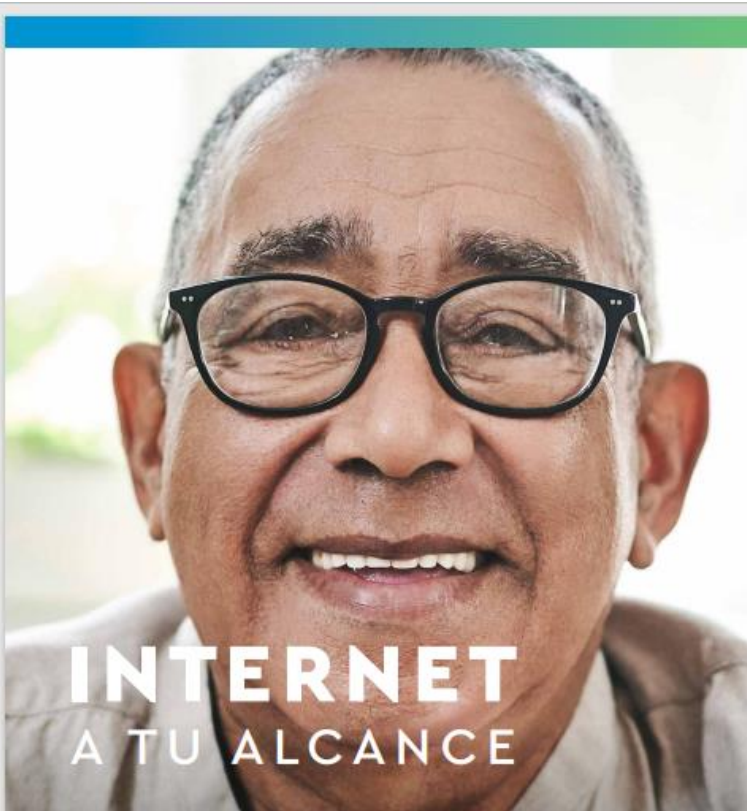
If you or your family participate in a government program, you could qualify for ConnectAssist.



**INTERNET  
WITHIN REACH**




# Marketing Collateral [Spanish]



**INTERNET**  
A TU ALCANCE

**\$30** al mes



Si tú o tu familia participa en un programa del gobierno, podrías calificar para ConnectAssist.

[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

## Podemos ayudarte.

COX

Puedes calificar con una de estas opciones:

Beca Federal Pell  
Programa Federal Lifeline  
Asistencia federal para vivienda pública  
Medicaid o SNAP  
Pensiones de Veteranos y Supervivientes  
SSI (Seguridad de Ingreso Suplementario)

También puedes calificar con tus ingresos familiares.

Miembros del hogar	Ingresos
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400

Puede que necesites documentos que muestren participación en programas gubernamentales.

Podrías calificar para internet por tan solo \$30 al mes.



Escanea aquí para ahorrar  
[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

ConnectAssist® pone un mundo de oportunidades en tus manos

### Beneficios de ConnectAssist

- Velocidades de descarga rápidas y confiables; hasta 100 Mbps
- Perfecto para navegar por internet y hacer streaming, trabajar desde casa y aprender online en hasta 5 equipos
- Incluye el alquiler del módem de wifi de Cox
- Acceso a más de 4 millones de hotspots en todo el país
- Sin verificación de crédito, sin depósito, sin contrato
- Precio garantizado - \$30 al mes cuando calificas

**\$30** al mes



**INTERNET**  
A TU ALCANCE

**\$30** al mes



Si tú o tu familia participa en un programa del gobierno, podrías calificar para ConnectAssist.

[cox.com/ConnectAssist](http://cox.com/ConnectAssist)

ConnectAssist es un programa patrocinado por Cox que está diseñado para ayudar a las personas a ahorrar y mantenerse conectadas al internet.

El servicio de Cox Internet está sujeto al Acuerdo de Servicio para Clientes Residenciales de Cox (<http://cox.com/hsa>), a la Política de Uso Aceptable (<http://cox.com/uaa>) y a otras políticas. Los detalles del paquete y los precios pueden cambiar. Para más detalles y requisitos de elegibilidad, visita [cox.com/ConnectAssist](http://cox.com/ConnectAssist). Pueden aplicarse otras restricciones. ©2020 Cox Communications, Inc. Todos los derechos reservados.

COX



**INTERNET**  
A TU ALCANCE



## Low-Cost Desktop Computers and Laptops

Cox has partnered with PCs for People, a 501(c)(3) nonprofit organization, to promote digital equity & inclusion. Specializing in refurbished laptop and desktop computers, internet solutions and tech accessories, PCs for People provides affordable, high-quality technology at unbeatable prices for customers who meet the income guidelines.

### Sample Inventory



BETTER

DELL OPTIPLEX 5040 SFF 15 6500 DESKTOP FULL SET

\$125.00



BEST

DELL OPTIPLEX 7060 I5 8500T MICRO DESKTOP FULL SET

\$150.00



BEST

HP ELITEDESK 800 G4 DM 35W I5 8500T MINI DESKTOP FULL SET - WINDOWS 11

\$150.00



BETTER

DELL LATITUDE 5480 I5 6300U

\$125.00



BEST

DELL LATITUDE 5590 I5 8250U

\$175.00



BETTER

UPGRADED HP ELITEBOOK 840 G3 I7 6600U

\$185.00

[pcsforpeople.org](http://pcsforpeople.org)

Due to extremely high demand and limited inventory, we encourage customers to check the website frequently. PCs for People adds inventory to their online store daily.



## cox.com/DigitalAcademy

*Powering families with digital literacy training*

A place for families, educators, community leaders and students to access information regarding computer literacy tips, educational videos, tutorials and games.

A sample of the many helpful resources available:



### Parents' ultimate guide to parental controls

Do you need parental controls? What are the options? Do they really work? Here's everything you need to know about the wide array of parental control solutions, from OS settings to monitoring apps to network hardware.



### 5 Surefire ways to protect your online privacy

Today's kids spend lots of time posting and sharing information online. Learn five surefire ways to protect their privacy.

[Watch now >](#)



### 5 tips to help kids catch up in school

If you notice your kid is having trouble or falling behind with schoolwork, it's time to take action. Check out these five simple tips parents can use to help their kids catch up in school.



### Microsoft digital literacy

Digital literacy are the foundational skills needed to understand and safely use digital devices, software, and the internet.

[Get started >](#)



### Microsoft 365 training

Learn how to create and collaborate with productivity tools like Word, Excel, and PowerPoint.

[Get started >](#)



### 30 cool things kids can learn online (for free)

Links, videos, and instructions for really fun family projects.

[Read now >](#)

**Course Modules:** Work with Computers, Communicate Online, Create Digital Content, Access Information Online, Participate Safely and Responsibly Online, Collaborate and Manage Content Digitally.

After completing each module, learners will receive a Digital Literacy Certificate of Completion.

# Appendix

## Additional Resources



## Connect2Compete

\$9.95  
per  
month

Connect2Compete Internet from Cox opens a world of opportunity for families by providing low-cost home internet with wifi to families with children. This plan is ideal for moderate web surfing, email, streaming video, gaming, video conferencing, and online homework for students.

### Features

- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem rental (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No credit checks or deposit required

### Eligibility

- ✓ Must have a **child in K-12 at home**
- ✓ Must **participate in one of the following government subsidy programs:** National School Lunch, SNAP, TANF, Head Start, WIC, Public Housing

## ConnectAssist

\$30  
per  
month

Our affordable plans are great for households who are on a tight budget looking for reliable internet to help them stay connected to work, school, friends and family. This plan is ideal for moderate web surfing, email, streaming video, gaming, video conferencing, and online homework for students.

### Features

- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem rental (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No late fees

### Eligibility

- ✓ Must participate in **one of the following government subsidy programs:** SNAP, TANF, Head Start, WIC, Public Housing, Pell Grant, Veterans Pension, Tribal Programs, Medicaid, Supplemental Security Income (SSI)

## StraightUp Internet

\$50  
per  
month

Prepaid internet is where you pay for the internet service before you use it. With StraightUp Internet, customers prepay for 1 month at a time - \$50 flat fee – and a modem and taxes included. The fixed monthly rate that is guaranteed to remain consistent for three years.

Prepaid internet is similar to prepaid calling cards or cell phones.

Customers can have their plans automatically renewed each month by enrolling in EasyPay on cox.com.

### Features

- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem to keep (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No credit checks or deposit required
- No returned payment fees

### Eligibility

- ✓ Household must have a valid address in our service area

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COX