Additional Program Information

Chicago Connected Program 2024-2025

City Colleges of Chicago

CITY COLLEGES®
OF CHICAGO

Please review programmatic information and procedures below regarding City Colleges of Chicago's **Chicago Connected Program** for the 2024-2025 school year.

Assigned internet service provider

If students selected as participants in the program have an existing and eligible account with Comcast or Astound (RCN), their service will continue with that same provider and account number, if possible. If they do not have an existing or eligible account with one of our service providers, they will be assigned an internet provider based on serviceability and program capacity.

Dropping classes/reducing credit hours

As a reminder, if selected participants in the program no longer meet the program's eligibility criteria or drop below 3 credit hours before the 10th day of class, they may no longer qualify for the program and will lose their Chicago Connected internet service. **If a participant intends to drop or change their class(es), they should reach out to Tech Equity staff at ChicagoConnected@CCC.edu to ensure that they do not lose their eligibility under the program.**

Internet speeds

The Chicago Connected Program provides students with free internet service with download speeds of at least 50 Mbps (and upload speeds of at least 10 Mbps). **Selected participants in the program should ensure that these internet speeds meet their household's service requirements.**

Prior internet service restrictions

To be eligible for the Chicago Connected Program, applicants cannot have subscribed to Comcast or Astound (RCN) internet service within the last 90 days, other than Internet Essentials (Comcast) or Internet First (RCN) plans.

If a selected participant in the program or their household has subscribed to Comcast or Astound (RCN) service other than the plans listed above within the last 90 days, they may not be eligible for Chicago Connected service at this time. Students should reach out to Tech Equity staff at ChicagoConnected@CCC.edu if they have any questions about prior internet service.

When to contact the Tech Equity Staff at CCC:

The following list provides common circumstances in which program participants should contact CCC, should they arise:

- **You receive an internet service bill**

  Participants in the program should not receive a bill with a balance for their internet service after their setup is complete. If participants upgrade, bundle other services, or change their account to any service other than what is provided through the program, they will be billed for the additional services. If participants do receive a bill for their provided Chicago Connected internet service only, they should contact ChicagoConnected@CCC.edu immediately so that Tech Equity staff may help them resolve the issue.

- **You move to a different address or want to change your service address**

  If participants in the program move to a different address or want to change the address to which they receive internet during your Chicago Connected service period, Tech Equity staff will need to verify that the new service address is eligible under the program. Participants in this situation should contact ChicagoConnected@CCC.edu immediately to ensure that they do not lose their free internet service after a move.

- **You want a different internet plan or no longer wish to participate in Chicago Connected**

  If participants in the program decide that they want a different internet plan than that provided under the Chicago Connected Program (i.e. they want higher download/upload speeds, they want a different provider), they should contact ChicagoConnected@CCC.edu immediately so that Tech Equity staff can officially remove them from the program. If participants change internet plans with their service provider, they may be removed from the program and will no longer continue to receive free internet service through Chicago Connected.