



## 4. Activation - US Mail/Email (6/30, 7/6, 7/13, 7/20, 7/27)

**CHICAGO CONNECTED**

Dear CPS Family,

Mayor Lori E. Lightfoot and Chicago Public Schools (CPS) are delighted to inform you that your family qualifies for up to four years of free high speed internet as part of [Chicago Connected](#), a groundbreaking new program created to narrow the digital divide for Chicago's families.

If you would like to participate in Chicago Connected and receive up to four years of free high speed internet, please call the internet service provider (ISP) listed below by October 5, 2020. Service agreements are renewed annually based on eligibility, and either are renewed or expire by August 31. When you contact the ISP, provide your Chicago Connected code, verify your current home address on file with your child's school, and schedule your setup:

**Student Name:** [FirstName] [LastName]  
**Address:** [Address], if this information is not accurate, please contact your school to update your information in Aspen.  
**Internet Service Provider:** [Provider]  
**Internet Service Provider Contact:** Call [ISPPhone] or visit [ISPWebsite]  
**Your Chicago Connected code:** [ActivationCode]

The ISP will work with you to install internet service in your home within 10 business days, which may include sending a technician to your home or mailing you the equipment you need. While your ISP may ask for a social security number to confirm your eligibility, **you do not need to provide a social security number in order to participate in Chicago Connected.**

Chicago Connected will cover the cost of the monthly service fee, equipment rental fee, installation fee, disconnection fee, and one annual service visit. Families may secure additional services provided by the ISP outside of Chicago Connected, but these services will not be covered by the program.

By participating in Chicago Connected, CPS and our community-based partners will also offer you free digital literacy support, including workshops and technology classes. If you want to learn more about the program, please visit [cps.edu/chicagoconnected](#) or call the CPS Parent Tech Support helpdesk at (773) 417-1060 from 7:30 a.m. - 4:30 p.m. Monday-Friday.

Janice K. Jackson, EdD  
 Chief Executive Officer  
 Chicago Public Schools

**CHI** Chicago Public Schools

### Parent/guardian's Activities

Parents/Guardians must call the internet service provider (ISP) listed in the letter by October 5, 2020. They must provide their Chicago Connected code, verify their current home address on file with their child's school, and schedule their setup.

**NOTE:** Before contacting the ISP, eligible families are encouraged to verify the student's address on record in Aspen. If the address is inaccurate, the parent/guardian should contact the student's school to update the information.

To learn more about the program, families can visit [cps.edu/chicagoconnected](#) or call the CPS Parent Tech Support helpdesk at (773) 417-1060 from 7:30 a.m. - 4:30 p.m. Monday-Friday.