2020 ConnectHomeUSA - Cox Communications Connect2Compete and Post-COVID-19 Plans, 5/19/20

Caila Prendergast: Good afternoon, everybody and thanks, again, for joining today's ConnectHomeUSA webinar series.

Today we have with us Ebonee Younger from Cox Communications. She's going to talk to us a little bit about their Connect2Compete program offer and some other resources.

My name is Caila Prendergast and I'm one of your hosts for today along with Dina Lehmann-Kim, HUD's ConnectHomeUSA program manager. Before Dina starts us off with some introductions, I have a few housekeeping items. Ebonee will share her knowledge for the first part of the presentation and we'll reserve any remaining time for questions at the end.

There are two ways that you can ask questions. The first way is to simply type our question in the chat box and I'll read it aloud in the order of questions received and the second way is you can raise your hand using the hand-shaped icon also on the right and I can unmute your line so you can ask your question aloud.

If you type your question in the chat box, it might ask if you have the ability to unmute your line. I think this kind of makes the presentation more interactive. So if you have that capability, I might ask you. If you're not comfortable with this, that's totally fine, I can read out your question.

Everyone was muted upon entry and if you're having any technical difficulties, send us a note in the chat box or send me an email. The webinar is being recorded and will be available on HUD Exchange shortly following the webinar. When the webinar concludes and you close out of the session, a pop up will come up with a link to a survey for you to give us some feedback.

We ask that you do that. We do look at these surveys and we take all comments into consideration. So with that, I'll pass it over to Dina to get us started.

Dina Lehmann-Kim: Thank you so much, Caila. And thank you, Ebonee for joining us today and also to our audience. Thank you very, very much for being on this webinar today. This is part of our monthly ConnectHomeUSA webinar series. And I'm very pleased to welcome Ebonee Younger as our featured speaker.

Ebonee has told me that as the product owner of Connect2Compete, which is Cox's low-cost Internet offer, she has one of the best jobs at Cox Communications. In this job, she's responsible for the development, management and operations of Connect2Compete and the mission of Connect2Compete, along with Cox Communications, is to close the digital divide for families with school-aged children by providing quality access to broadband.

Prior to her role in product management Ebonee spent 14 years in human resources as a business partner and employment practices expert. She currently resides in Atlanta, Georgia where she's involved in several community organizations, such as LEAD Atlanta, Atlanta Public Schools Go

Team and the Junior League of Atlanta. So with that, thank you, Ebonee and I will turn it over to you.

Ebonee Younger: Thank you so, so much for that introduction, Dina. I really appreciate it. And hello to everyone that's on the phone. I am delighted to be with you all today. Just I will preface, I live in a pretty noisy area of Atlanta downtown.

So if you hear any sirens or anything like that, it's totally okay, it's just par for the course and I haven't ordered anything from Amazon, so I shouldn't be receiving a knock on my door, but you never know. So that's just how it is working from home. But anyway, as mentioned in my bio, I did transition from HR to product technology about 18 months ago.

So I still feel like I'm fairly new in the role, but what I love so much about this role is that it's a great mix of product and community. So like Dina said, I'm responsible for all the things that a traditional product manager does, like operations, lifecycle management, device strategy, forecasting our application enhancement. All of those things, they're in my wheelhouse.

And I'm equally involved, though, in the programmatic in the community side of C2C, which includes enrollment events, STEM training and having the opportunity to speak with organizations like yours. So truly, truly I have one of the best gigs at Cox and again, I just want to thank you all for the opportunity to speak in front of you today.

So HUD level -- you know, here's what we are going to cover, but I'd like you to keep in mind that I'm providing insight into how we at Cox at tackling digital equity, but I'm just as interested in understanding where you all see gaps as it relates to ISPs and solutions you may have.

So please keep that top of mind as I move through the presentation. So first, I'm just going to do a brief program overview, how C2C came to be and kind of what we're doing today and what the product looks like and then I want to take you through the different activities as it relates to digital inclusion and how Cox is meeting those various challenges and then I'll spend a little time on our response, in particular, to coronavirus and then would love to take any questions that you may have.

So Connect2Compete originated out of a commitment to help disadvantaged children succeed in school by our current president and CEO and since its start in 2012 in one of our California markets we've been able to connect over 700,000 low-income individuals to broadband.

So really quick I will share a video with you all. Let's see, hopefully this will play. Okay. Well, I don't think we necessarily tested this last time. So I hope it works.

Caila Prendergast: Ebonee, why don't you --

Ebonee Younger: Maybe I should go full screen.

Caila Prendergast: Yeah. Why don't you exit full screen and maybe pull up the video on your browser and then we can share your screen and we'll do it that way.

Ebonee Younger: Okay. And just like maybe go to Chrome and do it up there?

Caila Prendergast: Yeah.

Ebonee Younger: Okay.

Caila Prendergast: And then once you do that I'll show you how to share your screen.

Ebonee Younger: Okay. Where is that? There she is. Okay.

Caila Prendergast: Okay. And then on the top panel it should -- there's a button that says share. It's on the -- and then you just hit my desktop.

Ebonee Younger: Perfect. Can you see that?

Caila Prendergast: Yeah.

Ebonee Younger: Oh, great. All right. Let's get it started then.

[video playing]

Caila Prendergast: So Ebonee, the sound has kind of gone out a little bit.

Ebonee Younger: The sound is out? Is that better?

Caila Prendergast: Yeah. That's better.

Ebonee Younger: Okay. So what I'll do is I think within that -- hold on for just a second, let's get out of here. I think I saw some things pop up that people couldn't hear the sound. So the good thing is I believe this presentation will be shared and that the video is embedded. So you all can definitely check it out afterwards.

So hopefully it just gives you a flavor for what Connect2Compete is all about, our mission, what we're trying to do and the fact that we really work so well with our schools and our different communities to make it happen. We definitely don't connect folks in a vacuum.

So I'll move along and we'll get to the actual offer and get a little bit more detail into our product. Now, what we set out to do with Connect2Compete is to close the digital divide for families with children that are living at or below the poverty level within our footprint. We provide service in about 23 markets around the country and have a little over 125,000 families currently enrolled in the Connect2Compete program.

So what our customer's getting for $9.95, first, is speed. So C2C is at 25/3, which meets the federal broadband definition or the federal definition for broadband and families can do a lot

with that, online research, streaming content and uploading homework assignments, which I'm sure they've very busy doing these days.

There aren't any annual contracts; you know? So customers can disconnect from the product whenever they need to. No activation fees or deposits. We also provide a device free of charge, free modem rental that is Wi-Fi-enabled and then with regards to installation, there are no fees.

So today, 98 percent of our customers successfully self-install their equipment, but for those that need assistance from a field technician, they will receive that at no charge as well. We also have access to hundreds of thousands of Wi-Fi hotspots around the country and I'll get into this a little bit.

I have no idea what that is. Sorry about that. I don't know, do you hear that beeping? I don't know what that is. So -- and I'll get into it a little bit later, but we do offer free tools and online resources through our digital academy and I'll take you through some of the things that we offer on that piece.

Now moving onto eligibility. So Connect2Compete is specifically for low-income families with a K-12 child in the home. Now, there are ae couple of ways that we do verify eligibility. So we can verify low-income eligibility at the household level. So by doing that, we don't have to make a family show documentation when we can reasonably conclude that they are indeed low-income.

And so those folks go through a pre-approval process where they do not have to show any documentation. But for those who we are unable to auto-approve, we do have a mobile-friendly documentation upload process where a customer can use their cell phone to take a picture of required documentation.

So what we would need is proof that the child is enrolled in school, homeschool is included, and participation in one of the government subsidies listed here. So that could be currently enrolled in the National School Lunch Program, the Community Eligibility Provision.

So that just basically means that that school has determined that the majority or all of their students are low-income and will qualify for national free lunch anyway. And so rather than having every family fill out paperwork they just deem that whole school under CEP and they're qualified under that umbrella.

We also accept SNAP, TANF and documentation under public housing. The other qualification standards is that the customer cannot have had service with Cox Internet Service within the last 90 days or be a current Cox customer to any other Internet tier.

We also have a policy around outstanding debt or return equipment that would also prevent someone from signing up, but we do offer payment plans for those who do have outstanding debt. So now I'd like to transition to Cox's digital inclusion activities, but first I would like to read that definition and I got that from the National Digital Inclusion Alliance website.

So I'll go ahead and just take a moment to read it for you. Digital inclusion refers to activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of information and communication technologies. This includes five elements.

One, affordable, robust broadband Internet service, two, Internet-enabled devices that meet the needs of the user, three, access to digital literacy training, four, quality technical support and five, 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. So that's a mouthful, but that's basically what we're looking to do at Cox and how do we meet these different activities and are we living up to that.

So I'll take you through those steps step by step. So the first is affordable, robust broadband Internet services and I also grouped quality technical support in there, because it just makes sense for those to go together, but first, seamless enrollment process, a dedicated call center and product optimization.

So our online application, which is how individuals will need to sign up for Connect2Compete, is mobile optimized for ease of application and we're always evaluating our speed plans. So like I said earlier, we're at the federal broadband of 25/3. We did that last year. And so we will continue to evaluate our speed plan as it makes sense to do so.

C2C customers are also assisted by self-agent in a dedicated call center. So these agents are very familiar with the C2C product and they're not incentivized to upsell C2C customers.

So that's really important to us and one of our guiding principles. And as far as product optimization goes, we are constantly asking ourselves how can we improve the customer experience, are there policies that we can remove as barriers to adoption, what's our device strategy, what worked before when we first started the program may not work as we go further into the future.

And so we need to understand whether our devices will meet that need. And then we're also encouraging customers to be able to self-serve through our Cox app. As far as technical support is concerned, we do offer Cox Complete Care and for eligible customers, this has been extended for free through July 15th, but that's just for customers who signed up for the coronavirus response product offering.

And so I'll get into that a litlte bit further into the slides. And then with regard to devices, Internet-enabled devices that meet the needs of the users. We know that it's so, so important that families have connectivity in the home, but it's also equally important that they have quality devices.

So yes, you could type a research paper on your phone, you could do online research on your phone but that's really, really difficult, especially when you have multiple assignments to do. And so we recognize the importance of getting quality devices into the hands of these families.

And so just two examples that I want to show or point out to you. First is San Diego Computers for Kids. So they're one of our regional partners that have really grown over the past several years and we're still very involved with them, but we are more familiar with them through our enrollment events.

And so what we would do out in the San Diego area is that we would have the opportunity at a school, let's say, and we would have volunteers from our Cox Diversity Council and they would help customers get signed up and enrolled into Connect2Compete and once they were successfully enrolled they would move over to the next table and they would talk to the Computers for Kids rep where they could get a desktop, a laptop or tablet.

Now, it used to be where only one device per family, but thank goodness to the kindness of some of the mobile organizations they now have inventory where as many devices as you need and can afford you can get that from San Diego Computers for Kids. And so that's been a really, really great partnership.

The second organization I want to highlight is PCs for People. And so they are a national organization that takes refurbished equipment or old computers, refurbish them and sells them at a deeply discounted price for low-income families, in particular. So I met Casey who is the CEO of PCs for People last year at the conference in Charlotte.

And so from the conversation, we were able to link together and have an association where once customers sign up for Connect2Compete they can then go over to a Cox-branded store or PCs for People and Cox and be able to purchase a computer through their online web portal.

So we've tried to make it as easy as possible for folks who are in need of quality devices, being able to secure that through PCs for People, because again, they are a national provider and can be -- their equipment can be drop-shipped anywhere. The third activity is around access to digital literacy training.

So we have an entire page that is dedicated and called the Cox Digital Academy. The majority of the content on our site is provided by Common Sense Media. Some topics include computer basics, like search and setting parental controls, social media and online safety as well as financial literacy/wellness provided by our partners at EVERFI.

So we know the importance of learning the basics and making sure that people are safe when they are online. And so we've done a lot to keep the content relevant and we're in conservations to figure out how we can improve that even more. And then finally, applications an online content is designed to enable and encourage self-sufficiency, participation and collaboration.

So I've highlighted a few of the organizations that we work with, Make Music Count, KaiXR, Kano and Livingtree. So the first tree, Make Music Count and KaiXR, they are a part of a really neat program that we have. So it's Techstars Social Impact Accelerator.

So this program, based out of Atlanta, Georgia and founded by our parent company Cox Enterprises, they leverage innovative startups to drive community impact focusing on environmental sustainability and social entrepreneurship. And so I had the chance to meet a couple of the founders from these organizations.

So I'll just go through them really quickly. But Make Music Count is a math curriculum and app for 3rd to 12th-grade students [inaudible] playing popular songs on the radio and I'll just caveat and say this is popular to today's youth. So when I demo'd it, it's a really awesome product. It's great, but it was hard for me to catch the beat, because I just wasn't familiar with the song.

So I'd just keep that in mind, but your kids will definitely get it and understand it. KaiXR is a kid-friendly virtual reality platform where kids can explore VR field trips plus improve their tech skills by creating their very own VR adventure.

So we know as budgets for field trips were getting cut, they had a really, really great idea to say how about we bring those field trips to students' computers that aren't able to take those field trips otherwise due to cost and other reasons. So it's also a really, really neat product, also out of the Techstars startup.

Now, Kano Computers, so we partner with everyone on last year to host three STEM training events. We did one in San Diego, California, Portsmouth, Virginia and Phoenix, Arizona where children learn to build computers and write lines of code using those Kano kits. And just to note if you haven't heard of Kano, they're the tech toy of the year and Time Magazine labeled them one of the best inventions of 2018.

So it is really, really neat to be able to sit with a child, watch them take all these bits and pieces out of the box and by the end of it, they would have built a computer and be able to code and play different games on them. So they're able to see the inner workings of a computer, what that looks like and kind of get their mind stimulated around coding.

So it's really a neat thing to watch and we were just so grateful for that partnership last year and it was really, really successful. Of course, we had some on the calendar for 2020, but of course, everything that's going on we weren't able to do that, but we certainly look forward to partnering with Kano in the future.

And htne finally, Livingtree engages a family engagement platform that easily connects teachers, schools and disticts with every family in one central place to help districts improve, sustain and measure engagement. And just a quick note about Livingtree, so in 2019, we piloted the app with the entire Newport News School District.

So that's over 30,000 children that were able to utilize this app and really, the main point here is how do we get parents more engaged with the teachers and more engaged with their students

instead of asking the age-old question so what did you do at school today, Livingtree provides the platform and the language for teachers to be able to give that to the parents and the parents are able to say I hear that you learned about photosynthesis this week and you can act it out with your body, tell me more about it.

So it really fosters more creative conversations and better bonds with teachers, parents and children. Now, one company on here that's not on here but I wanted to give an honorable mention is Healthy Hiphop. So it's another website that basically empowers today's youth minds or your mind to make positive changes through music, technology and engagement.

So they're also a member of the Atlanta Techstars Social Impact Accelerator and that's a really neat product that blends music, mindfulness and movement. So it's really, really great and I would encourage you all to check those out. So finally, I'd like to touch on some of the specific ways that we've stepped up to meet the challenges as a result of the coronavirus outbreak.

Now, I'll tell you this, I remember it pretty well, so my last day -- I don't know how many of you and how long you've breen having to stay at home or shelter in place, but my last day in the office was on March 9th. So that was a Monday and we received word from our senior leadership team probably Tuesday evening, maybe Wednesday morning start thinking of what we can do with Connect2Compete.

How might we respond? How will we meet the impending demand likely to be caused by students having to learn at home and not be in school? And by Friday evening, March 13th, we were able to make the announcement that you see here. So while it is just me talking to you today, I assure you this would not have come together without the heroic efforts of our Boundary partners.

It was everybody, marketing, legal, technology, our public affairs team, to do what we could in order to respond to the coronavirus. So a couple of things here -- and I will caveat this by saying that we did, in this offer on March 15th, but I still wanted to provide you some background on -- as far as what we did do.

So the first thing is that we temporarily increased speeds to 53. We also loosened some of our eligibility requirements. We also provided free service through July 15th, customers who were able to sign up between March 13th and May 15th, but once that July 15th date comes to pass it'll go back to the regular rate of $9.95 per month.

We're also offering free remote service support. So that's at Cox Complete Care to customers through July 15th. So if they need help maybe setting up filters or downloading Microsoft 10 or whatever they need we can also help them with that. And then we also, of course, made mention of our partnership with PCs for People for customers that got connected but needed quality devices.

So it couldn't have come at a better time. Some of the other things that we've done in response to coronavirus is direct billing for schools and employers. So we've had a number of schools reach out to us and districts saying we would like to pay for our students, we would like to pay for our

families. So we have implemented that process and we look forward to scaling that as we prepare for the fall semester.

And then the other thing is alternate offers. So for families who did not meet the Connect2Compete eligibility, so having a K-12 child in the home and being on one of those government subsidy programs, we had our starter offer that I believe was $19.99 for folks that did not fall into the Connect2Compete bucket.

So now that the offer has ended we are looking to the fall and trying to anticipate what the need will be. So there's a lot of information out there but there's so much that is still unknown, but two major areas of consideration are unemployment and distance learning. So we are on track, and I'm sure you probably see the news on a daily basis, that we are reaching record numbers of unemployment.

And so what does that mean as families go back to school in the fall? Will they be able to pay the discounted fee of $9.95? What would we do if more and more schools and districts reach out to us and are wanting to pay for their students? We're thinking about those things currently.

The other piece is is it possible that schools will just say we're going to remain at home and do distance learning for the rest of the year or for the rest of the foreseeable future? You know, do we have the inventory to support another surge of customers that are coming on? Are there things that we can tweak about our offer to make it better to support the schools in what they're doing?

So these are things that we are actively considering and strategizing with our internal team but certainly will rely on organizations like yourself to provide some influence and let us know things that we may not be seeing or enhancements that we can offer to the product. And that is the end of my presentation. And so if there are any questions, I would love to take those and I will answer what I can and parking lot what I can't.

Dina Lehman-Kim: Thank you so much, Ebonee. That was really, really great. I loved all the wonderful information you shared and I learned a lot too. I didn't realize -- I had never heard of KaiXR or Make Music Count or Livingtree, for that matter. And so I hope our listeners will ask questions about those or anything else that you covered.

So let's see if Caila has received any questions and then if not, I do -- I always have questions, but I want to save them for later.

Dina Lehman-Kim: So I'm seeing a question from Tiffany, "What are your service areas? We have a lot of rural areas in our counties." I don't know where she is.

Ebonee Younger: Yeah. So I know that we -- I believe we included in a link to Broadband Now that shows where the service areas are, but the best thing to do is to visit our website.

You can go to cox.com or cox.com/c2c, enter your zip code and it will let you know if that area is serviceable or not, but we're in three major markets in California, we're in Arizona, our southeast region includes Florida, Macon, Georgia, Baton Rouge, New Orleans.

So we're scattered all about, but the best way to know if your area is serviceable is by going directly to our website and entering in your zip code.

Caila Prendergast: Hi. Yes. Great. Thanks, Ebonee. And sorry, I made a rookie mistake and my phone was on mute. So I was talking and you couldn't hear me I think. But what I said was I actually ptu the link to the Broadband Now in the chat box and I sent it around to all attendees.

So you can check to see if you're in the service area. And then it looks like we have someone's hand up.

So I'm going to unmute Andrea Foyer's [ph] line. Hi, Andrea. Andrea, we are unable to hear you. Well, I will send her a quick message and see what her question is and then I'll read it aloud.

In the meantime, one question that we had come in, "Are there any plans to offer reduced prices for seniors?"

Ebonee Younger: So we do have an internal team -- and I'm assuming that we need seniors as in, I guess, those 65 and older. But we are, from an internal standpoint, looking at other segments. So seniors are included, veterans are included.

So there's a separate team that is looking on how we can meet the needs and offer an affordable product for them, but for the time being, again, our president and CEO was pretty adamant that the focus for Connect2Compete is on school-aged children. And so that's where we want to keep it, but we certainly have heard and understand the need to offer an affordable product to seniors and other segments.

Caila Prendergast: Okay. Great. Thanks.

Ebonee Younger: No problem.

Caila Prendergast: The next question, "Will those who qualify for the Pandemic Electronic Benefit Transfer, PEBT, program qualify this stemmed from the stimulus package?

Ebonee Younger: Yeah. So we actually just recently started getting some of those letters. And so we met with our process manager and our internal team and we will be able to accept that as documentation, but just know that we will still need some documentation that just shows enrollment.

So we'll need something with the student name, parent name, the enrollment date and that stuff. So yes, to answer your question, we will accept that as documentation.

Caila Prendergast: Okay. Awesome. Next question that I had come in, "Does the company have post-" -- or actually, these next two questions all kind of grouped them together. "Deos the company have postcards or any other marketing materials for housing authorities to use to mail to residents to kind of provide them with this information at their door?"

Ebonee Younger: Yay. Awesome. So that is a great question and we do and I did not mention that in my presentation. So thank you for whoever asked that. But we do -- on the website, if you go to cox.com/c2c, you will see that we do have program toolkits. And so we have one for general awareness, we have one for teachers and we also have one for community organizations.

So you can go download those toolkits and you can get high resolution photos, flyers, postcards, all types of things that you can download and share with your communities. We also just -- maybe we updated that last year, but if you want to share things from your social media, we also have pictures that you can share on your social media pages. Yes, we have all of that for you.

Caila Prendergast: Awesome. And just to confirm, that website was cox.com/c2c?

Ebonee Younger: Uh-huh. C2C. And you can just go directly to program toolkits and you can download what you need.

Caila Prendergast: Okay. Great. I text that in the chat box and sent it around to everybody.

Ebonee Younger: Awesome. Thank you.

Caila Prendergast: Yeah. So the next question is one for me. "Will the slide presentation be made available for download?" Yeah. So this -- I'll send around the slide deck to all attendees after the webinar is over and then the slide deck as well as a recording of the presentation will be posted on HUD Exchange probably in a week or so.

And then next question, "Do you have a 1-800 number for government customer support for this program if there are challenges?"

Ebonee Younger: So for customers who actually apply for the program, there is a 1-800 number that is available to them if they have questions about their order, but it's not used to actually sign people up. So the number is still out there on our toolkits and on our collateral, but yes, it is for -- so if someone calls in that number, they're not going to be able to actually apply for Connect2Compete.

They do have to do that through the online application, but we do have a dedicated call center, again, that will be able to help folks if they're having trouble with their service or getting their service connected.

Caila Prendergast: Okay. Great. So Dina, that's all I'm seeing right now. I know you had a few questions.

Dina Lehmann-Kim: Okay. Great. Thank you. Those are all great questions. So question for you, Ebonee, I was so happy to see that you are working with so many interesting organizations. And so a quick note for the audience, some of the organizations you mentioned, like PCs for People and Common Sense Media and Kano, those are the stakeholders of ConnectHomeUSA.

In other words, they support the work of ConnectHomeUSA and they're familiar with the work that ConnectHomeUSA communities are doing. So if you wanted to approach them, they wouldn't be surprised. So I just wanted to make that plug. And I also wanted to mention that our next webinar is going to be with Common Sense Media in June.

So June 16th, mark your calendars. But to the question that I was going to ask you, Ebonee, I have to get things out when I think of them, otherwise I'll forget, so I'm sorry for the long-winded comments, but I was really pleased to see that you guys are considering record unemployment and year-round distance learning in your thinking right now and I was wondering --

As I think this virus is really going to uproot and change, I think, society as we know it, I know we're just in the early phases, but I'm wondering if -- are you thinking about any training, like some sort -- type of apprenticeship training or other types of professional training that could be done online to retrain people who might've lost jobs that might not be coming back.

Maybe that's a really big ask, but just wondering if you know if that's coming down the pipeline.

Ebonee Younger: Well, any time to make the big ask is definitely now. Like our senior leadership, again, has tasked us with thinking broadly and boldly about how we might meet these challenges and not just in the traditional way that an ISP might meet those. Funny that you brought that up, Dina, because I just was on the phone with Norma who's the CEO of EveryoneOn.

I think she was last week and she was talking about this very thing about upscaling and different types of training that we can offer.

So it's not something that we specifically discussed amongst our internal team but it's something that we definitely will and I can certainly take that back to figure out which organizations might be best for us to partner with as we're thinking about the unemployment challenge, because it definitely is going to happen and we would like to get out in front of it versus just reacting to it.

Dina Lehmann-Kim: Right. That's awesome. Thank you so much. I can see that a lot of our residents and just Americans all across the country are more than likely going to need to be retrained for jobs in the 21st Century and all of that can be done with a computer and a good Internet connection. So a lot of it can be done that way.

So great. So that was my question. Caila, do you have any others in the queue from the audience?

Caila Prendergast: I'm not seeing any on my end. Sometimes people will send them to the presenters. So I would check your all's chat box too. Yeah. I'm not seeing any.

Ebonee Younger: Okay. I do not see any either. And that beeping noise, I don't know what that was earlier, but it was coming from the computer. I think it was like telling me either participants were coming or leaving. I wasn't sure what was going on there. But I do not see anything in my chat box.

Dina Lehman-Kim: Yeah. I don't either. I don't see any in mine either.

Ebonee Younger: But I will say if you think of something immediately when you hang up, feel free to email connect2compete@cox.com. I, along with some other folks, monitor that inbox, so we will get that message. Again, your feedback is super important to how we influence the product and what it looks like in the next couple of months. And so we'd love to hear from you if you do have some ideas.

Dina Lehman-Kim: Great. Ebonee, thank you so much. This has really been a terrific presentation. You've shared such great information. So thank you so much. And thank you, Caila and thanks also to our audience for your participation. Just a quick reminder there's a quick survey that'll pop up after you -- after we log out of this.

So just if you don't mind filling it in for us, we'd really like to hear your feedback. Caila, did I miss anything?

Caila Prendergast: No. I think that's everything. Thanks so much, Ebonee for joining us and thanks to all of our attendees. And just a reminder I'm going to be sending these around -- I'm sending the slides around later and the recording will be posted on HUD Exchange within a week. So thanks, everybody. Enjoy the rest of your day.

Dina Lehman-Kim: Thank you. [inaudible]. Take care. Thanks.

Ebonee Younger: Bye.

Dina Lehman-Kim: Bye.

Caila Prendergast: Bye.

(END)