



# University Hills / Google Fiber

## Frequently Asked Questions (FAQ)

### Google Fiber Contact Information

- [24/7] Customer service: (866) 777-7550
- [24/7] Construction inquiries: (877) 454-6959
- Local sales team email: [fiber-oc-sales@google.com](mailto:fiber-oc-sales@google.com)
- Sign up and get alerts: <https://fiber.google.com/cities/orangecounty>
- Customer support (Chat, email, or call): <https://fiber.google.com/support/>

### FAQ

#### Construction:

- The microtrenching looks like it is in the bike lane, will the trench be level?
  - Answer: Yes.
- Will the vaults be underground?
  - Answer: Yes.
- Is Google Fiber committed to construction?
  - Answer: Yes.
- Will installation be different for the condominiums?
  - Answer: How Google Fiber brings service to the condominiums from a construction standpoint will be different than how we get to the single family residences.
- Is there conduit to the home for neighborhoods with already existing conduit?
  - Answer: Homes with existing conduit are expected to have a service conduit to the home. However, we have not validated the continuity of that conduit to the home. This pathway will be validated at the time of signup.
- What are working hours for Google Fiber construction?
  - Answer: Monday-Friday, 7:30 AM to 5:00 PM and Saturday, 9:00 AM to 5:00 PM
- How long will construction work be on my street?
  - Answer: Typically it takes 1 to 2 days in areas where we need to microtrench.
- What is the timeframe for providing service?
  - Answer: Google Fiber is estimating to begin servicing the first phase of homes in October. Thereafter, we plan to release further phases over the next 2-3 months.



- Where are the vault locations? Next to the home?
  - Answer: Vaults are typically located near the street and not on the side of the home.
- If someone does not want Google Fiber service, will they still have construction on the street?
  - Answer: Google Fiber will construct the network in order to make service available to all residents, but it will be at each resident's discretion on whether they would like to opt for service.
- I have a concrete walk, how will Google Fiber get to the side of my home?
  - Answer: Some homes will have unique circumstances, such as concrete that may require a small saw cut, in those situations, we will discuss the options during a consultation with the resident.
- How much work will Google Fiber do with each resident to provide service?
  - Answer: The extent of construction will depend on how challenging the pathway is to get to the home. If it is challenging, the homeowner will be consulted.
- Will service to homes be "daisy chained"?
  - Answer: No, there will be a dedicated fiber to each home.
- Who will pay for broken stucco?
  - Answer: In the event of any damages due to negligence or willful misconduct by Google Fiber employees, vendors, or contractors, Google Fiber is committed to repairing said damages. When dealing with stucco, a specialized drill bit is utilized to create a precise, small hole, minimizing the chance of damaging the stucco. Additionally, penetrations are sealed with silicone for added protection.

### **Installation & Repair:**

- Will Google Fiber provide a router like Cox?
  - Answer: Yes, depending on the size of the home, Google Fiber will provide up to two (2) WiFi routers complimentary. Residents also have the option to use their own equipment by selecting the "Bring Your Own Router" plan.
- I have an internet extender, will it work with Google Fiber?
  - Answer: Google Fiber will provide up to two (2) WiFi routers complementary to each resident who signs up for service. Google Fiber routers are not compatible with any third-party equipment. If a resident would prefer to use their own equipment, they are welcome to opt for the "Bring Your Own Router" plan. Please note that Google Fiber customer service representatives and our technicians will not be able troubleshoot any third-party equipment.



- For older homes without an ethernet jack in the wall, does Google provide an ONT?  
Does it replace Cox?
  - Answer: Google Fiber will install an Optical Network Terminal (ONT) aka the Google Fiber Jack (FJ). Google Fiber will be another internet option for residents.
- Does Google Fiber provide a modem router?
  - Answer: Yes, we will install an ONT/FJ which will convert the fiber-optical signal to an electrical signal. Depending on the size of the home, Google Fiber will provide up to two (2) complimentary WiFi routers.
- Where will the ONT be placed?
  - Answer: The ONT/FJ placement can vary; sometimes it will be placed inside the telecommunications box on the side of the house. It can also be placed through an exterior wall to the inside of the home, which is typically the living room wall and installed by a Google Fiber technician.
- Can I get two ONTs?
  - Answer: Residents will receive one (1) ONT/FJ and depending on the size of the home, they may receive up to two (2) WiFi routers complimentary.
- Can two services be run simultaneously?
  - Answer: Yes, Google Fiber can run simultaneously with any service. Please note that having active wireless/WiFi service provided by more than one service provider may cause a poor WiFi experience.
- Will customer service know when the system is down?
  - Answer: If service is down, Google Fiber will know about it. The Google Fiber app is able to communicate outages and restoration times via SMS text messages in addition to email communication. Residents can also call in 24/7 at (866) 777-7550 if they encounter issues.
- Is there a hardwire connection?
  - Answer: Yes, there is one (1) port on our 1 Gig service router and two (2) ports on our 2 Gig service router.
- What is a drop?
  - Answer: A “drop” is the service connection fiber cable from the street to the home.

### Service:

- Some residents have signed up for Google Alerts. Will they be given the timeline?
  - Answer: Residents can sign up for service availability updates by searching for their address [online: https://fiber.google.com/cities/orangecounty](https://fiber.google.com/cities/orangecounty), selecting “Check Availability”, and adding their email. Once service is live, residents who opted in for alerts will automatically be notified.
- What type of service will Google Fiber be offering? Replacing Cox?
  - Answer: Google Fiber is another internet service provider (ISP) option for residents.
- What will service cost? What is the speed?
  - Answer: \$70/mo for 1,000 mbps or \$100/mo for 2,000 mbps. There are no contracts, no equipment/rental fees, no installation costs, no data caps, and no taxes/fees.
- Does Google provide phone service?
  - Answer: No.
- Is there a data cap?
  - Answer: No.
- Does Google offer 8 Gb service?
  - Answer: 8 Gig service is being deployed in other Google Fiber markets, but there is no timeline for availability in Southern California at this time.
- How is Google Fiber’s latency compared to Cox?
  - Answer: Google Fiber is built with a fiber-optic network which allows for lower latency and higher bandwidth. According to Ookla’s 2023 [Speedtest Global Index](#) under “City Speeds”, GFiber is ranked #1 in Irvine for highest speeds with one of the lowest Median Multi-Server Latency.
- What are the actual vs. theoretical speeds?
  - Answer: Wireless/WiFi speeds will be lower than wired and depend on each device, please see expected wireless speeds [here: https://support.google.com/fiber/answer/6250056?hl=en](https://support.google.com/fiber/answer/6250056?hl=en). Expected wired speeds can be found [here: https://support.google.com/fiber/answer/14119068?hl=en#zippy=%2Cnutrition-labels%2Cgig](https://support.google.com/fiber/answer/14119068?hl=en#zippy=%2Cnutrition-labels%2Cgig)
- If I currently have streaming services with Cox, will they be replaced by Google Fiber?
  - Answer: Google Fiber supports all streaming services. Residents will need to sign up for their desired streaming service directly with that service provider.
- Will the internet at the Community Center be free?



- Answer: Yes, per the ICHA.
- Will future home owners still be able to sign up for Google Fiber service?
  - Answer: Yes.
- At what point in the process will you be able to order service?
  - Answer: Based on our current project plan, a portion of the community will be eligible for sign ups in October 2024. We expect to release further communities in phases over a 2-3 month period.