

## Morrisville Announcement FAQ

*Below are frequently asked questions regarding Google Fiber and our recent launch in Morrisville. If you have press requests, please forward to [press@google.com](mailto:press@google.com)*

### Q: What is Google Fiber announcing today in Morrisville?

- Google Fiber is announcing that they are making progress in the Triangle.
- Today they are announcing that Google Fiber is open for business in Morrisville.
- Sign-ups are opening Tuesday 9am for residents and small businesses in Morrisville and coming soon to other parts of the Triangle.

### Q: When is the signup deadline for Morrisville? Why do you have deadlines?

- The sign-up deadline for Morrisville is November 1, 2016.
- Residents have a limited amount of time to sign up so that we can move onto other cities in the Triangle, and focus our resources on connecting each area as quickly and efficiently as possible.

### Q: Will you expand Google Fiber to other areas outside of the Triangle?

- Google Fiber is on track building out the network in the Triangle, but we can't share specific expansion plans just yet.
- Residents and city officials outside of the Triangle can signup for updates at [fiber.google.com/cities/triangle](http://fiber.google.com/cities/triangle), and take a look at the city checklist to understand what it takes to get their communities ready for an infrastructure online.

### Q: When will the network be complete? What's taking so long?

- Google Fiber is building thousands of miles of fiber in the Triangle — that level of engineering, planning, and construction takes time.
- We're making great progress and have completed a lot of heavy construction already—now we're ready to start signups for Morrisville.

### Q: What products will Google Fiber offer in the Triangle?

Residents will be able to sign up for Fiber 1000, Fiber 1000 + TV, Fiber 100, and Fiber Phone.

- Fiber 1000: up to 1,000 Mbps, compared to the national average of 15.3 Mbps; \$70/month
- Fiber 1000 + TV: hundreds of HD channels plus ability to record 8 shows at once; \$140/month
- Fiber 100: up to 100 Mbps upload and download speeds; \$50/month.
- Fiber Phone: an add-on option for all plans at \$10/month.

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Small businesses in Morrisville will also be able to sign up for our offerings for businesses:

- Fiber Business 1000: up to 1,000 Mbps, \$250/month
- Fiber Business 250: up to 250 Mbps, \$100/month
- Fiber Business 100: up to 100 Mbps, \$70/month

### Q: Will Google Fiber continue to tear up roads and neighborhoods in the Triangle?

- Google Fiber works closely with its municipal partners here in the Triangle to keep disruption to a minimum, and they are always looking for ways to smooth out the construction process and improve communication with residents.
- If issues arise, Google Fiber is ready to respond. You can get in touch with them via their 24/7 Construction Inquiry Line at (877) 454-6959.

### Q: Which apartment buildings will be able to sign up for Fiber?

- Google Fiber is on track to come to numerous apartment buildings throughout Morrisville and the rest of the Triangle. Residents can visit the Google Fiber website - [fiber.google.com/cities/triangle](http://fiber.google.com/cities/triangle) to see if their apartment building is included. URL?

### Q: What is your digital inclusion approach in new Fiber markets like the Triangle?

- Google Fiber is committed to doing their part to get more people online and help them take advantage of all the Internet has to offer.
- Google Fiber is supporting programs and organizations in the Triangle that teach digital literacy skills, promote STEM education, and provide faster Internet to more people. Google Fiber recognizes that there is no one-size-fits-all solution to closing the digital divide.
  - including the United Way of the Greater Triangle, Girl Scouts of the Coastal Pines, Boys & Girls Clubs, and the Morehead Planetarium and Science Center
- Google Fiber is also launching a senior digital literacy program to serve residents of Morrisville. Sign-ups for the program will begin this week.