

Cox Communications latest messaging on towards school-age families

RIDE Grant:

- Cox Communications is **donating \$25,000 to the Rhode Island Department of Education (RIDE)** to assist in the purchasing of technology for K-12 students.
- Cox is also **donating an additional \$10,000 directed to the Community College of Rhode Island (CCRI)** as both institutions work to enable distance learning programs for students completing their school and coursework in remote environments.

Connect2Compete:

- Cox is offering its **low-cost internet service Connect2Compete to families that don't have an internet connection at home**. The first 30 days are free and begins the customer's first day of service. This offer is available until May 15. Cox has made enhancements to the product including faster speeds, remote helpdesk support, a discounted computer program with PCs for People and a Learn from Home toolkit available for schools at www.Cox.com/Connect2Compete.
- **Fast-tracking the qualification process** for Connect2Compete and partnering with PCs for People where families can purchase discounted refurbished computers. More information can be found here: <https://cox.pcsrefurbished.com/>.
- There are no **deposits, contracts, or installation fees for the program**. Families can stay enrolled in the program for as long as they qualify and cancel at any time.
- Until May 15, 2020, we are providing phone and remote desktop support through **Cox Complete Care at no charge** to provide peace of mind and ease for technology needs.

All school-age families / not specific to C2C:

- **Not terminating service** to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic.
- **Waiving any late fees** that residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
- **Opening Cox Wifi outdoor hotspots** to help keep the public connected in this time of need.
- **Providing temporary speed increases** for residential customers in the company's Starter, StraightUp Internet and Connect2Compete packages to speeds of 50 Mbps.
- Extending our **Cox Complete Care remote desktop support at no charge** to residential customers in those tiers to provide remote helpdesk and assistance for loading new applications they may need to use during this time like online classroom support applications and web conferencing services.

Additional messaging in response to coronavirus

Cox is offering the following over the next 60 days, through May 15

- A \$19.99 offer for new Starter internet customers with a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like **seniors and college students**. The first month is free for this service until May 15.
- **Eliminating data usage overages** beginning today to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plan will receive credits.