



# Connecthome Nation Webinar

**Cox Communication's Connect2Compete Program**

**How We Are Championing Digital Equity During Uncertain Times**

**May 19, 2020**





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**Cox Communications**



# Agenda

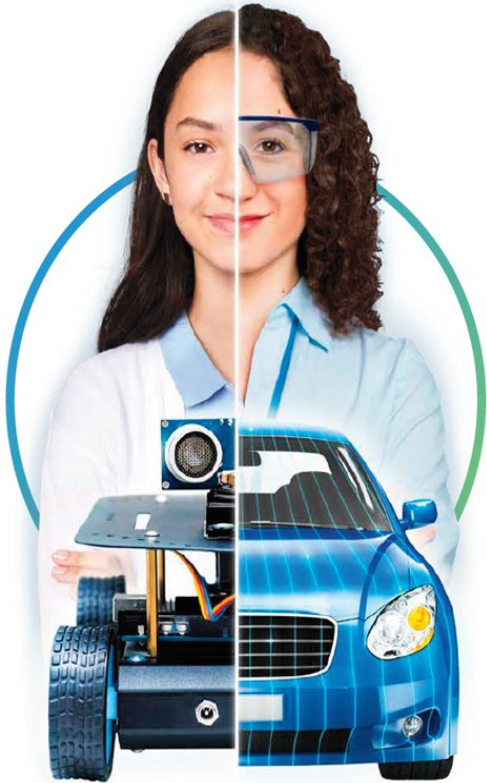
- 1. Program Overview**
- 2. Digital Inclusion**
  - a) Connectivity
  - b) Quality Devices
  - c) Digital Literacy
  - d) Support
  - e) Online Content
- 3. Coronavirus Response**
- 4. Q&A**



Connect2Compete (C2C) is Cox Communication's flagship program for families with K-12 students. Since first piloting the product in 2012, C2C has connected over 700,000 low-income individuals to affordable, quality in-home broadband.

# Our Mission

Connect2Compete is Cox Communication's affordable, in-home internet product for low-income families with school-aged children. We are committed to promoting digital inclusion by providing connectivity, along with access to digital literacy training, and low-cost equipment.



Qualify today at  
[Cox.com/LowCostInternet](https://Cox.com/LowCostInternet)  
or call **855-222-3252**  
to learn more.

**COX** Connect2  
Compete®

In addition to the price discount:

- 25/3 Mbps
- No annual contracts
- No activation fees or deposits
- Free in-home WiFi modem rental
- No installation fees
- Free access to hundreds of thousands of WiFi hotspots through Cox WiFi and Cable WiFi
- Free tools and online resources for students and families with the Cox Digital Academy.

# Eligibility

Households who meet ALL of the following criteria qualify for the program:

- A child in a K-12 School
- Participate in one or more of the following government subsidy programs:
  - National School Lunch Program (NSLP)
  - Community Eligibility Provision (CEP)
  - Supplemental Nutrition Assistance Program (SNAP)
  - Temporary Assistance for Needy Families (TANF)
  - Public Housing (Section 8, Multi-Family units, or Public Housing Authority)
- Have not subscribed to Cox Internet service within the last 90 days
- Have no outstanding debt or unreturned equipment with Cox (Families can pay off their bill or return equipment when then sign up)

# Digital Inclusion

Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs). This includes 5 elements: 1) affordable, robust broadband internet service; 2) internet-enabled devices that meet the needs of the user; 3) access to digital literacy training; 4) quality technical support; and 5) applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital Inclusion must evolve as technology advances. Digital Inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.

# Digital Inclusion

1) Affordable, robust broadband internet service; 4) quality technical support

a) Seamless enrollment process; dedicated call center; product optimization

2) Internet-enabled devices that meet the needs of the user;

a) San Diego Computers for Kids

b) PCs for People





# Digital Inclusion

3) Access to digital literacy training;

a) Cox Digital Academy



5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

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# Coronavirus Response

- Temporarily increased speeds to 50/3
- Expanded eligibility
- Direct Billing for schools & employers
- Alternate offers

## Future Considerations

- Record unemployment
- Year-round distance learning

As we continue to live and work remotely, Cox Communications is committed to helping families in need receive affordable home internet access. For a limited time, we're offering the following to qualified families with a K-12 student\*:

- FREE service until July 15, when new customers sign up between March 13 and May 15. Regular Connect2Compete service rates of \$9.95 per month apply thereafter.
- FREE remote service support available through Cox Complete Care to streamline setup offered through July 15, 2020.
- Resources for discounted, refurbished computer equipment available through our association with PCs for People.



Q & A

ConnectHome Nation Webinar Q&A





**More info:**

[www.cox.com/c2c](http://www.cox.com/c2c)

**Questions/Concerns:**

[connect2compete@cox.com](mailto:connect2compete@cox.com)

