

Frequently Asked Questions

1. What is Connect2Compete?

Connect2Compete (C2C) is a national nonprofit initiative, aiming to bring students and families online by providing $9.95/month high-speed Internet and low-cost refurbished computers nationwide. For 2 years, there are no price increases, no activation fees, and no equipment rental fees associated with the high-speed Internet program.

2. Who is eligible for the $9.95 Bright House high-speed Internet through C2C?

Families with at least one child receiving free or reduced lunch attending a Bright House/Connect2Compete partner school are eligible for the $9.95 Bright House home Internet service. In addition, families cannot have subscribed to Bright House Internet service within the last 90 days, have any outstanding debt or unreturned equipment with Bright House Networks. You can reach Bright House Networks at 1-855-877-4909 to discuss eligibility.

3. Where and when will the C2C offer be available?

The high‐speed Internet offer through Bright House Networks will be available for a three-month enrollment window. Pinellas County families who qualify for free or reduced lunch are eligible to enroll September 1 – November 30, 2015.

4. How should families apply for Bright House’s low-cost Internet service through C2C?

Eligible families should follow the instructions included in the program enrollment flyer sent to all free and reduced lunch students.

5. 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 2 years if they remain continuously subscribed to Bright House Networks’ C2C Internet service.

6. 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 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.

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

Bright House Networks offers C2C participants home Internet service with download speeds of at least 2Mbps and upload speeds of 384Kbps.

8. 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 a local Bright House Networks payment center).

9. Are there offers for discounted computers included in the program?

Families with a child receiving free or reduced school lunch through NSLP, or living in one of the 14,000+ pre-qualified zip codes, are eligible to purchase the discounted desktop offer ($162) free shipping and handling or laptop ($202) free shipping.

Families interested in the computer offer should contact PCRR at 1-800-939-6000 or visiting them online.

The website link for the Desktop can be found at: <http://www.pcrr.com/everyone-on/desktop>

The website link for the Laptop can be found at: <http://www.pcrr.com/everyone-on/laptop>

Each computer comes with a 90 day warranty from the day it is delivered.

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

No. Families can choose whether they would like to take both of the offers, or just one, at the time of purchase.

11. What type of computer is offered through PCRR and what kind of software does it have?

Both the laptop and desk top computers come with pre-loaded software.

The software list for each computer will include the following programs: Microsoft Office 2010 Home and Business, Internet Explorer, Google Chrome, Microsoft Silverlight, Adobe Shockwave Player, VLC Media Player, Macromedia Flash Player, TeamViewer, Windows Media Player, Microsoft Digital Literacy Content, Microsoft Security Essentials, Adobe Acrobat Reader and 7-Zip.

12. Are there additional refurbished products that are available with this offer?

$19.99 for a 1 year hardware warranty. Please note this does not cover damage or software related issues. This extended warranty covers any hardware failures within a year of purchase. It also give you access to our 800 technical support number.

13. What forms of payment are accepted for the computer offer?

PCRR accepts credit, debit and prepaid cards with the Visa, MasterCard, Discover or American Express logo.