



GOOGLE FIBER COMMUNITY CONNECTIONS FREQUENTLY ASKED QUESTIONS

What is a Google Fiber Community Connection?

A Community Connection is a symmetric gigabit Internet connection offered by Google Fiber for free.

Who is eligible to apply?

The Community Connections Program is for public and nonprofit organizations that enhance Provo's community. This includes schools, libraries, and other public facilities. All sites must be within Provo City limits.

What is included with a free Google Fiber Community Connection?

All selected Community Connections will receive the following at one site:

- » A free gigabit Internet connection (does not include TV service)
- » Dedicated support 24 hours a day, 7 days a week, 365 days a year via phone, email, and chat
- » Next business day on-site response, as necessary
- » IP Addresses including: 1 static public IPv4 address, and 256 IPv6 LAN networks
- » The option of choosing either one Fiber Jack or one Network Box for your service demarcation

How will these connections be selected?

Organizations will only be considered for this opportunity by submitting an application packet. An application packet includes the following items: General Application Form, Statement of Intent (stating the plans for gigabit Internet service, ability to benefit the community, and financial need), and Creative Addendum. Applications can be downloaded at <http://j.mp/CommunityConnectionsApplication>.

Applications will be reviewed by a selection committee containing city employees, elected officials, and members of the community. Decisions will be based on the organization's need for financial assistance and the ability to do the following:

- » Use the gigabit Internet connection
- » Reduce poverty and dependence
- » Create jobs and/or support entrepreneurship
- » Create educational opportunities
- » Enhance access to public amenities
- » Increase the quality of life of residents

Sites chosen by the selection committee will not receive a guarantee until approved by Google Fiber.

What are the terms and conditions of this service?

Selected organizations must promise to do the following for the next 5 years:

1. Operate in Provo
2. Provide yearly reports to the Municipal Council regarding the use of the gigabit Internet Service

Selected organizations will also be required to sign a contract with Google Fiber.

Can the gigabit Internet service be shared with others?

The Google Fiber connection can only be utilized at the contracted location. Selected organizations are encouraged to share use of the connection at the designated location. However, organizations may not deploy a Wi-Fi network outside of their facility with this connection.

How long will organizations receive this free connection?

Google will provide a free connection and service up to July 22, 2023. This is up to 10 years from the start of Google Fiber's contract with Provo City.

Do selected organizations have to pay to have their site connected?

Google Fiber will cover the cost of commercially reasonable construction and installation expenses. Construction costs are dependent on the location of the site relative to Google Fiber's network and the work required on site. If construction costs are beyond what Google deems commercially reasonable, construction will be completed at the site's expense or Provo City will select another location. A Community Connection is not guaranteed until the site has signed a contract with Google Fiber.

How soon will organizations receive Google Fiber?

Provo City will submit their list of selected gigabit connections to Google Fiber on October 31, 2013. Google Fiber then will conduct a site survey and create a design plan for the selected connections. If the site is determined to be commercially reasonable, Google Fiber will sign a contract individually with each site. The site will be connected when its surrounding fiberhood is connected according to the Google Fiber schedule.

What do I do if I have more questions?

Check out Google Fiber's Community Connections site found at <https://fiber.google.com/about/communityconnections/> or email additional questions to ShaLae Steadman at ssteadman@provo.org.