



Connect2Compete Online Application

www.cox.com/c2c

STEP 1:

- Go to www.cox.com/c2c
- Click on “Get Started”

The screenshot displays the COX website's Connect2Compete landing page. At the top, the navigation bar includes links for Residential, My Connection, Cox Business, and Español, along with a Shopping Cart, Contact Us, and Omaha, NE location. The main header features the COX logo, navigation links for Products and Customers, a search bar, and a Sign In/My Account link. Below the header, a blue navigation bar contains links for Home, FAQs, Cox Digital Academy, Program Toolkits, Low-Cost Computer, and Coronavirus Response. The main content area is divided into two columns. The left column features a large image of students in a classroom setting, with a sign that reads 'ROBOTIC SYSTEMS FOR DAILY LIVING'. Below the image, the text 'CONNECT2COMPETE QUALIFICATIONS' is followed by the heading 'Ready to get started?'. A paragraph explains the qualification requirements: '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.' Two buttons are present: 'Check status' and 'Get started'. A red arrow points from the 'Check status' button to the 'Get started' button. The right column features the heading 'COX CONNECT2COMPETE' followed by 'Affordable home internet'. A paragraph states: '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.' A 'Qualify now' button is located below the text. Below the main content area, a section titled 'Don't qualify for Connect2Compete?' offers alternative internet plans. It includes a table for the 'EMERGENCY RESPONSE OFFER' with columns for 'FIRST MONTH' and 'MONTHS 2-12'. The first month is \$0, and months 2-12 are \$19.99/mo. Below the table, it states 'No annual contract required.' and provides a link to 'Offer Details & Terms'. A button 'Add to Cart to Customize' is also present. The section then promotes 'Cox Internet Starter 10' with a speed test graphic showing 'Up to 10 Mbps download'. It notes 'Ideal for fewer than 3 devices that browse the internet'. Finally, it lists 'PLUS' benefits: '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.'

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

No annual contract required.
[Offer Details & Terms](#)

[Add to Cart to Customize](#)

Cox Internet Starter 10

Up to
10
Mbps
download


Ideal for fewer than 3 devices that browse the internet

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”

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 [Products](#) ▾ [Customers](#) ▾

WELCOME TO THE COX CONNECT2COMPLETE APPLICATION

Don't qualify, but still need to stay connected?

See our other internet plans with special promotional rates as part of our COVID-19 response.

[View internet plans](#)

I'm Interested In Cox Connect2Compete Internet

Please provide your address to confirm availability of services at your location, and to help us make sure you receive the right service offers.

NOTE: Please only submit your application once. Multiple submissions may delay processing and approving orders

Service Street Address

Suite/Apt

Zip Code

[Continue](#)

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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”

Profile

MONTHLY CHARGES
\$0.00/mo
For 2 months (see Offer Terms)

ONE TIME CHARGES
\$0.00

DETAILS

First Name *

Last Name *

First Name

Last Name

Current Primary Phone Number *

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.

(###) ###-####

Current Email Address *

Email

Service Address:

Would you like to set up Paperless Billing?

Yes

No

?

Cox Connect2Compete Program Eligibility

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.

Please verify you meet ALL of the following criteria below:

☐ Not a current Cox Internet customer *

☐ Have a child attending a K-12 school *

☐ 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)
- Public Housing

School Name *

School Name

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) or Community Eligibility Provision (CEP) Letter from a school official on school letterhead (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) or Community Eligibility Provision (CEP) 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)

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

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](#)

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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.

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Search Cox.com

Welcome to the Cox Connect2Compete application

See if you qualify for low-cost, home internet

Review

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

ONE TIME CHARGES
\$0.00

DETAILS

Next Steps:

Get ready now by scanning or taking a picture of your eligibility documents (proof of school enrollment AND participation in Government Assistance Programs) [Learn More](#)

You'll upload them in the next step.

To prevent delays in processing your application, please ensure the combination of documents you submit 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

Once uploaded, it may take up to 4 business days to process your application. You will receive an email with the status of your application.

Once approved, if you have selected self-install, your self-install kit will be shipped to your service address in 3-5 business days. If you have selected professional install, you'll receive an email on how to schedule your installation.

Please hold onto your Cox Account PIN. You'll need it to talk to a Cox representative about your account.

Cox Account PIN:
5737

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 Complete your Document.

By clicking Complete your Document, you agree to the Residential Customer Service Agreement and Internet Terms and Conditions

Complete your Document

Your account will not be charged today.

**Restrictions apply. Families with K-12 children who are eligible for the National School Lunch Program, SNAP, and/or TANF, who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA) and/or who live in Public Housing, are eligible for Cox's Connect2Compete discounted internet service offer. Not available in all areas. No annual contract means no specific term period requirement and no early termination fees. All Cox services are provided subject to end-user service agreements (including mandatory arbitration provisions) and other policies, which may be found at [www.cox.com/about-us/policies.html](#). Offer is available to qualifying new residential Cox internet customers in Cox service areas who meet eligibility criteria. \$9.95/month includes Connect2Compete internet service (up to 15 Mbps download speeds) on a single wired outlet. One Wi-Fi modem included with initial activation (may include refurbished wireless gateway). Additional equipment to extra. Advertised program pricing available while eligibility criteria are met. Includes Wi-Fi network access at multiple locations across the country. See [www.cox.com/hotspots](#) for available coverage areas and hotspots. No installation charge for standard install on one prewired outlet. Additional installation, applicable taxes, and other fees are extra. Actual internet speeds vary and are not guaranteed. See [www.cox.com/internetdisclosures](#) for complete Cox Internet Disclosures. Then-current internet service and modem lease rates will apply when program eligibility requirements are no longer met. Re-enrollment not permitted. Offer, prices and eligibility requirements are subject to change. Offer and eligibility are also subject to Connect2Compete program terms and conditions. Visit [Cox.com/c2c](#) for restrictions and complete details. Connect2Compete is a program to provide home internet service for families. It is not a school program, and is not endorsed or required by your school. Your school is not responsible for Connect2Compete accounts. No school funds were used for this notice.

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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) or Community Eligibility Provision (CEP) 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)

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:

- **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.
 - ***In response to COVID19:***
 - ***Cox will provide an increase speed of 50Mbps until July 15, 2020.***
- **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.

A complete list of FAQs can be found at: <https://www.cox.com/residential/internet/connect2compete/faq-low-cost-internet.html>

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