**ECF FAQs – How Schools Connect Students, Teachers and other unconnected individuals**

**Cox Home Connectivity for Education**

Recent federal provisions have created the Emergency Connectivity Fund (ECF) to provide internet connectivity to students and library patrons while they are not on a school or library campus. Cox is offering a special connectivity solution under the Solutions for Education program. The specific tier is the ConnectAssist tier which provides speeds of 50 Mbps downstream and 3 Mbps upstream.

**Q:**  **What is the Cox Home Connectivity for Education solution?**

**A**: The Cox Home Connectivity for Education program includes:

* 50 Mbps/3Mbps tier at $30 per month, which is covered completely by the ECF through June 30, 2022
* No term agreement
* No deposit
* Customers with previous Cox debt of <$500 will be able to participate
* Easy Connect/Self-installation included
* 1.25 TB of usage, not currently charging for data usage overages (through June 30, 2022)

Potential one-time costs:

* Wifi modem for $20, which is covered by the ECF
* For customers who need professional installation, the ECF will cover a one-time $100 cost to be paid by the school or library.

Note:

* Customers are not able to upgrade their internet service while they are participating in Cox Home Connectivity for Education. Any additional services will be the responsibility of the customer

**Q: How does someone qualify for ECF funded connectivity?**

**A:**  The ECF is intended to provide connectivity for K-12 students, teachers and library patrons who do not have an internet connection at home. Schools and libraries must provide Cox with addresses of eligible participants.

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

Cox Home Connectivity for Education is available to new Cox internet customers and for customers that belong to a school system or library system and don’t have current connectivity at home. The schools or libraries must work with Cox directly to offer subsidies for internet service. Cox Home Connectivity for Education is available to any student or teacher the schools would like to subsidize, or any library patron the library would like to subsidize, provided they don’t have a current internet connection. The schools and libraries MUST provide a list of addresses to qualify for the program. To apply, families should go to cox.com/ecf.

**Q:**  **How can schools or libraries start the subsidy process quickly?**

**A:**          Cox has set up a process to help get qualified people connected quickly.  As a first step, Cox is asking schools and libraries to reach out to [connectnow@cox.com](mailto:connectnow@cox.com) to inquire.  If inquiring about Cox Home Connectivity for Education, please put “Cox Home Connectivity for Education” in the subject line.  Once Cox receives the email, a Cox Coordinator will send you a secure link to upload a list of student/teacher/library patron addresses (no need to share names or contact information – we only need home addresses) via SharePoint. Please do not send addresses directly via email.  
  
Cox will run a check on the addresses and provide feedback on who is eligible to participate.

For Emergency Connectivity Fund or other bulk payments, schools and libraries must determine which addresses they want to subsidize at $30/month. They 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 proper indicators have been applied to the participant addresses, the Cox Home Connectivity for Education coordinator will notify you when to tell participants to apply. Schools and libraries should provide a detailed letter that includes sign up information and subsidy payments that can be sent out to participants. Do not send participants to apply before the process is complete, or they will not be able to order new services. Cox has provided letter templates for schools and libraries to use in the Cox Home Connectivity for Education school toolkit found on Cox.com/ecf.

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

1. Customers will go to cox.com/ecf and enter their address.  For a detailed overview of the experience, click here: <https://webcdn.cox.com/content/dam/cox/residential/flex/documents/ecf/ECF-Customer-Order-Process_081821.pdf>

**Q: How does billing work?**

**A:** Cox will invoice the Universal Service Administrative Company (USAC) each month for the cost of service and installation for the addresses listed and certified as eligible by the applicant school or library. The applicant school or library is responsible for requesting and securing a funding commitment sufficient to cover all monthly service costs, equipment costs, installation, and taxes and fees or Cox cannot invoice USAC to cover the full amount.

**Q:**  **Will customers be billed for data usage?**

**A:** As a part of our Cox Home Connectivity for Education program, customers will receive 1.25 TB of usage, and Cox will not charge for data usage overages through June 30, 2022.

**Q: Do Cox Home Connectivity for Education users have to sign a term contract, and would they face cancellation fees?**

**A:** Our standard customer terms of service apply, but no term contract or cancellation fees are required.

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

**A:**  We offer a free Easy Connect (self-connect) with the ECF offering. If an Easy Connect installation is not available, a Pro Connect (professional installation) will be provided with the $100 installation fee covered by the school or library.

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

**A:** Self-install is available for Cox Home Connectivity for Education. In limited circumstances where self-install is not possible, professional installation will be available, but the applicant school or library will have to ensure funding is available to cover the charge.

**Q.** **How long does it take to receive wifi gateway for installation?**

**A.** If you selected Easy Connect, please allow 5-10 days to receive your kit.

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

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

**A.** The Cox Home Connectivity for Education website is optimized for mobile devices making it easy for people to apply. People that are interested to connect, can visit cox.com/ecf.

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

**A:** Cox is committed to closing the digital divide, and wants to do its part as a communications

provider to help connect people to the internet. This offer helps remove cost and connectivity barriers

for educators, students and families that need an internet connection.

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

**A:** Absolutely. Any school staff providing educational services who would otherwise not have a sufficient broadband connection for remote learning at their location is eligible for ECF funding.

**Q:** **Where can I learn more about the Cox Home Connectivity for Education program?**

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

**Q: How long do the benefits last?**

**A:** The benefits will support services provided through June 30, 2022.

**Q: What happens after the program ends?**

**A:** Schools and libraries will have the responsibility to inform students, teachers and patrons of the date the ECF support will end and that they may cancel service at any time. To avoid interruption of service, Cox will continue to provide service at the locations after the ECF ends, unless and until service is cancelled, and will provide information on any changes to rates, terms and conditions of the service under its standard procedures.

**Q: Is the school part of the service relationship?**

**A:** No, all services are provided to the families directly by Cox Residential services. The services are governed under the Cox Residential Customer Service Agreement, all residential terms of service and associated policies, including privacy and acceptable use. These terms and conditions can be found online at [cox.com/policy](https://www.cox.com/policy).