



6. US Postal and Email notice to existing customers

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.

Your family has been identified as currently participating in an Internet Essentials/Internet First program. You now have the option to transition your internet essentials programming to Chicago Connected.

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:

Address: [Address line 1, Address Line 2], if this information is not accurate, please contact your school to update your file in Aspen.

Internet Service Provider: [ISP NAME]

Internet Service Provider Contact: [INSERT FIELD]

Your Chicago Connected code: [#####-###]

Chicago Connected has made every effort to limit the fees that a family may be charged for participating in the program. Chicago Connected will cover the cost of the monthly service fee and there will be no equipment rental fee, installation fee, or disconnection fee. 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.