

Woods Cross City has entered into a licensing agreement with Google Fiber. This service will be available to Woods Cross City residents in Spring of 2022. Below are FAQ's regarding google fiber. For further information you can go to their website at [www.google.com/fiber](http://www.google.com/fiber) or contact Gary Uresk, City Administrator at [guresk@woodscross.com](mailto:guresk@woodscross.com)

## Google Fiber FAQ

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### 1. What is Google Fiber?

Google Fiber is an internet service provider with the mission of helping all communities access high-speed, high bandwidth internet. We currently offer gigabit internet service to residents and small businesses in 16 metro areas nationwide, between Google Fiber, a fiber-to-the home network, and Google Fiber Webpass, a wireless network in apartments and condominiums.

Google Fiber is a different kind of Internet service, for many reasons.

- **We lead the technology curve.** We're delivering the latest technology so you can really take full advantage of a gig — or 2 gig — connection.
- **Service is our focus.** Our approach is best summed up as “focus on the customer.” We focus on the details that people care about, like having several ways to reach us with real humans who can answer just about any question you have 24/7 when you contact us and by showing up when we say we will. In fact, our customers recently voted us Best Customer & Tech Support in PC Magazine's annual best ISP survey.
- **We want you to use your internet.** This means no data caps and a symmetrical 1 gig connection (equal speeds for uploads and downloads).
- **We understand things change.** We are flexible with our customers and understand that circumstances change. That is why we don't have annual contracts.
- **We are part of the communities we serve.** We regularly invest in local community partners, like schools and nonprofits who are doing on-the-ground work to close the digital divide, and we partner with programs or organizations to bring affordable or free high-speed internet to families living in public housing and community anchor institutions.

### 2. How fast is Google Fiber?

Google Fiber offers both a 1 Gig and a 2 Gig product, so customers can choose the right internet service for their household.

### 3. What subscription plans will be offered to Woods Cross residents?

Google Fiber currently has the following product offerings in eligible markets:

- 1 Gig: up to 1,000 Mbps upload and download (compared to the national average of 16.3 Mbps); \$70/month

- 2 Gig: up to 2,000 Mbps upload and 1,000 Mbps upload and download; \$100/month
- Google Fiber Phone: an add-on option at \$10/month

Small businesses will also be able to sign up for our offerings for businesses:

- Fiber Business 1000: up to 1,000 Mbps, \$250/month
- Fiber Business 250: up to 250 Mbps, \$100/month
- Fiber Business 100: up to 100 Mbps, \$70/month

For the latest price and availability of plans, visit our website, [google.com/fiber](https://google.com/fiber) Plans include residential service and small business service, as well an option for phone.

**4. Will every resident in Woods Cross be able to access Google Fiber?**

Google Fiber will work with Woods Cross City, private HOAs and property managers to reach and access as many households as possible.

**5. When will they start and how long will it take to complete installation?**

Like any project of this size, the construction process can take some time. We expect to start construction early next spring, and finish the initial build in about 1 year. Google Fiber works to limit disruption and will notify affected residents and businesses as construction is permitted and takes place on their block.

**6. Will the installation be disruptive to commuter/neighborhood traffic?**

Google Fiber will construct its network within City right of way easements, in accordance with all permitting protocols. Woods Cross residents can expect to see construction crews in the roadways and adjacent softscapes/yards, that are part of the City's right of way easement. Crews will notify residents and businesses ahead of construction staging by way of door hangers, street signage, cones and other safety and informational efforts.

Google Fiber works to limit traffic impacts and disruption to residents. Anyone with questions or concerns can contact the Google Fiber Construction hotline at 1-877-454-6959.

**7. Where can I sign up?**

Woods Cross City residents can sign up for updates on availability on the [Google Fiber website \(google.com/fiber\)](https://google.com/fiber). Services eligibility is dependent on construction, therefore, eligibility will open up on a rolling basis, as we complete construction in an area.

**8. Will it be available to multi-family units?**

If property owners and managers of multi-family properties sign access agreements with Google Fiber, residents of those properties will be able to sign up for service. Google Fiber encourages multi-family property owners, developers and managers to reach by completing this form link: [google.com/fiber/properties](https://google.com/fiber/properties)

**9. What other cities have Google Fiber?**

We currently offer internet service to residents and small businesses in **16 metro areas** nationwide between Google Fiber, a fiber-to-the home network, and Google Fiber Webpass, a wireless network in apartments and condominiums. Google Fiber and Google Fiber Webpass metro areas include: *Atlanta, GA, Austin, TX, Charlotte, NC, Chicago, IL, Denver, CO, Huntsville, AL, Kansas City, KS/MO, Miami, FL, Nashville, TN, Oakland, CA, Orange County, CA, San Antonio, TX, San Diego, CA, San Francisco, CA, Provo, UT* and *Salt Lake Valley, UT* (Salt Lake City, Millcreek, South Salt Lake and Holladay City, North Salt Lake), *Seattle, WA, The Triangle, NC*, and soon, service will be offered in *West Des Moines, IA*.