



Frequently asked questions

Apartment and Condo residents

We realize you may have questions about Google Fiber, so we've included some of our most frequently asked questions for apartment and condo residents.

I live in an apartment or condo. How can I get Google Fiber?

If you live in an apartment or condo, your property management or HOA may be eligible to sign an agreement with Google Fiber to bring Fiber to your building. They will need to sign an access agreement and pay the \$30 construction fee for each unit.

My property management already signed my property up for Fiber. Do I need to do anything?

Yes! Even though a Fiber Jack will be installed into your unit, you still have to choose your plan to activate your connection and become a Google Fiber subscriber. This means selecting a plan — Free Internet, Gigabit Internet, or Gigabit + TV — and agreeing to the terms and conditions and subscriber agreement.

My property management has signed an agreement with Google Fiber. Is there a deadline I must sign up by?

After your property management has signed an agreement with Google Fiber, you may sign up at any time. We will still wire your building and unit, even if you do not sign up with Google Fiber.

My property management signed a contract and I signed up! When do I get service?

Once you select your plan we'll reach out to you by email to schedule your service installation.

If I need to change my appointment time, what do I do?

If your appointment is 2 days or more away, you can change your appointment online by signing into your

My Fiber account. If your appointment is within the next 2 days, please give us a call at 866.777.7550 and we can help you reschedule.

What's the process for setting up Google Fiber for my unit once I select my plan?

When bringing service to your unit, the typical install time ranges from 1-4 hours. We need an adult with access to your Fiber account to be at home for the service install. There are a few parts of installation which require logging into your account (such as setting up your Nexus tablet remote if you are Gigabit + TV subscriber). We'll also consult with you on placement of equipment. We will contact you via email when it's time to set up your service installation appointment.

I've already chosen a plan, but I'd like to change the plan I selected. How do I do that?

No problem. Just go back to google.com/fiber, sign in again, and choose a different plan.

What is a Google Account and why do I need one?

A Google Account lets you access a variety of Google products such as Gmail, Google+, YouTube — and now, Google Fiber. A Google Account helps you have a richer, more personalized experience across Google products. If you have a Gmail account, you already have a Google account, and you can sign in at google.com/fiber. If you don't have a Google account, you can sign up for one when you sign up for Google Fiber, either by using your current email address or by creating a Gmail account.

Our customer service team is also here to answer your questions any time. Feel free to call us at **866-777-7550** or visit google.com/fiber/support/provo for a comprehensive list of FAQs.



Finding a voice provider

What should I do about phone service before I switch?

Google Fiber does not offer a landline telephone service. If you still require a line, you may sign up for a telephone or voice plan through another service provider. Google Fiber also allows you to take advantage of numerous voice services that operate across high speed Internet connections, called VOIP or Voice Over Internet Protocol. There are a variety of VoIP solutions and service plans, including Google Voice. A search with your favorite search engine can help you discover and compare top providers. If you would still like landline telephone service at your home, you will need to contact a telephone provider in Provo. The City of Provo has also put together a list of telephone providers to assist residents in selecting a new telephone provider if needed. Learn more at www.provo.org/about-us/current-issues/google-fiber/telephone-providers

What is VoIP?

VoIP — short for “Voice over Internet Protocol” — is a technology that allows you to make phone calls over a high-speed Internet connection instead of through a phone line with your existing equipment, smartphone, tablet, or computer.

What is the difference between VoIP and landline phone services?

VoIP calls take place over an Internet connection instead of over landline phone cables. You can use an adapter to connect your existing phone equipment to your Internet connection. You can also make calls with Internet-connected smartphones, tablets, and computers.

If I have a mobile phone, do I still need a landline?

You may need a landline if you have a home security system or fire alarm system, since they connect directly into the phone system to automatically alert authorities. However, many alarm companies can now connect your home system through the Internet. Check with your provider to explore your options.

What is Google Voice?

Google Voice gives you one number that may be used for all your phones. It's a phone number that rings all connected numbers at the same time and is tied to you — not to a device or a location. You can use your number to make calls from your mobile, desk, and work phones, and from VoIP lines. Learn more at google.com/voice.