



# Connect2Compete Online Application

[www.cox.com/lowcostinternet](http://www.cox.com/lowcostinternet)

# STEP 1:

- Go to [www.cox.com/c2c](http://www.cox.com/c2c)
- Click on “Get Started”

The screenshot shows the COX website's Connect2Compete landing page. At the top, there are navigation links for Residential, My Connection, Cox Business, and Español, along with a Shopping Cart, Contact Us, and Omaha, NE location. The main header includes 'COX Products' and 'Customers' dropdowns, a search bar, and a 'Sign In My Account' link. The navigation bar lists Home, FAQs, Cox Digital Academy, Program Toolkits, Low-Cost Computer, and Coronavirus Response.

The main content area features a banner image of students in a classroom with a sign that reads 'ROBOTIC SYSTEMS FOR DAILY LIVING'. To the right of the image, the text reads: 'COX CONNECT2COMPETE Affordable home internet. Home internet is now an essential tool for today's education. Through Connect2Compete, Cox opens a world of opportunity for families by providing low-cost, home internet with wifi—for only \$9.99\* per month.' Below this is a 'Qualify now' button.

Below the banner, the section is titled 'CONNECT2COMPETE QUALIFICATIONS Ready to get started?'. It states: 'To qualify for the Cox Connect2Compete affordable internet program, your household must have at least one K-12 student and participate in a government assistance program.\* Applicants may need to provide documentation for eligibility.' There are two buttons: 'Check status' and 'Get started'. A red arrow points from the 'Check status' button to the 'Get started' button.

On the right side, there is a section titled 'Don't qualify for Connect2Compete?'. It says 'Cox has other great offers to keep you connected.' Below this is a table for an 'EMERGENCY RESPONSE OFFER':

EMERGENCY RESPONSE OFFER	
FIRST MONTH	MONTHS 2-12
\$0	\$19.99/mo.

Below the table, it says 'No annual contract required. Offer Details & Terms >'. There is an 'Add to Cart to Customize' button. Below that, it says 'Cox Internet Starter 10' and shows a speed test graphic for 'Up to 10 Mbps download'. It also notes 'Ideal for fewer than 3 devices that browse the internet'. At the bottom, it says 'PLUS Get the first month of Internet free, then just \$19.99/mo. in months 2-12! For well-qualified customers. Includes free self-install and modem rental. No annual contract required.'

## STEP 2:

- Fill out the customer's address
- Click "Continue"

The screenshot displays the COX website interface. At the top, there is a navigation bar with links for Residential, My Connection, Cox Business, and Español. On the right side of the navigation bar, there are links for Shopping Cart and Contact Us. Below the navigation bar, the COX logo is followed by dropdown menus for Products and Customers. A search bar with the placeholder text "Search Cox.com" and a magnifying glass icon is located to the right of the dropdown menus.

A prominent blue banner with white text reads: "WELCOME TO THE COX CONNECT2COMPLETE APPLICATION" followed by "Don't qualify, but still need to stay connected?" and "See our other internet plans with special promotional rates as part of our COVID-19 response." A white button with the text "View internet plans" is centered at the bottom of the banner.

Below the banner, a form titled "I'm Interested in Cox Connect2Complete Internet" is displayed. The form includes the following sections:

- Service Street Address:** A text input field with the placeholder "Enter a location" and a blue question mark icon to its right.
- Suite/Apt:** A text input field with the placeholder "Apt/Suite".
- Zip Code:** A text input field with the placeholder "Zip code" and a blue question mark icon to its right.

A blue "Continue" button is positioned below the form fields. To the right of the form, a note states: "NOTE: Please only submit your application once. Multiple submissions may delay processing and approving orders".

At the bottom of the page, a footer contains links for Common Tasks, Help, About Us, More, Companies, Legal, and Privacy. Below these links, it says "Do Not Sell My Info" and "© 1998 - 2020 Cox Communications, Inc." The COX logo is visible in the bottom right corner of the page.

## 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"

The screenshot shows a web form for the Cox Connect2Compete Program Eligibility. At the top, there is a green header with 'Profile' and a dropdown arrow, and two boxes for 'MONTHLY CHARGES \$0.00/mo' and 'ONE TIME CHARGES \$0.00'. Below this, there are input fields for 'First Name' and 'Last Name', followed by a 'Current Primary Phone Number' field with a placeholder '(###) ###-####'. A note states: 'We will call your primary phone number if we need to contact you. You may also receive important quick account notifications via SMS text on the first mobile number provided.' Below that is a 'Current Email Address' field with a placeholder 'Email'. A 'Service Address' field is shown as a dark grey box. A question asks 'Would you like to set up Paperless Billing?' with 'Yes' and 'No' buttons and a help icon. The 'Cox Connect2Compete Program Eligibility' section follows, with a note: 'You will be asked to provide proof of your child's school enrollment and Government Assistance Programs in order to qualify for this offer. Just scan or take a picture of the documents and upload at the end of the application process.' It lists criteria to verify: 'Not a current Cox Internet customer', 'Have a child attending a K-12 school', and 'Participate in one of the following Government Assistance Programs: National School Lunch Program (NSLP) or Community Eligibility Provision (CEP), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Public Housing'. A 'School Name' field is provided. The 'Acceptable Documentation' section lists two categories of proof: 1. Proof of School Enrollment (school letterhead, lunch program letters, CEP letters, or homeschooling proof) and 2. Proof of Enrollment in Government Assistance Programs (lunch program letters, residency proof, or TANF/SNAP enrollment proof). A final note asks for full names and addresses of parent/guardian and child, and school name. A warning states: 'Stop if you don't have all the required documentation to upload; close this window and come back when you have it ready. Otherwise, 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”

Welcome to the Cox Connect2Compete application

See if you qualify for low-cost, home internet

	Verify Your Identity	MONTHLY CHARGES \$0.00/mo For 2 months (see Offer Terms)	ONE TIME CHARGES \$0.00	DETAILS
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Social Security Number

#####

Show SSN

Have you lived at your service address for more than 6 months?

Yes No ?

If you do not provide a Social Security Number, you will need to verify identity over the phone, which will require additional time to process your order. Due to high volume of orders at this time, this will delay order processing by up to 5 days.

I don't have a Social Security Number or would like to verify my identity over the phone after my order is submitted.

Continue

Common Tasks Help About Us More Companies Legal Privacy

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# 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.

The screenshot shows the Cox Connect2Compete application interface. At the top, there are navigation links for Residential, My Connection, Cox Business, and Español, along with a Shopping Cart and Contact Us link. The COX logo is prominently displayed, followed by Product and Customer dropdown menus and a search bar. A green banner reads "Welcome to the Cox Connect2Compete application" and "See if you qualify for low-cost, home internet". Below this is a summary table:

Review	MONTHLY CHARGES IF APPROVED	ONE TIME CHARGES	DETAILS
	\$0.00/mo For 2 months (see Offer Terms)	\$0.00	

The "Next Steps" section provides instructions on how to proceed, including scanning documents and ensuring accurate information is provided. It lists required information such as full name, address, child's name, and school name. A "Complete your Document" button is visible at the bottom of the page. A footer contains common tasks, help, and privacy information, along with the text "Do Not Sell My Info" and "© 1998 - 2020 Cox Communications, Inc."



## **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

## 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

## 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.

## 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