



Google Fiber Wired Communications License

Queen Creek, AZ
December 6, 2023

Meet (some of) the Google Fiber team



Ashley Church
General Manager,
West Region



Michelle Koyle
Head of Technical Operations,
West Expansion



Tom Judd
Head of Technical Operations, AZ
(And Queen Creek Resident!)



Jacob Gerber
Expansion Partnerships



Will Novak
Government & Community
Affairs Manager, AZ



**And many more, based right
here in the Valley**

Our **mission** is to help
communities get access to
internet that's **fast, reliable,**
and fairly priced.

“Best value you’ll find from any major ISP.”

CNET June 2023

#1 Customer Satisfaction for Residential Internet Service in the South Region



2023 Ratings



Core Products

Price of our 1 Gig service for residential customers has not changed since we launched in Kansas City back in 2012

1 Gig

\$70/mo²

Fast, reliable internet for your whole home.

- Symmetrical download and upload speeds up to 1 gigabit
- Includes up to 2 Google Wifi points (or use your own)
- 1 TB of free cloud storage

2 Gig

\$100/mo²

Good for next-gen devices and tech-savvy households.

- Symmetrical download and upload speeds up to 2 gigabits with compatible hardware
- Includes Wi-Fi 6 Multi-Gig Router (or use your own)
- Includes up to 2 Mesh Extenders
- 1 TB of free cloud storage

5 Gig

\$125/mo²

Speed professionals appreciate.

- Symmetrical download and upload speeds up to 5 gigabits with compatible hardware
- Includes Wi-Fi 6 Multi-Gig Router (or use your own)
- Includes up to 2 Mesh Extenders
- 1 TB of free cloud storage

8 Gig

\$150/mo²

Connect to the cloud with exceptional speed.

- Symmetrical download and upload speeds up to 8 gigabits with compatible hardware
- Includes Wi-Fi 6 Multi-Gig Router (or use your own)
- Includes up to 2 Mesh Extenders
- 1 TB of free cloud storage

All customers receive support and services at no additional cost

Access to **365/24/7 customer support**

No data caps

No monthly contracts

Last mile drop connections to bring fiber from the curb to the side of the house

Self-install kit shipped to customer homes, or free professional in-home installation services where needed, including free installation of an optical network terminal (“Fiber Jack”) to bring fiber inside the home

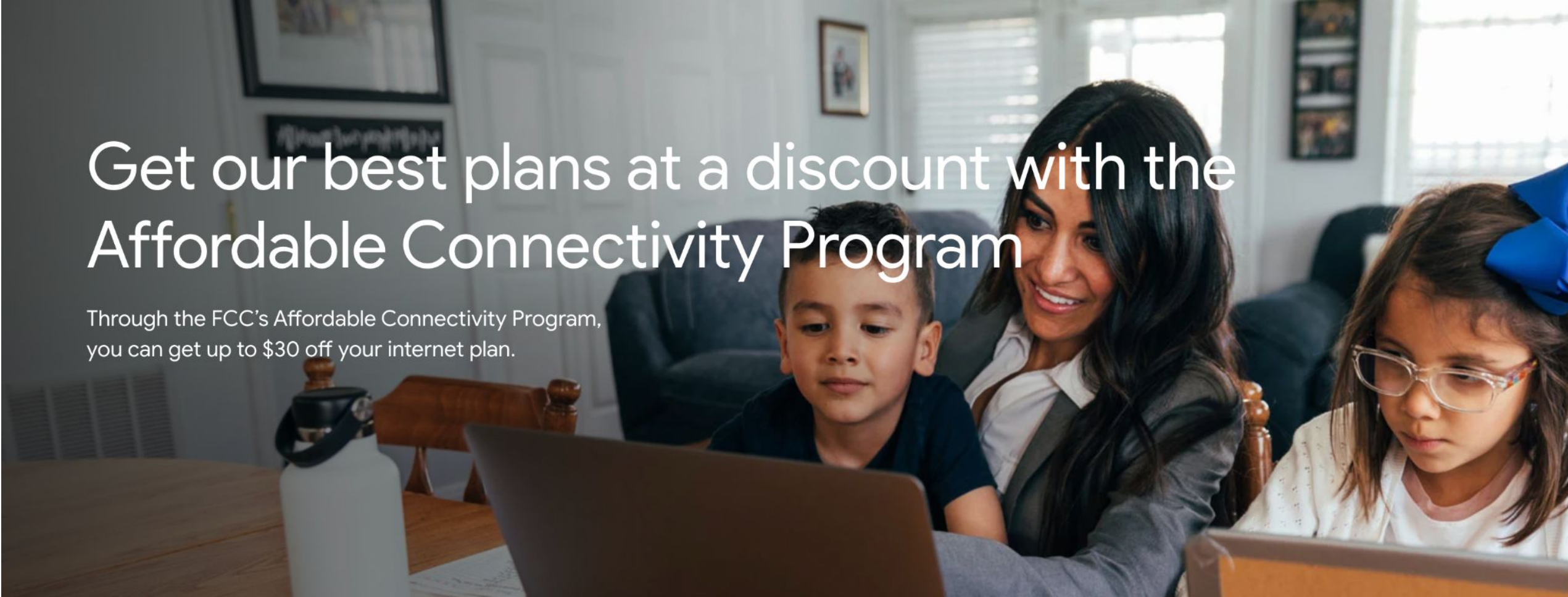
Wi-Fi router with no monthly rental fees (1 Gig customers receive up to two Google WiFi routers with mesh capabilities; 2 Gig + customers receive a WiFi 6 multi gig router and up to 2 mesh extenders)

In-home service and repair truck rolls, as needed

Replacement of in-home equipment if something goes wrong

Flexibility for customers to choose to use their own devices (i.e., “**bring your own router**”)

Google Fiber participates in ACP

A woman with long dark hair, wearing a grey blazer over a white shirt, is smiling and looking at a laptop. A young boy in a dark blue shirt is looking at the laptop. A young girl with glasses and a blue bow in her hair is also looking at the laptop. They are sitting at a wooden table in a home setting with a blue couch and framed pictures in the background.

Get our best plans at a discount with the
Affordable Connectivity Program

Through the FCC's Affordable Connectivity Program,
you can get up to \$30 off your internet plan.

300 mbps symmetrical net \$0 product for ACP-eligible customers

Business Products

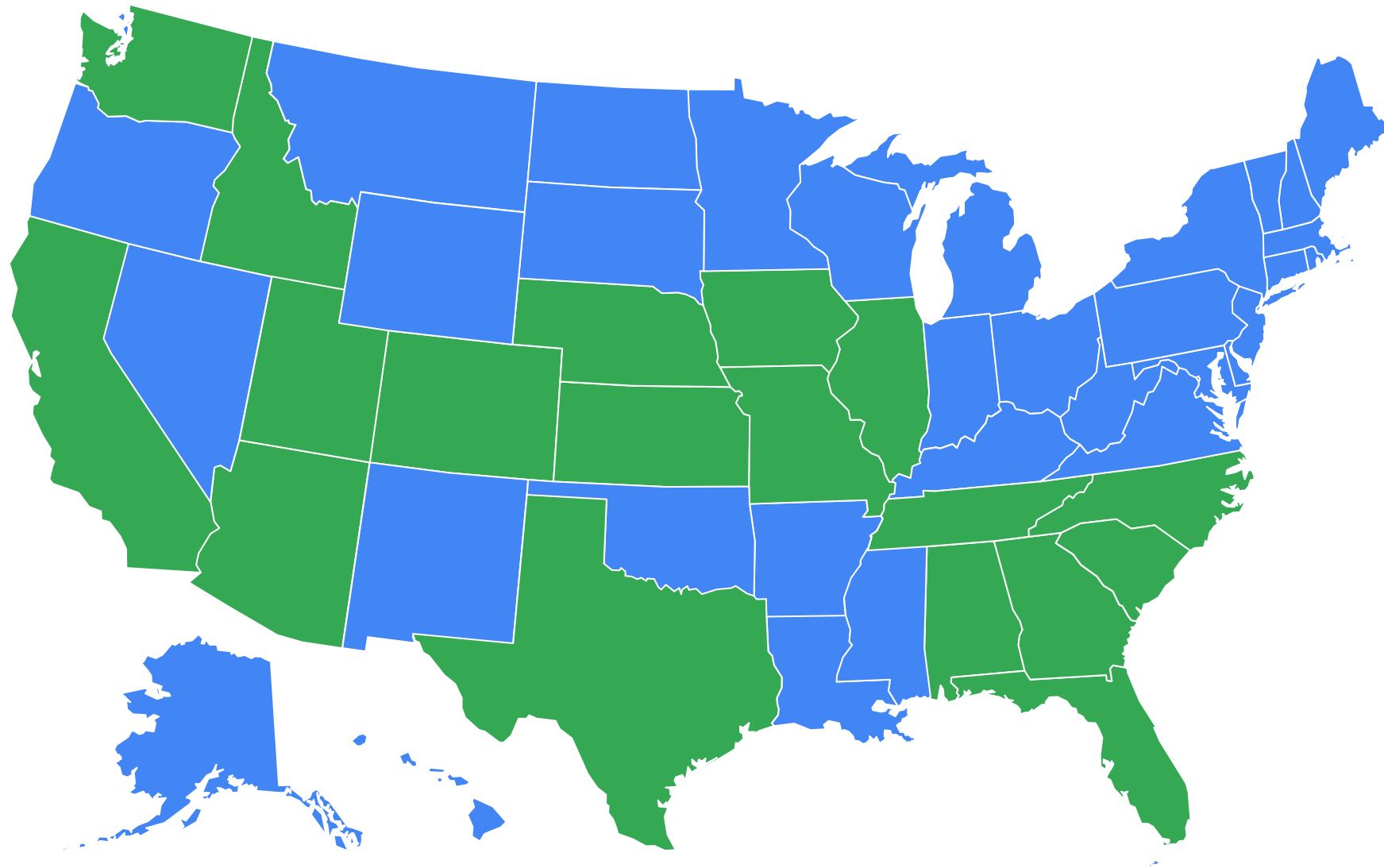
Keep your business
up and running
even faster.

Up to 2 gig download speeds for small businesses.



99.9% reliable connection is as good as it sounds.

Where We Operate



18 States

100+ Cities

And Growing Fast

We're growing in Arizona — and more to come!



Community-Friendly Construction (1 of 2)

- **Deep experience** in fiber-to-the-home construction, having **deployed tens of millions of feet of fiber and conduit** across **well over a dozen states** in diverse geographies, road types, and ROW configurations.

Key Components:

- **Toolkit Approach:** Our toolkit allows us to move quickly and efficiently through the Town, while minimizing the disruption that comes with any large capital project.
- **Strong Staff Partnership:** Local GFiber team will coordinate with Town staff to leverage the most appropriate deployment tool along the least disruptive pathways.



Community-Friendly Construction (2 of 2)

Key Components:

- **Commitment to Quality**
 - **Notice:** Work with the Town to provide ample notice in advance of construction. Door hangers at least 2 days prior.
 - **Hotline:** 24/7/365 construction hotline for resident inquiries, where issues are ticketed, tracked, and resolved by our local construction team.
 - **Restoration:** Mitigate impact of our work in the ROW.

Building a Fiber network for your neighborhood

Over the next few weeks, construction crews will be working in your area to build a new fiber-optic network. The crews will be on your street, working on the utility poles or underground. They may be digging to lay the fiber-optic cable. If you have utility poles or underground equipment on your property, they may need to access them as well.

Our goal is to minimize any inconvenience to you. Rest assured, after the fiber and necessary equipment are in place, crews will work to restore any affected areas of your yard.

If you have any question or concerns about construction or restoration in your area, please call our Construction Phone Line any time—it's listed below.

To learn more about Google Fiber, please visit google.com/fiber

Construction Phone Line
(877) 454-6959

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1015902-02/1217

Google Fiber

Construyendo una red de Fiber para tu vecindario

Dentro de las próximas semanas, equipos de construcción estarán trabajando en tu área para construir una nueva red de fibra óptica. Los equipos estarán en tu calle, trabajando en los postes eléctricos o bajo tierra. Es posible que tengan que excavar para colocar el cable de fibra óptica. Si tienes postes eléctricos o equipo bajo tierra en tu propiedad, es posible que los equipos también necesiten tener acceso a los mismos.

Nuestra meta es minimizar cualquier inconveniencia que podamos causarte. Este trabajo no debe interrumpir ninguno de tus servicios públicos. No te preocupes, una vez que hayamos colocado la fibra y el equipo necesario, los equipos se encargarán de restaurar cualquier área de tu jardín que haya sido afectada.

Si tienes cualquier pregunta o preocupación sobre la construcción o restauración en tu área, por favor llama a nuestra Línea Telefónica de Construcción a cualquier hora.

Para aprender más acerca de Google Fiber, por favor visita google.com/fiber

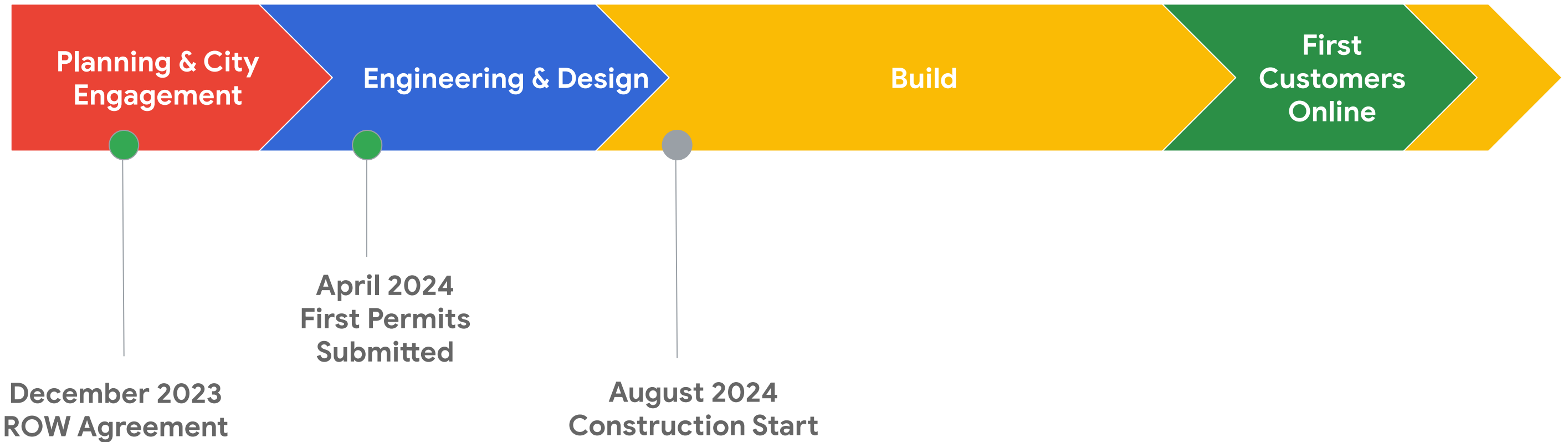
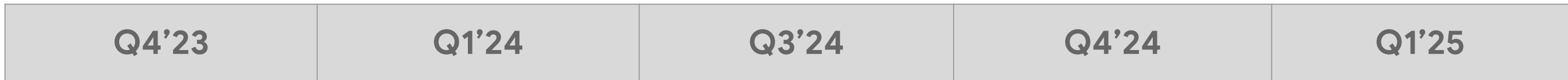
Línea Telefónica de Construcción
(877) 454-6959

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Google Fiber



Provisional Deployment Timeline



Thank you.

