

Efforts to Improve Broadband Affordability and Adoption

NARUC Summer Policy Summit
July 2022

COMMITTED TO CONNECTING PEOPLE AND COMMUNITIES

We know a fast, reliable internet connection is essential. We share the goal of ensuring our neighbors have access to robust broadband networks.

Whether you're considering solutions to increase broadband access and adoption, or looking to build a smarter, more efficient community, we're your trusted partner.

Connecting Families in Need

Most people are already served by network infrastructure and have internet access. We support adoption efforts to help connect those families in need.

These efforts include:

- Connect2Compete, our affordable Internet product for low-income families
- Bulk Accounts/Sponsored Service Agreements
- Utility Assistance Services
- Affordable Connectivity Program (ACP) / Emergency Connectivity Fund
- Tech Centers/Innovation Labs
- Cox Digital Academy
- Wi-Fi Access (SD Access4All)
- On-site school signup events

Commitment in Action

- 3rd largest cable provider in the U.S.
- \$15B network investments over 10 years
- \$10B investment committed over next 5 years to build next generation 10G network
- Since 2012 connected 886,000 people to low-cost internet



Affordability & Digital Equity Programs

We're deeply committed to digital equity in our communities. Here are some of the ways we're working to connect people that need it most. To learn more, visit cox.com/digitalequity.

	Connect2Compete Internet Packages	ConnectAssist Internet Packages	Emergency Connectivity Fund Internet Tier	Special Payment Program (CARES Act)	ACP (Affordable Connectivity Program)
Description	Cox sponsored program providing low-cost internet to families with children K-12 receiving government assistance	Cox sponsored affordable internet for low-income individuals receiving government assistance – this program is similar to Connect2Compete but is targeted to households without children K-12	Government funded internet tier for K-12 schools and libraries to request on behalf of unconnected students/patrons and qualified staff to subsidize 100% of internet monthly Active through June 2022	Government funded program that allows schools, businesses or other organizations to pay for residential internet services. The payor may obtain funds from any source, such as CARES Act or State General Funds	Government sponsored benefit program that helps ensure internet connectivity for qualifying households
Cost & Billing	<ul style="list-style-type: none"> \$9.95/month (including modem rental) No installation fees Customers pay Cox directly <p><i>Note: Schools or other organizations can pay Cox directly on behalf of group of students through the Special Payment Program</i></p>	<ul style="list-style-type: none"> \$30/month (with wifi modem rental) Free self installation \$20 professional install (if needed) Customers pay Cox directly <p><i>Note: Schools or other organizations can pay Cox directly on behalf of qualified individuals or families through the Special Payment Program</i></p>	<ul style="list-style-type: none"> \$30/month (billed to schools/libraries) \$20 one-time modem purchase \$100 pro install (if needed) Cox will bill USAC directly then send statement to School or Library USAC will pay 100% up to the School or Library's approved funding allocation 	<p>Organizations can subsidize up to 100% towards monthly service</p> <ul style="list-style-type: none"> Must include at least 25 participants Payor defines benefit amount they will pay for each participant Payor sends one payment to Cox each month Can apply to any Cox Residential Service Tier 	<p>Customer receives discounts of up to \$30/month (\$75 for Tribal lands) off their internet service</p> <p>Cox submits for reimbursement to USAC/FCC monthly</p>
Features	<ul style="list-style-type: none"> Access to over 3M+ Cox Hotspots nationwide Cox Security Suite – online safety software tools Access to the Cox Digital Academy, which provides educational resources 	<ul style="list-style-type: none"> Access to over 3M+ Cox Hotspots nationwide Cox Security Suite – online safety software tools Access to the Cox Digital Academy, which provides educational resources 	<ul style="list-style-type: none"> Access to over 3M+ Cox Hotspots nationwide Cox Security Suite – online safety software tools Access to the Cox Digital Academy, which provides educational resources 	<ul style="list-style-type: none"> Access to over 3M+ Cox Hotspots nationwide for specific internet tiers 	All standard internet plans qualify for the Affordable Connectivity Program, including Connect2Compete, ConnectAssist. Cox's prepaid product, StraightUp Internet is not eligible at this time
Qualifications	<ol style="list-style-type: none"> 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, Low Income Home Energy Assistance Program (LIHEAP), Public Housing 	Must participate in one of the following government subsidy programs : SNAP, TANF, Head Start, WIC, Low Income Home Energy Assistance Program (LIHEAP), Public Housing, Pell Grant, Veterans Pension, Tribal Programs, Supplemental Security Income (SSI)	Eligible households must be identified by participating school or library and certified as being otherwise unconnected without the subsidy	Eligible households must be identified by the payor directly	Participation in one of the following government subsidy programs : National School Lunch Program (NSLP), SNAP, TANF, Federal Public Housing, LIHEAP, WIC, Head Start, Pell Grant for current academic year, Tribal Programs, Medicaid, Supplemental Security Income (SSI), Veterans Pension & Survivors Benefits or proof income is 200% or less than federal poverty level guidelines
URL	cox.com/c2c	cox.com/connectassist	cox.com/ecf	cox.com/caresact	cox.com/acp



Low-cost Internet Options to Keep You Connected

We believe you should have options for reliable internet, so we've brought some of our most affordable internet options and available assistance programs together for you. See if you qualify for FREE Cox Internet, saving up to \$30 per month through the Affordable Connectivity Program. Visit Cox.com/ACP to check your eligibility.



Low-cost Internet Plan

ConnectAssist

\$30 per month

This budget-friendly internet plan is a great choice for households who currently participate in eligible income-based government assistance programs.

What's in it for you?

- Up to 100 Mbps
- No term agreement
- Wifi modem included
- 1.25 terabytes of data
- EasyConnect self-installation included

Learn more about Connect Assist at Cox.com/connectassist

Low-cost Student Internet

Connect2Compete

\$9⁹⁵ per month

This low-cost internet program for qualifying families on government assistance provides affordable internet for households with K-12 children to keep all members connected.

What's in it for you?

- Up to 100 Mbps
- No term agreement
- Wifi modem included
- 1.25 terabytes of data
- EasyConnect self-installation included

Learn more about Connect2Compete at Cox.com/c2c

Cox and the Affordable Connectivity Program (ACP)

FREE High-Speed Internet

IN MARKET TACTICS AND PARTNERSHIPS

- Digital Ads
- Podcasts
- Targeted Direct Mail
- Door Hangers
- Radio Ad libs
- Multichannel TV Ads
- Partnerships with non-profits and school districts



COX Pillars for ACP Outreach



Make it easy for customers



Spread community and customer awareness



Advance operational efficiencies



Serve the community where they live, work and shop



Meet customer needs while being good business stewards



Cox Communications Works with White House to Connect Households with Affordable Internet

ATLANTA and WASHINGTON D.C. – May 9, 2022 – Leaders from Cox join White House officials today to announce a partnership about the Affordable Connectivity Program (ACP), making high-speed internet more affordable and accessible to households across the nation.

In participating in the ACP, eligible households will have access to Cox's 100 Mbps high-speed internet service at no cost.

SPECIAL NOTICE! AFFORDABLE CONNECTIVITY PROGRAM
See if you qualify for FREE Cox Internet, saving up to \$30/mo. through the Affordable Connectivity Program.
Enter your address to find out if you qualify!

Credit typically begins within 1 bill cycle; limited-time program; subject to change; other restrictions apply. [Learn more.](#)

[Check your eligibility](#)



COX DIGITAL ACADEMY

Families, educators, community leaders and students can access information regarding computer literacy tips, educational videos, tutorials and games.

Powering families with digital literacy training



MY FUTURE

**WIDE OPEN
SCHOOL**
BY  **common sense**

 **COX Campus**

Internet Basics

Educational
Resources

Online Safety &
Privacy

Digital Citizenship

Affordable Internet



cox

Bringing us closer