

# connect<sup>2</sup> COMPETE

## Frequently Asked Questions

### **What is Connect2Compete?**

Connect2Compete (C2C) is a national not for profit initiative, aimed at bringing students and families nationwide online by providing \$9.95/month high-speed Internet, low-cost computers and free digital literacy training. For two years, there are no price increases, no activation fees, and no equipment rental fees associated with the high-speed Internet program.

### **Who is eligible for the \$9.95 high-speed Internet offer through C2C?**

Families with at least one child who is attending a school participating in the pilot and receiving free school lunches, through the National School Lunch Program, are eligible for the \$9.95 Internet and low-cost computer offerings. In addition, for the Internet offer only, eligible families must not have subscribed to Bright House Networks for cable Internet service within the last 90 days of signing up for C2C and cannot have any outstanding debt or unreturned equipment with Bright House Networks.

### **Will Bright House Networks charge a modem fee?**

No. During the two years of the program, there are no price increases, no activation fees, and no equipment rental fees associated with the high-speed Internet program.

### **Who is eligible for refurbished computers starting at \$162 through C2C?**

All families with at least one child who is attending a school participating in the pilot and receiving free lunches, through the National School Lunch Program, are eligible for low-cost computers.

### **Are families required to take both the computer and Internet offer if they apply for C2C?**

No, families may purchase the computer and Internet independently. C2C does not require the family to take both offers.

### **Will Bright House Networks help with the purchase of a computer?**

No. During the two years of the program, Bright House Networks will provide the \$9.95/month high speed Internet service with no price increases, no activation fees, and no equipment rental fees. You can visit [www.EveryoneOn.org](http://www.EveryoneOn.org) for additional information about how to purchase a computer, including additional information related to C2C partners who can provide financial assistance with purchasing the computer.

### **Where and when will C2C be available?**

Please contact Bright House Networks to discuss enrollment dates specific to your school district.

### **How will eligible students/parents hear about this program?**

Bright House Networks is working with participating school districts to provide eligible families with the

necessary information on how to enroll. Eligible families should receive a letter directly from the school discussing the program.

**How do I apply if I think I'm eligible for C2C?**

Eligible families will receive enrollment forms from participating schools with instructions on how to apply. If you have not received an enrollment form you may not be currently eligible or your school may not be a participating school. Please contact your school administrator if you have questions on the school's participation and/or the enrollment process.

**Do families with children receiving reduced-price (as opposed to free) lunches through the NSLP qualify for C2C?**

No, only those with children receiving free school lunches are eligible at this time.

**How long can a C2C customer continue to receive reduced-price Internet service through the program?**

Families eligible for C2C will receive the reduced-price Internet for two years as long as they remain continuously subscribed to C2C.

**What happens at the end of the two-year term? Can customers renew? Must they re-apply?**

Eligible families can participate in this special program for two-years from the date of enrollment. Currently, there are no plans to continue extend the program beyond two years. After the two year term, the families can continue to receive Internet service from Bright House Networks at a regular rate, dependent upon the service package and level of service that they choose.

**What should I do if I work with students and families who might benefit from this program?**

Please visit [EveryoneOn.org](http://EveryoneOn.org) to access program information, materials and suggestions on how you can help.

**How fast is the home Internet service offered as a part of C2C?**

Connect2Compete provides home Internet service with download speeds of at least 1Mbps and upload speeds of 384Kbps.

**What forms of payment are accepted for the Internet offer?**

Bright House Networks accepts checking account, savings account, debit card, credit card, cash or money order (cash and money order must be done in person at your local Bright House Networks payment center). To find your nearest payment center click [here](#).

**What type of computer is offered through C2C and what kind of software does it have?**

Eligible families have the option to purchase a refurbished laptop or refurbished desktop. The desktop system for \$162.00 plus tax is a Core 2 Duo 1.4 Ghz, 2 GB RAM, 80 GB Hard Drive and comes with a 17" LCD monitor, keyboard and mouse. The laptop for \$202.00 plus tax is a Dual Core 1.8 GHz, 2 GB RAM, 80 GB Hard Drive. Both systems come with Genuine Windows 7, Microsoft Office 2010 Home and Business, a 90 day warranty and shipping.

**What forms of payment are accepted for the computer offer?**

PC Rebuilders & Recyclers accepts credit, debit and prepaid cards with the Visa, Mastercard, or American Express logo.

**How can I learn more about this program and when it will be available for my area?**

Please visit [EveryoneOn.org](http://EveryoneOn.org) to access program information, materials and suggestions on how you can help.