Cincinnati Bell
connecting what matters

Connect our Students

Free Internet Service for Families!

CINCINNATI PUBLIC SCHOOLS

Do you have access to the internet at home? If not, then you are eligible to receive FREE internet to help your children connect with their teacher, complete homework assignments, and participate in remote learning.

Cincinnati Public Schools and Cincinnati Bell have partnered to bring you free internet to help make sure your child can stay connected to their school all year long.

If you have a child who attends a Cincinnati Public School, you are eligible to participate. Your address must be up to date with Cincinnati Public Schools in order to participate.

Please contact *513.566.3895* to get started!

- Free internet service is part of the 'Connect Our Students' program and is provided for at least one-year. After this period ends, you can continue using it for only $16.67 per month and can cancel anytime.
- This offer includes all the equipment you need and installation with no fees.
- The download speed is 20Mbps or 5Mbps depending on the wiring to your home.

20 Mbps Fioptics Internet

This connection is good for households with up to three devices connected at one time, while using the Internet for:

Web browsing

Video conferencing

Uploading files

Checking email

HD video streaming

Connect our Students
FAQs

Can I have existing Cincinnati Bell service and participate in this program?

Home phone service - *Yes* participants can keep their home phone service and will continue to be billed for that service as they are today.

Video service - *No* participants will need to cancel their existing video service and return their equipment

Internet service - *Yes* but participants will be migrated to the applicable Connect Our Students internet speed, either 20 Mbps or 5 Mbps based on your address qualification.

Are there any wiring charges associated with the Connect Our Students Program?

Typically, No. In the case that a participant's home needs additional inside wiring work the participant would need to consent before any work would be completed. The participant will be responsible for those wiring charges.

Is Wi-Fi (wireless internet) included with this program?

Yes, Cincinnati Bell will provide a wireless enabled Gateway which allows you to connect Wi-Fi devices like smartphones, tablets, or laptops to the internet.

What is the process to get services installed?

Once you have called Cincinnati Bell to set-up your service, we will begin working on the service order. Once your order is placed Cincinnati Bell will provide an order number and your installation type; Self Install or Technician Install, back to the school district or non-profit organization.

Self-Install - Participants whose address qualify for a self-install will be mailed their Gateway along with full instruction on how to install the service themselves.
https://www.cincinnatibell.com/help-center/fioptics-self-install

Technician Install - Participants whose address qualify for a Technician install will be contacted by their school district or non-profit organization and provided with their order number and a phone number to contact Cincinnati Bell to schedule an installation date.

What do I do if I am having trouble with my Internet service?

Participants that need help with their Internet service after installation may call Cincinnati Bell directly for troubleshooting and product support or visit our website at www.cincinnati-bell.com/helpcenter. Cincinnati Bell's support number is 513-565-2210. For trouble connecting your Wi-Fi devices, Cincinnati bell offers a device setup tool to help you with step-by-step instructions to connect popular devices like iPhone, Android, and more to the internet. It can be found at *www.cincinnatibell.com/help-center/device-setup*.