# CARES ACT / C2C Toolkit for Schools

**Overview**

This document contains communications tools for schools on how to work with Cox to connect students and teachers to C2C and the CARES Education solutions. The following documents are included:

* FAQ pages 2-5
* Principal letters
  + C2C page 6
  + C2C prequalified page 7
  + CARES Act page 8
  + CARES Act prequalified page 9
* Script / Talking Points pages 10-12

**CARES ACT FAQs – How Schools Connect Students and Teachers**

**Cox CARES Act Solutions for Education**

In the spirit of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act and its

economic provisions for families and schools, Cox is offering a variety of connectivity

solutions to school districts that are subsidizing Internet to better support educators and

students as they implement virtual learning and teleworking in their homes.

**Q: What are the available COX CARES Act solutions?**

**A**: Cox CARES Act solutions include:

* Connect2Compete
* CARES Act-specific Cox Internet speed tiers
* Multi-Dwelling Units (MDU) Bulk Wifi
* Cox Business Managed Wifi for educational systems

**Q: What are the specific features and pricing for each solution?**

**A:**  Options best for affordable remote learning and teaching include:

**Connect2Compete** is affordable in-home Internet for low-income families with a

K-12 child participating in a government-assisted program. Connect2Compete

supports eligible students and their families by providing low-cost home Internet

with Wifi and access to the Cox Digital Academy and low-cost device

purchase options. The first two months of service are free for new customers who

sign up before September 30th. Cost of service is $9.95 a month thereafter.

**CARES Starter Internet** offers speeds of 25 Mbps/3 Mbps with free, easy-connect options. WiFi modem is included. Customers also have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $30 a month.

**CARES Essential Internet** offers speeds of 50 Mbps/3Mbps, also with free, easy-connect options.Wifi modem is also included. Customers additionally have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $40 a month.

On school property:

**MDU Bulk Wifi** is ideal for schools and student housing. Provided by the property

owner, speeds, and pricing for this option vary based on the needs of the property.

**Cox Business Managed Wifi** gives students, teachers, and staff operating in

schools a strong wifi Internet connection to enrich their experience and enhance

productivity. A fully managed Internet service, this solution

supports private and guest Wifi networks. The price varies by property, but typically

it is $60 a month, per access point and includes all speed tiers.

**Q: How does someone qualify for these solutions?**

**A:** Individuals that meet the following criteria qualify for Connect2Compete:

* Have a child enrolled in a K-12 school
  + Are eligible for the National School Lunch Program, SNAP (Supplement Nutritional Program), TANF (Temporary Assistance for Needy Families), Head Start, WIC (Women Infants & Children) and/or LIHEAP (Low Income Home Energy Assistance Program)
  + Receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA)
  + Live in public housing

For more information or to sign up, visit cox.com/caresact

CARES Starter or Essential is available to new Cox internet customers and for customers that belong to a school system offering subsidized internet for students, admistration or teachers. School must work with Cox directly to offer subsidies for internet service. CARES Starter or Essential Solutions are available to any student or teacher the schools would like to subsidize. The schools MUST provide a list of addresses to qualify for the program. To apply, families should go to cox.com/caresact.

Cox for Internet connectivity. Teacher and student families should go to

Cox.com/Caresact to enter their address to see what their school has to offer with Cox.

**Q:** **How can schools start the subsidy process for teachers and students quickly?**

**A:**          Cox has set up a process to help students and teachers get connected quickly.  As a first step, Cox is asking schools to reach out to [connectnow@cox.com](mailto:connectnow@cox.com) to inquire.  If inquiring about CARES, please put “CARES” in the subject line.  If inquiring about C2C, please put “C2C” in the subject line. Once Cox receives the email, a Cox Cares Coordinator will send you a secure link to upload a list of student/teacher addresses (no need to share names or contact information – we only need home addresses) via SharePoint. Please do not send student addresses directly via email.  
  
Cox will run a check on the addresses and provide feedback on which families 1) are unable to be matched; 2) the number of existing customers; or 3) the number of existing customers who participate in Connect2Compete.   
  
For CARES Act or other bulk payments, schools must then determine how much they will subsidize, which addresses they want to subsidize and which offers they want to subsidize (Connect2Compete, Internet Cares Starter 25, Internet Cares Essential 50 and/or existing internet services. Schools should work with their Cox Business account representative to complete the Memorandum of Understanding (MOU) with Cox and provide that along with any updates to addresses.

Once the subsidies eligibility indicators have been applied to the student addresses, the CARES Act coordinator will notify you when to tell students to apply. Schools should provide a detailed letter that includes sign up information and subsidy payments that can be sent out to families and teachers. Do not send students to apply before the process is complete, or they will not be able to order new services. Cox has provided letter templates for schools to use in the CARES Act school toolkit found on cox.com/Caresact.

Schools can visit cox.com/caresact to download our “Learn at home toolkit” with information on how to subsidize internet through Cox for their students and teachers. For additional questions, email connectnow@cox.com to reach one of our CARES Act coordinators.

**Q: What will customers need to do to get signed up?**

1. Customers will go to Cox.com/Caresact and enter their address. Offers will appear based on what the school is subsidizing. Click [here](https://coxcomminc-my.sharepoint.com/personal/shana_keith_cox_com/Documents/Documents/CARES%20toolkit/CARES-ACT-Process_081920.pdf) for a detailed overview of the experience.

**Q: Is there a subsidy limit?**

**A:** Schools can subsidize Internet service up to $40 a month in $5 increments.

**Q: How does billing work?**

**A:** Cox can provide flexible payment arrangements for our customers by offering master account, single payer account and end-user payer options.

**Q: Do CARES users have to sign a contract and would they face cancellation fees?**

**A:** No contract or cancellation fees required.

**Q: Is there additional cost for install?**

**A:**  All tiers offer a free Easy Connect (self connect) if a Pro Connect (professional installation) is needed the $100 installation cost may be waived for Connect2Compete.

**Q: Can someone self-install, or do they have to schedule a professional install?**

**A:** Both self-install and professional install are available for Connect2Compete, CARES Starter and Essential customers.

**Q.** **How long does it take to receive modems for install?**

**A.** Five days. Please note: We are receiving more requests than usual which could delay this time.

**Q. How long does it take to install a modem?**

**A.** Most new customers can install their new modem themselves using our self-installation kit, which will be mailed directly to them after they are approved. In the event a professional install is needed, we will work to ensure customers are connected as quickly as possible.

**Q: Do any of these programs apply for higher ed?**

**A:** Both Cares Act Starter 25 and Essential 50 options apply to higher ed.

**Q: How does someone know if they qualify for subsidized Internet service?**

**A:** Go to Cox.com/Caresact and input your address to see if you qualify. Yourschool system will likely communicate with students and staff if they are offering subsidized service through Cox and offer instructions.

**Q.** **How can interested teachers or students access information on the solutions and register for service if they do not have a home computer or internet connection?**

**A.** The Cox CARES Act solutions website is optimized for mobile devices making it easy for people to apply. People that are interested to connect, can visit cox.com/caresact.

**Q:** **Why is Cox extending this offer now?**

As virtual learning is becoming the new normal, Cox wants to do its part as a communications

provider to close the digital divide. This offer helps remove cost and connectivity barriers for

educators, students and families that need it ahead of this school year.

**Q: Can schools subsidize internet access for teachers?**

**A:** Absolutely.

**Q: Where can I learn more about the Cox CARES Act Solutions for Education?**

**A:** Schools canvisit cox.com/caresact to learn how to subsidize internet through Cox for their students and teachers. A Cox CARES coordinator is available if additional assistance is needed.

**CARES ACT: C2C Subsidy letter to parents (general)**

[School letterhead]

[Date]

Dear Parent or Guardian:

We want to make sure your student(s) has at-home connectivity so continued digital learning this school year is possible. Through economic provisions of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act, we have partnered with Cox to offer students who lack at-home internet connections with an affordable option through the Connect2Compete program.

Connect2Compete provides in-home Internet for families with a K-12 child participating in a government-assisted program (the National School Lunch Program, Head Start, SNAP, TANF, WIC, LIHEAP or Public Housing).

The package includes low-cost device purchase options and access to Cox Digital Academy, an educational resource. New customers signing up before Sept. 30 receive two free months of service and $9.95 a month thereafter.

There are no annual contracts with this option and self-installation (Easy Connect) and professional installation (Pro Connect) are free. For self-install, customers will receive an easy-to-use kit. Keep in mind that modems take approximately 5 days to arrive.

Finally, Cox can provide you with flexible payment arrangements.

For more information or to sign up, visit www.cox.com/Caresact

We look forward to seeing your student(s) soon.

Sincerely,

[School Official Name]

[School Official Title]

**CARES ACT: C2C Subsidy letter to parents (prequalify)**

[School letterhead]

[Date]

Dear Parent or Guardian:

We want to make sure your student(s) has at-home connectivity so continued digital learning this school year is possible. Through economic provisions of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act, we have partnered with Cox to offer students who lack at-home internet connections with an affordable option through the Connect2Compete program.

Connect2Compete provides in-home Internet for families with a K-12 child participating in a government-assisted program (the National School Lunch Program, Head Start, SNAP, TANF, WIC, LIHEAP or Public Housing). Based on your family meeting the eligibility criteria, we have prequalified you for this program.

The package includes low-cost device purchase options and access to Cox Digital Academy, an educational resource. New customers signing up before Sept. 30 receive two free months of service and $9.95 a month thereafter.

There are no annual contracts with this option and self-installation (Easy Connect) and professional installation (Pro Connect) are free. For self-install, customers will receive an easy-to-use kit. Keep in mind that modems take approximately 5 days to arrive.

Note that if you take advantage of this opportunity, you may receive notifications when we pay on your behalf.

For more information or to sign up, visit [cox.com/caresact](http://www.cox.com/c2c).

We look forward to seeing your student(s) soon.

Sincerely,

[School Official Name]

[School Official Title]

**CARES letter to parents (general)**

[School letterhead]

[Date]

Dear Parent or Guardian:

We want to make sure your student(s) has at-home connectivity so continued digital learning this school year is possible. Through economic provisions of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act, we have partnered with Cox to offer students who lack at-home internet connections with these affordable options:

* **Connect2Compete** provides in-home Internet for families with a K-12 child participating in a government-assisted program (the National School Lunch Program, Head Start, SNAP, TANF, WIC, LIHEAP or Public Housing). The package includes low-cost device purchase options and access to Cox Digital Academy. New customers signing up before Sept. 30 receive two free months of service and $9.95 a month thereafter.
* **CARES Starter Internet** offers speeds of 25 Mbps/3 Mbps with free, easy-connect options and includes equipment. Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $30 a month, and anyone is eligible.
* **CARES Essential Internet** offers speeds of 50 Mbps/3Mbps, also with free, easy-connect options and includes equipment.Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $40 a month, and anyone is eligible.

There are no annual contracts with these options. All programs offer free installation whether a self install (Easy Connect) or if a professional connect (Pro Connect) is needed the $100 installation cost will be waived for Connect2Compete. For self-install, customer will receive an easy-to-use kit. Keep in mind that modems take approximately 5 days to arrive.

Finally, Cox can provide you with flexible payment arrangements.

If you have questions on eligibility, please let us know.

For more information or to sign up with any of these programs, visit cox.com/caresact.

We look forward to seeing your student(s) soon.

Sincerely,

[School Official Name]

[School Official Title]

**CARES letter to parents (prequalify)**

[School letterhead]

[Date]

Dear Parent or Guardian:

We want to make sure your student(s) has at-home connectivity so continued digital learning this school year is possible. Through economic provisions of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act, we have partnered with Cox to offer students who lack at-home internet connections with two affordable, subsidized options. You are prequalified to choose either of these Cox CARES Act program solutions:

* **CARES Starter Internet,** whichoffers speeds of 25 Mbps/3Mbps with free, easy-connect options and includes equipment. Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The retail rate for CARES Starter Internet is $30, since we are subsidizing this program, your monthly price would be $xx.
* **CARES Essential Internet,** which offers speeds of 50 Mbps/3Mbps, also with free, easy-connect options and includes equipment.Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The retail rate for CARES Starter Internet is $40, Since we are subsidizing this program, your monthly price would be $xx.

There are no annual contracts with these options. All programs offer free installation whether a self-install (Easy Connect) or if a professional connect (Pro Connect) is needed the $100 installation cost will be waived for Connect2Compete. For self-install, customer will receive an easy-to-use kit. Keep in mind that modems take approximately 5 days to arrive.

It might be worthwhile to add something in there about expectations on billing / timing.  We learned that if the school is able to subsidize the entire amount (and they only get internet) they’ll never get a bill.  And they’ll get notifications when the school has paid on their behalf.

Finally, Cox can provide you with flexible payment arrangements.

For more information or to sign up for either of these programs, visit cox.com/caresact.

We look forward to seeing your student(s) soon.

Sincerely,

[School Official Name]

[School Official Title]

**Talking points for administrators/social workers on COX Cares and Cox C2C**

**How to Take Advantage of Cox’s CARES Act Solutions for Education**

In the spirit of the U.S. Coronavirus Aid, Relief and Economic Security (CARES) Act and its economic provisions for families and schools, Cox Communications is offering a variety of connectivity solutions to school districts that are subsidizing internet to better support students and educators as they implement virtual learning and teleworking in their homes.

Virtual learning is no longer a want-to-have – it is a must-have, and Cox wants to help close the digital divide. Our solutions help remove cost and connectivity barriers for schools, students and their families.

**About Cox CARES Act**

Cox CARES Act provides solutions for affordable remote learning and teaching and include:

* Connect2Compete
* CARES Act-specific Cox internet speed tiers
* Multi-Dwelling Units (MDU) Bulk Wifi
* Cox Business Managed Wifi for educational systems

**Here is how Connect2Compete works**

Connect2Competeis affordable in-home internet for low-income families with a K-12 child participating in a government-assisted program. Connect2Compete supports eligible students and their families by providing low-cost home internet with Wifi, low-cost device purchase options and access to the Cox Digital Academy (a free online resource hub that connects people with educational videos, tutorials, games and more). The first two months of service are free for new customers who sign up before September 30th. Cost of service is $9.95 a month thereafter.

Cox is also working with PCs for People to provide discounted, refurbished computers for eligible families.

**Here is how families qualify for Connect2Compete**

The program is for families that have:

* at least one child attending your school and participating in one of these government subsidies programs ‒ The National School Lunch Program, Head Start, SNAP, TANF,WIC, LIHEAP or Public Housing

Interest parties can find out if they qualify [here.](https://www.cox.com/c2c)

**Here are affordable at-home connectivity programs for families ineligible for Connect2Compete**

**CARES Starter Internet** offers speeds of 25 Mbps/3Mbps with free, easy-connect options and includes equipment. Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $30 a month, is available for new Cox Internet customers when the tier is selected to be subsidized.

**CARES Essential Internet** offers speeds of 50 Mbps/3Mbps, also with free, easy-connect options and includes equipment.Customers will have access to more than three million Wifi hotspots and the Cox Security Suite. The price is $40 a month, and is available for new Cox Internet customers when the tier is selected to be subsidized.

There are no annual contracts with these options. All programs offer free installation whether a self install (Easy Connect) or if a professional connect (Pro Connect) is needed the $100 installation cost will be waived for Connect2Compete. For self-install, customer will receive an easy-to-use kit. Keep in mind that modems take approximately 5 days to arrive.

**Here are details on Cox CARES Act programs for school properties**

**MDU Bulk Wifi** is ideal for schools and student housing. Provided by the property owner, speeds, and pricing for this option vary based on the needs of the property.

**Cox Business Managed Wifi** gives your students, teachers, and staff a strong Wifi internet connection to enrich their experience and enhance productivity. This fully managed technology supports private and guest Wifi networks. Although pricing varies, it’s typically $60 a month per access point and includes all speed tiers.

**Here is how you can start the subsidy process for teachers and students**

Cox has set up a process to help students and teachers get connected quickly. As a first step, Cox is asking schools to reach out to [connectnow@cox.com](mailto:connectnow@cox.com) to inquire. If inquiring about CARES, please put “CARES” in the subject line. If inquiring about C2C, please put “C2C” in the subject line. Once Cox receives the email, a Cox Cares Coordinator will let you know which families 1) are unable to be matched; 2) are existing customers; or 3) qualify for either C2C or CARES Starter/CARES Essential Internet options. Schools must then determine how much they will subsidize so a detailed letter can be sent out to families and teachers.

From there, schools will be sent a link to upload a list of student/teacher addresses (no need to share names or contact information – we only need home addresses) via SharePoint. Cox asks not to send attachments via email with student and teacher information, but to please use the SharePoint link provided by the Cox Cares Coordinator.

Schools canvisit cox.com/caresact to learn more about the process. CARES coordinators are available if additional assistance is needed.

**Here is some additional information**

* Your school can subsidize internet service up to $40 a month in $5 increments.
* Cox can provide flexible payment options.
* There are no contracts or cancellation fees.
* Teachers and families without a home computer or internet access can visit Cox CARES Act solutions website, which is optimized for mobile devices making it easy to apply, at cox.com/caresact.

**Here is where to go for additional assistance**

Visit cox.com/caresact to learn how to subsidize internet through Cox for your school’s students and teachers. CARES coordinators are happy to provide additional assistance.

**Before you go …**

* 25% of teens are often unable to complete homework assignments because of unreliable computer or internet access
* 91% of Cox Connect2Compete enrolled parents agree low-cost in-home internet service gives children a leg up for high school graduation
* 95% of Cox Connect2Compete enrolled parents report internet has improved communication with their child’s school