Connect2Compete Online Application

www.cox.com/lowcostinternet

STEP 1:

- Go to www.cox.com/c2c

- Click on "Get Started"

STEP 2:

- Fill out the customer's address

- Click "Continue"

STEP 3:

- Fill out the customer's information:
  - Name, phone number and email address.
    - Please note: a valid email address is required. This is how a Cox representative will communicate with the customer about their C2C application.

- Select Yes or No for Paperless Billing

- Verify the customer meets the criteria listed in the C2C Program Eligibility section by checking the boxes.

- Enter School Name

- Click "Continue"

IF A CUSTOMER IS AUTOMATICALLY APPROVED :

- Customer will need to verify identity
  - Enter the customer Social Security Number
    - If the customer has no SSN, click on box "I don't have a Social Security or would like to verify my identity over the phone after my order is submitted"
    - Cox representative will follow up with customer within 24-48 hours

- Answer Yes or No if customer has lived at service address for more than 6 months
  - If no, they will need to provide their previous address

- Click "Continue"

- Next Step:
  - Select an Installation Type
  - Click on "Continue to Review"

IF A CUSTOMER NEEDS ADDITIONAL DOCUMENTATION:

- Click on "Complete your Documents"
  - Scan or take a photo of the documents with a cell phone and upload the documentation to the DocuSign link
    - This link will be sent to the email address provided by the customer on the initial page of the application

- A Cox representative will send an email to the customer within 4 business days explaining next steps.

IF A CUSTOMER NEEDS ADDITIONAL DOCUMENTATION:

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)
-      (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.
- 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) Letter from a school official on school letterhead.
-      (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)
- Proof of enrollment in Low Income Home Energy Assistance Program (LIHEAP)
- Proof of enrollment in Women, Infants and Children Program (WIC)
- Proof of enrollment in Head Start

In order to prevent delays in processing your application, please make sure **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/address

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FAQs:

- **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 (Section 8, Multi-Family units, or Public Housing Authority)
      - Head Start
      - Women, Infants and Children (WIC)
      - Low Income Home Energy Assistance Program (LIHEAP)
  - Have not subscribed to Cox Internet service within the last 90 days
  - Not an active Cox Internet customer
  - Have no outstanding debt or unreturned equipment with Cox (Families can pay off their bill or return equipment when then sign up)

- **Are there other fees or features associated with the Cox Connect2Compete Internet offer?**
  - There are no annual 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 rental
      - Access to over 3 million 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

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FAQs:

- **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.

- **What happens if a customer doesn't complete the application?**
  - The customer will receive an email to finish the verification process.

- **What happens if a customer inputs in the wrong information?**
  - The customer will need to resubmit a new application with the correct information.

- **What happens if the customer doesn't have internet access or an email address?**
  - 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.

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FAQs:

- **What forms of ID can be given in lieu of a Social Security Number:**
  - **Group 1 – Picture ID**
    - State issued driver's license
    - Valid (non-expired) passport
    - State issued ID card
    - Military ID
  - **Group 2 – Non-Picture ID**
    - Current lease agreement in the Account Holder's name and address
    - Social Security card
    - Current original utility bill in the Account Holder's name and address

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