



Pricing and Fee Schedule

for Google Fiber Residential Services

(Provo)

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This Pricing and Fee Schedule (“Schedule”) describes the service plans, equipment and related fees for the Google Fiber Services that residential users (“you” or “Subscriber”) in and around Provo, Utah may purchase from Google Fiber Inc. Any purchase and use of the Google Fiber Services described below are governed by the [Google Fiber Terms of Service](#), which may be updated from time to time. Any terms that are capitalized below but not defined have the same meanings specified in the Google Fiber Terms of Service. In the event of any conflict between this Schedule and the Google Fiber Terms of Service, this Schedule will control.

Service Deposits

A deposit of ten dollars (\$10) is required to sign-up for Services. We will credit your deposit towards any billed Services or fees (other than the deposit) in connection with the Services.

Service deposits are non-refundable except in the following circumstances:

- Your fiberhood does not qualify for the Services.
- Your fiberhood qualifies for the Services but we do not connect your address to the Google Fiber network.
- You sign-up for the Services during a limited sign-up period (i.e. with a sign-up deadline) and you cancel your registration on or before the final day of the sign-up deadline.

Service Plans

Service Plan	Monthly Fees (not including taxes and charges)	Features
Basic Internet	No Fee	<ul style="list-style-type: none"> Up to 5 Mbps download and 1 Mbps upload speed Up to 7 years of basic Internet Service, starting from the date your address was first connected to the Google Fiber network for any person (i.e. you or a third party).
Gigabit Internet	\$70/mo.	<ul style="list-style-type: none"> Up to 1 Gigabit/second download and upload speed Additional 1 Terabyte of storage on Google Drive
Gigabit + TV	\$120/mo.	<ul style="list-style-type: none"> Up to 1 Gigabit/second download and upload speed Additional 1 Terabyte of storage on Google Drive Full TV channel lineup (subject to change). Current available channels and TV packages are listed here.
Gigabit + TV + optional channels	Monthly fee depends on optional package(s) selected	<ul style="list-style-type: none"> Current available optional channels and packages are listed here.

Equipment & Replacement Fees

Equipment	Service Plans			Replacement Fee (not including tax, pricing subject to change)
	Basic Internet	Gigabit Internet	Gigabit + TV	
Fiber Jack	✓	✓	✓	\$100
Network Box	✓	✓	Subscribers will receive either a Network Box and Storage Box or a Network+ Box	\$200
Storage Box				\$300
Network+ Box				\$300
TV Box			✓ One included; \$5/month for each additional box (not including tax)	\$120
Remote Control			✓ One included with each TV Box	\$50

Regardless of your Service Plan, you will be required to pay the applicable Replacement Fee if you lose or damage any of the equipment listed above. Unless we notify you via e-mail:

- You must return all of the equipment provided to you (except the Fiber Jack) if you cancel all of your Services. Please do not remove the Fiber Jack.
- You must return all the TV Boxes and Remote Controls if you cancel the TV Service.

If you do not return the applicable equipment in good working order within twenty-five (25) days after Service is terminated, you are responsible for payment of the Replacement Fee(s) listed above.

The equipment requires an independent electrical power source to operate.

Construction Fees

Service Plan	Construction Fee (not including tax)	Details
Basic Internet	\$300	<ul style="list-style-type: none"> • Payable as a one-time \$300 fee or \$25/month for 12 months • If you change your plan to purchase Gigabit Internet or Gigabit + TV during your first year of Service, any outstanding construction fee balance will be waived as long as you do not downgrade to Basic Internet.
Gigabit Internet	\$300	<ul style="list-style-type: none"> • Construction fee is waived if you purchase this Service for at least one year • If you cancel this Service or change your plan to Basic Internet during the first year, you must pay the outstanding balance of the construction fee (i.e. pro-rated based on the number of months remaining in the first year of Service).
Gigabit + TV	\$300	

Construction fees will not be charged if your address was previously connected to the Google Fiber network. If your residence was not previously connected to the Google Fiber network, you are

responsible for construction fees as soon as your residence is connected to the Google Fiber network, regardless of Service activation. If you do not schedule installation within forty (40) days after receiving notice to schedule installation, we may cancel your order and you may be required to pay the full amount of the construction fee.

Customer Support

As part of the Services, Google Fiber provides customer support through the various channels listed [here](#).