



Frequently Asked Questions for Parents

What is Connect2Compete?

Connect2Compete (C2C) is a national not-for-profit initiative that works to bring students and families online by providing \$9.95/month high-speed Internet and free digital literacy training. For 2 years, there are no price increases, no activation fees, no equipment rental fees, and no contract on the high-speed Internet service.

Who is eligible for the \$9.95 Cox high-speed Internet through C2C?

Families with at least one child receiving free school meals through the National School Lunch Program (NSLP) are eligible for the \$9.95/month Cox home Internet service. In addition, families cannot have subscribed to Cox Internet service within the last 90 days or have any outstanding debt or unreturned equipment with Cox.

Where and when will the C2C offer be available?

Cox Communications is offering the service in its service areas nationwide through December 31, 2015.

How do I apply if I think I'm eligible for Cox's low-cost Internet service through C2C?

Eligible families can apply online by visiting www.connect2compete.org/cox or by calling toll free 1-855-222-3252.

Will assistance be available to help me register online?

Ask your child's school about how and when you can get assistance with online registration for C2C.

Does my family qualify for C2C if my child receives reduced-price (as opposed to free) lunches through the NSLP?

No. Only those with children receiving free school lunches are eligible at this time.

My child attends a Title One school which offers free school lunch to all students. Are there other forms of eligibility for the program?

Yes. Enrollment in the Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP) programs also can be used as proof of eligibility for Connect2Compete.

How long can a C2C customer continue to receive reduced-price Internet service through the program?

Families eligible for C2C will receive the reduced-price Internet for 2 years as long as they remain continuously subscribed to the Internet service.

How fast is the Cox Internet service offered as a part of C2C?

C2C provides home Internet service with download speeds of at least 5Mbps and upload speeds of 1Mbps.

What forms of payment are accepted for the Internet offer?

Cox accepts checking account, savings account, debit card, credit card, cash or money order (cash and money order must be done in person at a Cox store). Payment is due when customers receive their bill after installation.

What is included with the Cox High-Seed Internet service?

The Connect2Compete Internet service includes:

- Up to 10 email addresses with plenty of space for your attachments.
- Plenty of online space for storing and sharing your most important files - photos, videos, music and documents.
- The Cox Security Suite, a comprehensive suite of online safety software tools to protect you and your family online.