



School Internet Payment Program FAQ's:

Q. How does the School Internet Payment Program work?

A. Once you have been approved for the School Internet Payment Program, you will need to send Cox a list that includes the Name, Address and Account number, along with the amount you wish to pay for each account. Then, Cox will send you a consolidated invoice requesting payment. The invoice will need to be paid through a direct ACH credit payment to our bank. Once the ACH payment is verified, the accounts will be credited. Each month, you will be required to send a refreshed list of accounts to Cox.

Q. Is there a minimum number of students required to participate?

A. The School Internet Payment Program is established for schools looking to pay 25 or more accounts. If the school has less than 25 accounts, please have the account numbers available, and contact Residential Customer Support at 1-800-234-3993 to make payments to each individual account. Support teams are available Monday-Friday 8am to 6pm.

Q. How does a school know what accounts to pay?

A. It is the responsibility of the school to obtain the name, address and Cox account number from each student's family.

Q. How much does a school pay per account?

A. The price each school pays for service may vary, including the level of service they subscribe to or any promotional offers they have on their account. It is ultimately up to the school to determine how much they wish to pay on the student accounts. In order to ensure that we can quickly apply your payments, we require the same amount to be paid for each student.

Q. What if a school has students participating in the Connect2Compete program?

A. If you have students participating in the Connect2Compete program will be allowed to pay one amount for qualifying students and a separate amount for non-qualifying students. You will need to identify which students are participating in the Connect2Compete program.

Q. Can you tell a school how much a student family owes?

A. Unfortunately, due to privacy concerns, we are not able to provide details about the level of service or amount owed on an account.

Q. How does a school pay by direct ACH?

A. Direct ACH payment service is offered by almost all financial institutions. Cox will provide all the required information your bank will need at the time your invoice is sent.

Q. Can a school pay by Credit Card/P-Card/Check/Wire?

A. Unfortunately, we are only able to accept a direct ACH credit for the School Internet Payment Program.

Q. What if a school includes the wrong account number?

A. It is the responsibility of the school to ensure the payment list is accurate prior to delivering the list to Cox. Once the list is delivered, and payment is made, we are unable to make corrections to the accounts.

Q. Is there an added cost for schools to use this program?

A. Cox has set up the temporary School Internet Payment Program in response to the Coronavirus pandemic and will provide support for the program free of charge during this time.

Q. How long does the process take?

A. From start to finish, the initial setup and first credit should take 10-15 days, depending on how quickly Cox receives the requested information and payment. Once the account is established, invoices will be delivered within 48 hours of Cox receiving the account list.

Q. What if a student is not currently a Cox Customer or have Cox internet?

A. Student families must follow the process for setting up Cox services and are responsible for all charges that are incurred, regardless if a school will be making a payment on their account.

Students: Students in grades K-12 may qualify for discounted service through Connect2Compete. To verify eligibility and begin the application process, parents/guardians should visit www.Cox.com/Connect2Compete.

School Faculty/Staff: For fastest service, you may order online by visiting <http://www.cox.com/internet>. You may also call our residential sales team at 1-800-234-3993 to establish an account. They are available Monday - Friday, 8am - 8pm and Saturday, 9am - 6pm.

Note: All requests for new service must meet eligibility requirements at the time of order.

Q. Can a school upgrade the speed of a student's service?

A. Student families are welcome to upgrade their service at any time. The account holder or authorized user will need to contact Cox directly to verify they are eligible and request the change in service.

Q. Can a school pay the difference between the student family's current service and upgraded service?

A. Unfortunately, due to privacy concerns Cox are not able to provide details about the level of service or amount owed on an account. The school is welcome to pay any amount on the student family accounts, if it is the same amount for each account.

Q. What if a student has other services with Cox?

A. Cox provides consolidated bills to our customers, meaning all the services they have with Cox are included on a single bill each month. If the customer has other services that are not being paid by the

school, they will need to continue to pay for those services as they do today. Any payments made by the school will reflect as a partial payment on the customer's account. Customers can always keep up to date on their balance by downloading the Cox App or visiting www.cox.com/mybill.

Q. Is a school part of the service relationship?

A. No, all services are provided to students directly by Cox Residential Services. The services are governed under the Cox Residential Customer Service Agreement, all residential terms of service and associated policies, including privacy and acceptable use. These terms and conditions can be found online at <http://www.cox.com/policy>.

Q. Who is responsible for the student account?

A. All financial obligations are between Cox and customer whose name appears on the Cox account (account holder). The account holder is responsible for the full balance due on the account, by the due date listed on the bill each month, and subject to any additional fees that may apply, including late fees and equipment costs. Any payment made by the school will be posted as a partial credit to the customer account, but ultimately it is the account holder who is responsible for the balance due.

Q. What happens to a student account after a school stops paying?

A. It is the responsibility of the school to communicate its intentions with the student families. The student family (account holder) would need to contact Cox should they wish to discontinue service once the school is no longer making payments.

Q. What if my student family (account holder) is unable to pay the remaining balance?

A. Cox is committed to supporting our customers during the Coronavirus pandemic. Should a customer experience a financial hardship and are unable to pay their bill in full during this time, please have them contact Cox at 1-844-221-3926.