**Talking points for administrators/social workers about Cox Home Connectivity for Education**

**How to Take Advantage of Cox’s Home Connectivity for Education Program**

The Emergency Connectivity Fund (ECF) is a federal program to provide internet connectivity to students, school staff and library patrons while they are not on a school or library campus. Cox is offering a special ECF connectivity solution called Cox Home Connectivity for Education.

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, school staff and library patrons.

**About Cox Home Connectivity for Education**

Cox Home Connectivity for Education provides solutions for affordable remote learning and teaching and include:

* ECF-specific Cox internet speed tier Cox ConnectAssist
* WiFi Gateway

**Here is how families qualify for ECF**

* ECF is intended to provide connectivity for K-12 students, teachers, and library patrons who do not have an internet connection at home.
* Once notified that the school or library organization has exchanged information with Cox on unconnected qualified addresses, families should be asked to go to cox.com/ecf to apply for service.

**Here is the at-home connectivity program for families who qualify for ECF**

The Cox Home Connectivity for Education program includes the ConnectAssist tier, with speeds up to 50 Mbps downstream and 3 Mbps upstream. It also includes a wifi modem, covered by funding from the ECF. Customers will have access to more than three million wifi hotspots and the Cox Security Suite. The subsidized price is $30 a month through June 30, 2022 and is paid by the school or library using federal ECF money provided through the Universal Service Administrative Company (USAC). It is available for new Cox Internet customers when the tier is selected to be subsidized.

There are no term contracts with this option. This program offers free installation through a self-install (Easy Connect) or if a professional connect (Pro Connect) is needed there is a $100 installation cost to the school or library and this is eligible for ECF funding if USAC approves it as part of the funding request. Keep in mind that modems take approximately 5-10 days to arrive.

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

Cox has set up a process to help get families, school staff and library patrons 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 ECF, please put “ECF” in the subject line.

From there, schools and libraries will be sent a 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. Cox asks not to send attachments via email with student/teacher/patron information, but to please use the SharePoint link provided by the Cox ECF Coordinator.

Schools and libraries may apply to USAC to receive ECF money for 100% of reasonable costs of monthly service, installation and applicable taxes as determined by USAC and may wish to reflect the level of subsidy in a detailed letter to families/teachers/patrons..

Schools canvisit cox.com/ecf to learn more about the process. Cox Home Connectivity for Education coordinators are available if additional assistance is needed.

**Here is some additional information**

* Cox can provide flexible payment options.
* There are no term contracts or cancellation fees.
* Participants can apply at cox.com/ECF through a computer or mobile device.

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

Visit cox.com/ecf to learn how to subsidize internet through Cox for your school’s or library’s students, teachers and patrons. A Cox coordinator is happy to provide additional assistance via connectnow@cox.com.

**Before you go …**

* 25% of teens are often unable to complete homework assignments because of unreliable computer or internet access
* Roughly one-in-five Black teens (21%) report having to at least sometimes use public Wi-Fi for this reason, including 10% who say they often do so.(1)
* 1 in 3 households with children ages 6 to 17 do not have a high-speed internet connection at home.
* 45% of teens who live in households earning less than $30,000 a year say they at least sometimes rely on their cellphone to finish their homework. (1)

1. <https://www.pewresearch.org/fact-tank/2018/10/26/nearly-one-in-five-teens-cant-always-finish-their-homework-because-of-the-digital-divide/>