



Get Connected to Home Internet With Cox

Plan Information

Plan Name: Connect Assist (for individuals)

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Cox does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.



Enroll Online

Step 1: Go to <https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Step 2: Select your internet plan, connect 2 compete (for families with K12 students) or connect assist.

Step 3: Next to the plan you have selected click “apply to qualify”.

Step 4: Fill out all of the information needed on their application, including the ID verification. Please note that Cox will NOT ask for your ACP code.

Step 5: As you go through the application, they may ask you to verify your identity by text message. Make sure you provide a phone number that is able to receive text messages.

Step 6: Once you finish the application, Cox will confirm your eligibility and enrollment in the ACP via email. To begin service, you will receive your equipment in the mail to the address you provided.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-877-206-4210

<https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Assistance Available in English and Spanish

In the middle left of website can choose your language

On Cox's online ACP application, there is a checkbox to confirm that the customer has no prior debt exceeding \$500. While the customer should check the box if it applies to them, they will not be denied service based on this debt.

If applying for the ACP and a Cox plan together on the Cox website, the customer will not be provided their ACP application ID on completion. This means that if the customer wants to change providers and continue receiving the ACP benefit, they will have to reapply for the ACP in the National Verifier.