

Important information for new and departing tenants

Please note that each unit can have only one Google Fiber account holder, who will choose a plan and sign the customer agreement. The account holder is responsible for missing or damaged equipment.

<u>Moving In?</u> Choose the option that best describes your situation	<u>Moving out?</u> Choose the option that best describes your situation
<p>If your unit has a Network Box and a Google Fiber account holder already:</p> <p>You're all set. Just request the Wi-Fi network name (SSID) & password from the account holder in your unit.</p> <p>If your unit has a Network Box but none of the residents in your unit has a Google Fiber account:</p> <p>Please bring the Network Box and any related equipment to the local Service Center. You will then be able to sign up for service and you'll be given new equipment and installation information.</p> <p>If your unit doesn't have a Network Box:</p> <p>Please visit fiber.google.com to check your address eligibility and sign up for service. Choose one of the following install methods:</p> <p>a. <i>Self installation (available for Gigabit-only & Free Internet plans; TV service requires professional installation):</i> Pick up your equipment from the local Service Center and install Google Fiber in your home without waiting for an appointment. (Don't worry, we'll provide instructions.) Please be aware that self-installation equipment supplies are limited.</p> <p>b. <i>Professional installation:</i> please call (866) 777-7550 to schedule an installation. Wait times may be longer than two weeks due to high demand, but you can help us by calling as soon as you can to book an appointment.</p>	<p>If you are not the Google Fiber account holder for your unit:</p> <p>You're all set. No action is required on your part.</p> <p>If you are the Google Fiber account holder and all residents of your unit are moving out:</p> <p>Please call our support team at (866) 777-7550 to cancel service, and then return the equipment to the local Service Center.</p> <p>If you are the Google Fiber account holder and you are moving out but other residents are remaining in the unit:</p> <p>a. If another resident of your unit wishes to become the account holder, please call (866) 777-7550 to request an account transfer.</p> <p>b. If no other resident of your unit wishes to become the account holder, please call our support team at (866) 777-7550 to cancel service, and then return the equipment to the local Service Center, which is located at:</p> <p style="text-align: center;">250 W Center Street, Suite 101 Provo, UT 84601</p>