



cox Affordable Internet Programs User Guide

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cox Affordable Internet Programs



Product Information

Specifications:

- Internet Speed: 100 Mbps download/ 5 Mbps upload
- Supports live streaming, group collaboration, homework assignments, work from home, video conferencing, email, sending and receiving large files
- Allows multiple devices to stream content simultaneously, supports 4K video

Product Usage Instructions

Cox Affordable Internet Programs Overview:

Cox Communications offers low-cost internet programs to bridge the digital divide and provide access to education, employment, and healthcare.

Who's it For:

- **Cox Affordable Internet Programs:** Families with children in grades K-12 who receive government assistance.
- **Connect2Compete:** Low-income individuals (no kids at home) receiving government assistance OR household income below 200% of federal poverty guidelines.
- **ConnectAssist:** For customers who wish to prepay for services on a month-to-month basis.

Pricing:

- **Cox Affordable Internet Programs:** \$9.95/month includes modem rental and taxes.
- **Connect2Compete:** \$30/month includes modem rental and taxes.

- **ConnectAssist:** \$50/month includes a free modem to keep.

Installation:

Visit the respective links for installation information based on the program you are enrolled in.

Frequently Asked Questions (FAQ)**ConnectAssist Enrollment Process:**

1. Visit cox.com/connectassist and click "Check Eligibility."
2. Enter the customer's service address and continue.
3. Select the ConnectAssist Modem option and continue to profile.
4. Verify identity using SSN or Date of Birth, then submit.
5. Confirm installation details and select EasyConnect or ProConnect if needed.

Note:

If the account holder ceases to use Cox for internet service or moves, the router/modem will need to be returned to Cox by mail or to a Cox retail store.

Cox has been dedicated to helping make the Internet accessible for students, families, and everyone in our community since 2012.

Programs Overview**Welcome!**

Cox Communications is proud to partner with you to close the digital divide by providing reliable, low-cost internet to ensure a brighter, more inclusive future with increased access to education, employment, healthcare and more.

Cox Affordable Internet Programs			
	Connect2Compete	ConnectAssist	StraightUp Internet
Who's it For	Families with children in grades K-12 who receive government assistance *No contract, no credit check, no deposit	Low-income individuals (no kids at home) receiving government assistance OR household income below 200% of federal poverty guidelines *No contract, no credit check, no deposit	For customers who wish to prepay for services on a month-to-month basis (i.e., credit, ID or income-challenged) *No contract, no credit check, no deposit
Internet Speed: 100 Mbps download/5 Mbps upload	Live stream classes, collaborate Work from home, video Multiple devices streaming on group projects, upload conferencing, email, send content at the same time, homework assignments, and receive large files supports 4K video		
Billed by Cox	\$9.95/month Includes modem rental and taxes	\$30/month Includes modem rental and taxes	\$50/month Includes free modem to keep
Installation	Free EasyConnect OR ProConnect (if needed)	Free EasyConnect OR ProConnect (if needed)	Free EasyConnect
Learn more	cox.com/c2c	cox.com/connectassist	cox.com/straightup

- For Questions, Call the Cox Partner Support Line at [844-688-1680](tel:844-688-1680)
- Monday – Friday: 8a-11p EST | Saturday: 9a – 9p EST Sunday: Closed

ConnectAssist Enrollment Process

• STEP 1:

Visit cox.com/connectassist. Under the ConnectAssist section, click Check Eligibility.

ConnectAssist

Our affordable plans are great for households who are on a tight budget looking for reliable internet. This plan is ideal for up to 5 devices for moderate web surfing, email and social networking.

FEATURES

- ✓ Up to 100 Mbps download speeds
- ✓ Free wifi modem rental
- ✓ EasyConnect self-installation at no charge

\$30/mo. No term agreement

[See plan details](#)

GET STARTED

Check your address and see if you are eligible for ConnectAssist Internet plan.

[Check Eligibility](#)

- **STEP 2:** Enter the customer's service address and click Continue.
- **STEP 3:** Select the ConnectAssist Modem option under "Choose your equipment". Click Continue to Profile.
- **STEP 4:** Complete the customer's profile including name, phone number, and a valid email address.
- **STEP 5:** Confirm program eligibility:
 - Choose the applicable program
- **STEP 6:** Click Continue to Verify Identity. (if prequalified*)
- **STEP 7:** Verify identity using SSN OR Date of Birth. Click Submit.

Note, if the customer has not lived at their current address for more than 6 months, they'll enter their previous address.
- **STEP 8:** Confirm Installation. Click Continue to Review & Pay.
 - EasyConnect is automatically selected. Confirm shipping address.
 - Click the "View other installation options" link to select ProConnect (at no charge).

✓ **Ship an Easy Connect kit to your home**

You will receive an order confirmation with tracking and estimated delivery date when your order is shipped.

▼ [How it works](#)

Included in Package

[View other installation options](#) ▼

Note, if the account holder ceases to use Cox for internet service or moves, the router/modem will need to be returned to Cox by mail or to a Cox retail store.

- **STEP 9:** Review order information. Click

Finish and Place Order.

- Enroll in Paperless Billing, if desired
- Write down the Cox PIN

CHECKOUT

Review and pay

Once you complete your order, a customer service professional will review your order and may call in the event there are issues or to explain any deposits you may owe. Then all that's left is to get your service installed and enjoy.

Confirm your services

	ONE TIME	MONTHLY
<input checked="" type="checkbox"/> Internet		
ConnectAssist Internet Modify	-	\$30.00
See details		
<hr/>		
Subtotal	-	\$30.00
Taxes, Fees & Surcharges ⓘ		\$0.00
<hr/>		
Total Monthly Charges		\$30.00
Due Today (Deposits & One Time)		\$0.00

In addition to your monthly price, your bill will include any listed one time charges. Since we bill in advance, you may also see a charge or credit for Partial Month Services.

Would you like to set up Paperless Billing? * ⓘ

☒ Yes ☐ No

Cox Account PIN * [edit](#) ⓘ

Your Assigned PIN: **4612**

Success!

Customer should expect to receive their EasyConnect self-install kit within 2-3 days.

Documentation for Eligibility

ConnectAssist Eligibility

During the enrollment process, an individual may be asked to provide proof of their eligibility. Our team will review the documentation.

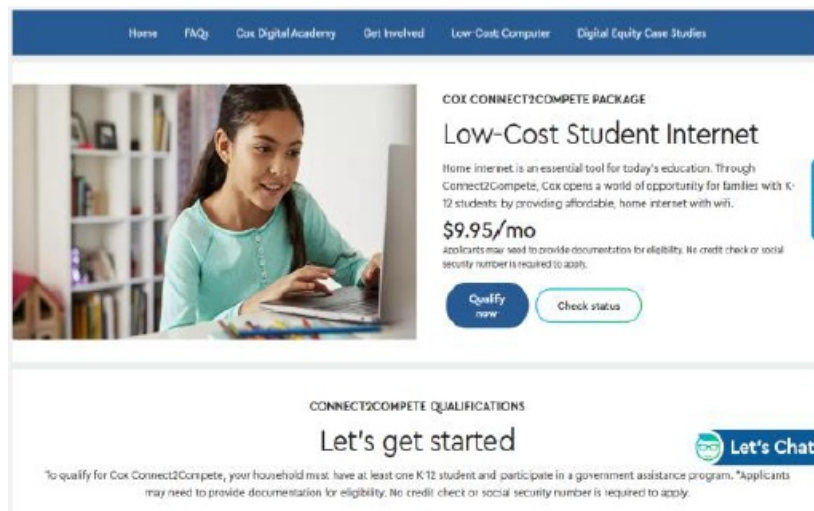
Additional Tips

- Our team looks for confirmation of active benefits.
- Our team looks for the address of the benefits recipient to match the service address of the account holder; the beneficiary does not have to be the account holder.
- Our team will accept screenshots of official portal information.
- Our team will not accept emails or screenshots of emails.
 - For Questions, Call the Cox Partner Support Line at [844-688-1680](tel:844-688-1680)
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Connect2Compete

New Customers

- **STEP 1:** Visit cox.com/c2c. Click Qualify Now



- **STEP 2:** Enter the customer's home address to verify service availability. Click Continue.
- **STEP 3:** Enter the customer's personal information, which must include a valid email address.
- **STEP 4:** Verify eligibility and enter the name of the child's school. Click Continue to Verify Identity.


- **STEP 5:** Prepare eligibility documentation*. (Photos of documents are acceptable.)
 - **Proof of K-12 School Enrollment:**
 - Report card
 - Letter from school showing enrollment
 - Confirmation of child's enrollment in the National School Lunch Program
 - Proof of homeschooling authorized by school, school district, or state
 - **Proof of Enrollment in a Government Assistance Program:**
 - Confirmation of child's enrollment in the National School Lunch Program
 - Proof of residency in Public Housing
 - Proof of enrollment in SNAP, TANF, Head Start, or WIC

If prequalified, don't need to upload documentation

- **STEP 6:** Verify identity using SSN or Date of Birth. Click Submit.

Note, if the customer has not lived at their current address for more than 6 months, they'll enter their previous address.

- **STEP 7:** Confirm Installation. Click Continue to Review.
 - EasyConnect is automatically selected. Confirm shipping address.
 - Click the "View other installation options" link to select ProConnect (at no charge).


Ship an Easy Connect kit to your home
You will receive an order confirmation with tracking and estimated delivery date when your order is shipped.

[How it works](#)

Included in Package

[View other installation options](#)


- **STEP 8:** Review Pending Application. Click Finish and Submit the Application.
If automatically approved:

- Review and confirm order details
- Write down the Cox PIN


Application Pending

Reference Number #16457258 [Check Order Status](#)


Your Cox PIN: XXXX




A Cox representative will review and may contact you to review the details of the application to complete the approval process which may take up to 4 business days.




Easy Connect kit
Upon approval your Easy Connect kit will be shipped to your service address within 10 days



Easy Connect kit
Upon approval your Easy Connect kit will be shipped to your service address within 10 days



Please write down your Cox PIN:
You'll need it to talk to a Cox representative about your account



Welcome to Cox Connect2Compete!

Feel free to visit [Cox Digital Academy](#) for helpful internet tips and tools for success.

Have questions?
Talk to one of our Customer Service Representatives to get quick answers to your questions.

Have your Pin ready and give us a call at

If NOT automatically approved:

- Write down the Cox PIN
- Select a secret question and answer
 - If a customer forgets their PIN, they can use secret questions and answers to access the account
- Enroll in Paperless Billing, if desired
- Upload additional documentation by selecting Complete your Document.
- Complete the DocuSign process

Success!

Customer should expect to receive their EasyConnect self-install kit within 2-3 days.

Documentation for Eligibility

Connect2Compete Eligibility

- Proof of eligibility is required during the enrollment process. Participants must provide proof of a child in grade K-12 in the home and government assistance by uploading documentation, which our team will review.
- The BEST OPTION is to provide your National School Lunch Program qualification letter or Notification of Eligibility letter from your Local Educational Agency. It must show:
 - First and Last Name must match the Benefit Qualifying Person's name
 - Parent name, if shown, must match your name
 - Date the document was issued or future expiration date

[Special note: Medicaid is not a qualifying program for Connect2Compete.]

Additional Tips

- Our team will accept screenshots of official portal information or PDFs/photos of official documents.
- Documentation should not be blurry, but clear, with all information visible.
- Our team will not accept emails or screenshots of emails.
 - For Questions, Call the Cox Partner Support Line at [844-688-1680](tel:844-688-1680)
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Marketing Collateral

**INTERNET
WITHIN REACH**

\$30 /mo.

If you or your family participate in a government program, you could qualify for Connect2Compete.

cox.com/ConnectAssist

We can help.

You qualify with one of these:

- Federal Pell Grant
- Federal Lifeline
- Federal Public Housing Assistance
- Medicaid or SNAP
- Veterans Pension & Survivors Benefits
- SSI (Supplemental Security Income)

You can also qualify with your household income.

Household members	Income
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400

You may need documents that show government program participation.

You could qualify for internet as low as \$30/mo.

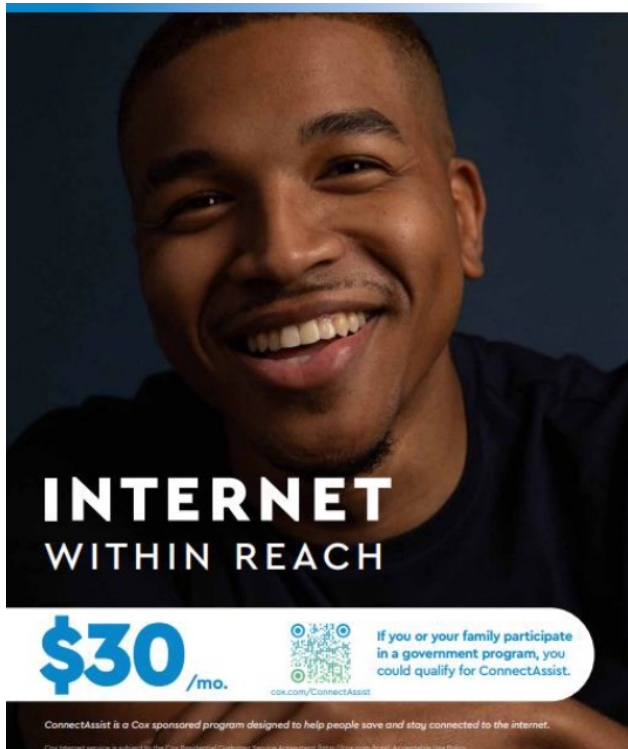
Scan here to save
cox.com/ConnectAssist

ConnectAssist puts a world of opportunities in your hands

ConnectAssist Benefits

- Fast, reliable download speeds, up to 100 Mbps
- Great for up to 5 devices surfing, streaming, online learning and working
- Includes a free Cox Wifi modem rental
- Access to 4M+ wifi hotspots nationwide
- No credit check, no deposit, no contract, no late fees
- Price guarantee – \$30/mo. when you qualify

\$30/mo.



PCs for People

Low-Cost Desktop Computers and Laptops

Cox has partnered with PCs for People, a 501(c)(3) nonprofit organization, to promote digital equity & inclusion. Specializing in refurbished laptop and desktop computers, internet solutions and tech accessories, PCs for People provides affordable, high-quality technology at unbeatable prices for customers who meet the income guidelines.

Sample Inventory



BETTER

**DELL OPTIPLEX 5040 SFF I5
6500 DESKTOP FULL SET**

\$125.00



BEST

**DELL OPTIPLEX 7060 I5 8500T
MICRO DESKTOP FULL SET**

\$150.00



BEST

**HP ELITEDESK 800 G4 DM 35W
I5 8500T MINI DESKTOP FULL
SET - WINDOWS 11**

\$150.00



BETTER

DELL LATITUDE 5480 I5 6300U

\$125.00



BEST

DELL LATITUDE 5590 I5 8250U

\$175.00



BETTER

**UPGRADED HP ELITEBOOK 840
G3 I7 6600U**

\$185.00

pcsforpeople.org

Due to extremely high demand and limited inventory, we encourage customers to check the website frequently. PCs for People adds inventory to their online store daily.

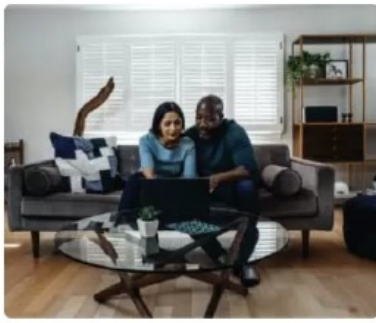
Digital Academy

cox.com/DigitalAcademy

Powering families with digital literacy training

A place for families, educators, community leaders, and students to access information regarding computer literacy tips, educational videos, tutorials, and games.

A sample of the many helpful resources available:



Parents' ultimate guide to parental controls

Do you need parental controls? What are the options? Do they really work? Here's everything you need to know about the wide array of parental control solutions, from OS settings to monitoring apps to network hardware.



5 Surefire ways to protect your online privacy

Today's kids spend lots of time posting and sharing information online. Learn five surefire ways to protect their privacy.

[Watch now >](#)



5 tips to help kids catch up in school

If you notice your kid is having trouble or falling behind with schoolwork, it's time to take action. Check out these five simple tips parents can use to help their kids catch up in school.



Microsoft digital literacy

Digital literacy are the foundational skills needed to understand and safely use digital devices, software, and the internet.

[Get started >](#)



Microsoft 365 training

Learn how to create and collaborate with productivity tools like Word, Excel, and PowerPoint.

[Get started >](#)



30 cool things kids can learn online (for free)

Links, videos, and instructions for really fun family projects.

[Read now >](#)

- **Course Modules:** Work with Computers, Communicate Online, Create Digital Content, Access Information Online, Participate Safely and Responsibly Online, Collaborate and Manage Content Digitally.
- After completing each module, learners will receive a Digital Literacy Certificate of Completion.

Additional Resources

Program Details & Eligibility

Connect2Compete

Connect2Compete Internet from Cox opens a world of opportunity for families by providing low-cost home internet with wifi to families with children. This plan is ideal for moderate web surfing, email, streaming video, gaming, video conferencing, and online homework for students.

- \$9.95 per month

Features

- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem rental (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No credit checks or deposit required

Eligibility

- Must have a child in K-12 at home
- Must participate in one of the following government subsidy programs: National School Lunch, SNAP, TANF, Head Start, WIC, Public Housing

ConnectAssist

Our affordable plans are great for households who are on a tight budget looking for reliable internet to help them stay connected to work, school, friends and family. This plan is ideal for moderate web surfing, email, streaming video, gaming, video conferencing, and online homework for students.

- \$30 per month

Features

- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem rental (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No late fees

Eligibility

- Must participate in one of the following government subsidy programs: SNAP, TANF, Head Start, WIC, Public Housing, Pell Grant, Veterans Pension, Tribal Programs, Medicaid, Supplemental Security Income (SSI)

StraightUp Internet

- Prepaid internet is where you pay for the internet service before you use it. With StraightUp Internet, customers prepay for 1 month at a time – a \$50 flat fee – and a modem and taxes are included. The fixed monthly rate is guaranteed to remain consistent for three years.
- Prepaid internet is similar to prepaid calling cards or cell phones.
- Customers can have their plans automatically renewed each month by enrolling in EasyPay on [cox.com](https://www.cox.com).

- \$50 per month

Features

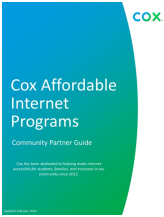
- Up to 100 Mbps download speeds / 5 Mbps upload
- 1.25 TB of data per month, unused data does not roll over, no data overage fees
- Free wifi modem to keep (new or refurbished gateway)
- Access over 4 million wifi hotspots nationwide
- Free EasyConnect self-installation
- No term agreement
- No credit checks or deposits required
- No returned payment fees

Eligibility

Households must have a valid address in our service area

- For Questions, Call the Cox Partner Support Line at [844-688-1680](tel:844-688-1680)
- Monday – Friday: 8a-11p EST | Saturday: 9a – 9p EST Sunday: Closed

Documents / Resources

	<p>cox Affordable Internet Programs [pdf] User Guide Affordable Internet Programs, Internet Programs, Programs</p>
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References

- [cox.com/c2c](https://www.cox.com/c2c)
- [cox.com/DigitalAcademy](https://www.cox.com/DigitalAcademy)
- [cox.com/straightup](https://www.cox.com/straightup)
-  [PCs for People HOME - PCs for People](#)
- [User Manual](#)

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