

Frequently asked questions

What is an MDU?

MDU stands for multi dwelling unit. Google Fiber classifies an MDU as a property complex with 9 or more units.

Do I need an agreement with Google Fiber for my MDU?

Yes. You will need to sign a Google Fiber Access Agreement to bring Google Fiber to your property.

What will it cost to bring Google Fiber to my property?

If you approve our standard design, we will not charge you for the build. If you request special build options charges may apply.

I include TV and internet in my residents' rent. Can I do this with Google Fiber?

No. We do not support bulk billing. Each resident will need to sign up for Google Fiber and Google Fiber will bill each resident for their selected service.

If my residents choose not to sign up for Google Fiber service, will they be able to use another service provider?

Yes. Residents are free to select any service provider available in the building.

I represent an HOA or condo board. Do the condo or home owners in our complex sign up separately?

The representative for the HOA or condo board will need to sign an Access Agreement to bring Google Fiber to each unit. Once the Access Agreement is in place, each unit owner will be able to sign up individually for Google Fiber service at google.com/fiber

What equipment am I responsible for?

As a property owner, you are only responsible for for the Network Interface Unit (NIU) and the Fiber Jack.

What services are you offering?

We don't have many specifics to share just yet on plans or pricing, but we know we'll be offering Gigabit Internet service, Gig+TV service, and and some kind of Basic Internet service.

How much will you charge my residents?

We can't say definitively as our pricing and service plans may vary by market. We are likely to offer Gigabit Internet service and Gig+TV service and some kind of Basic service.