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## Googlefiber

The latest news from the Google Fiber team.

MONDAY FEBRUARY 04, 2013

## Kansas Reminders, and our First Missouri Deadlines

There are some big deadlines coming up for our customers in the next fiberhoods in Kansas City, Kan. and, for the first time, customers in Kansas City, Mo., tool

As **we've mentioned before**, if you live in any of the next four Kansas City, Kan. fiberhoods, you need to select your Google Fiber service plan within the next few weeks in order to get Fiber service.

Today we're also announcing the deadlines for our first eight Kansas City, Mo. fiberhoods — Crown Center, Midtown, Sunset Hill, South Plaza West, Countryside, Greenway Fields, Wornall Homestead, and Crossroads. Based on our construction timeline, these fiberhoods are scheduled to get Google Fiber this spring, so if you live in one of these areas, be sure to **choose your Fiber plan** soon! Not sure which fiberhood you belong to? Find out quickly, by entering your address **on our website**.

You can see the specific deadlines for each fiberhood below. And, as always, if you have any questions let us know!

Kansas Deadlines

Delaware Ridge - Thursday, February 14
Painted Hills - Thursday, February 28
Open Door - Thursday, February 28
Arrowhead - Thursday, March 7

Missouri Deadlines
Crown Center - Thursday, March 21
Midtown - Thursday, March 28
Sunset Hill - Thursday, April 4
South Plaza West - Thursday, April 11
Countryside - Thursday, April 18
Greenway Fields - Thursday, April 18
Wornall Homestead - Thursday, April 25
Crossroads - Thursday, April 25

Posted by Rachel Hack, Community Manager, Google Fiber

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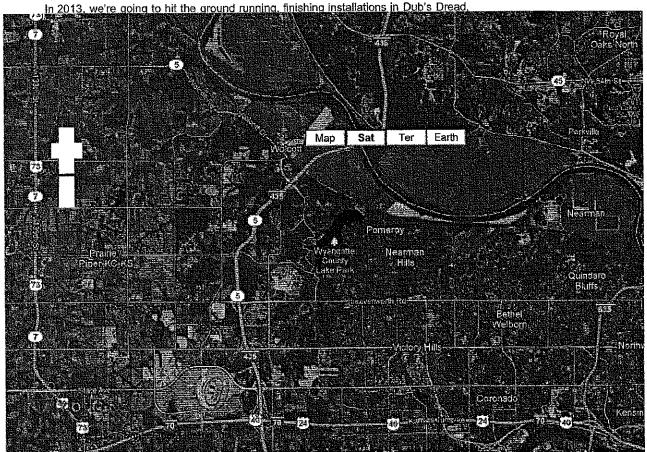
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## Coming soon: Fiber for five more fiberhoods

About a month ago, we **started installing Google Fiber** in Kansas City homes. We started slowly in Hanover Heights and Dub's Dread, bringing Fiber to a few homes each day. But now that we've gotten into a good rhythm of installations and customer support, we're ready to pick up the pace.



If you live in one of these fiberhoods and want Google Fiber, you must **select your service plan** by your deadline, listed below. We'll start installing Fiber in your area shortly after the date listed.

- Piper Schools choose your plan by January 31, 2013
- Delaware Ridge choose your plan by February 14, 2013
- · Painted Hills -- choose your plan by February 28, 2013
- Open Door choose your plan by February 28, 2013
- · Arrowhead choose your plan by March 7, 2013

You can go to **google.com/fiber** right now to choose your plan—pick from our **Gigabit + TV Plan**, **Gigabit Internet Plan** or our **Free Internet Plan**. Can't tell what you want from the website? Come visit us at the **Fiber Space in Kansas City**, where you can test out the Google Fiber experience.

This year, Google Fiber can be your ultimate stocking stuffer, your holiday gift that keeps on giving, your great start to a new year ... or just simply a great investment for you and your family.

Posted by Rachel Hack, Community Manager, Google Fiber

#### TUESDAY, NOVEMBER 13, 2012

## Google Fiber installations kick off today

The title says it all! After months of building a brand new Fiber infrastructure, we're excited to announce that today we're officially starting to connect homes in Kansas City to Google Fiber.

We've been working in a few homes over the last few weeks to make sure we can deliver a great experience, and along the way we've thought a lot about what "great" might mean. We want it to take the amount of time we (and you!) think it's going to take. We want to be able to explain what we're doing in easy to understand language, so it makes sense to you and it's not just tech jargon! And of course we're aiming for "one and done"—one visit, everything working when we leave your home.

There are two stages to getting you connected. First, we'll pull your Fiber from the street to the side of your house; we've already done this for several houses in Hanover Heights. Then we'll get in touch with you to schedule the second stage, your in-home installation. We've put together a short video to help you understand what to expect.

If you live in Hanover Heights and see a new box on the side of your house (and have gotten a Google Fiber sticky note on your door), look for an email or phone call from us in the next few days to schedule an appointment. When the installer arrives, he/she will ask you about where you want your devices and then get to work.

We've found that the difference between dreading an installation and feeling like you had a good experience comes down to us caring about the details that matter the most to you. For example, we'll show up when we're supposed to—at the start of your appointment, not somewhere in the middle. We'll clean up any mess; each installer carries a vacuum cleaner. And we'll answer your questions and teach you about your devices—don't be afraid to ask us questions, or to ask us to explain something again in simpler language.

We think that these small details can make your installation efficient, helpful and memorable. And, if you have any ideas or suggestions that would make it even better, let us know!

Posted by Alana Karen, Director, Service Delivery, Google Fiber

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Labels: installations hanover heights

MONDAY NOVEMBER 12 2012

### More channels for you

The deadline for our Dub's Dread customers to **select their Google Fiber service plans** is coming up this Thursday, November 15th. So, to sweeten the deal even more, we're adding new channels to our lineup—again.

Whether you're searching for stock tips or workout tips; whether you're looking to check off your holiday shopping lists or looking for shows for the kids; whether you want to catch some football or some futbol, we've got you covered.

BabyTV, Big Ten Network, Fox Business Network, Fox College Sports Atlantic, Fox College Sports Central, Fox College Sports Pacific, Fox Deportes, Fox Movie Channel, Fox News Channel, Fox Soccer, Fox Soccer Plus, FS Kansas City, Fuel TV, FX, HSN2, KPXEDT2 - Qubo, KPXEDT3 - ION Life, Nat Geo Mundo, Nat Geo WILD, National Geographic Channel, Speed, Utilisima

Posted by Larry Yang, Google Fiber Product Manager

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THURSDAY, NOVEMBER 08, 2012

## A big week for Kansas City entrepreneurs

Over the next week, some of the top entrepreneurs and techies from the midwest and beyond will be in Kansas City, Kan. and Kansas City, Mo. for Global Entrepreneurship Week. Global Entrepreneurship Week is an annual, week-long celebration of entrepreneurs, with hundreds of events around the world—so naturally, Kansas City, or the "City of Entrepreneurs" is participating. Global Entrepreneurship Week, KC starts today, and will include a wide variety of events, including networking sessions, workshops, talks and seminars.

As we've worked with the community to build **Google Fiber** in Kansas City, we've been inspired by the creativity and ingenuity of local entrepreneurs. So this year, we're excited to participate in Global Entrepreneurship Week, KC by co-hosting three different events throughout the week. We'd love for you to join us at any of them.

#### Your life in the cloud

Have you ever wondered how you can use the cloud to make your life easier? Or even wondered what cloud computing is? Tomorrow we'll be at the **Compute**Midwest Conference, where Brad Abrams, a Product Manager on our Cloud

Platform Team, will give a keynote speech about the evolution of, and future of,
Cloud Computing. Brad will talk about what the cloud computing means, how it

works, and, most importantly, how you can use it in your life. You can RSVP for Brad's talk (and many others) at the Kauffman Center for Performing Arts on Friday, Nov. 9th at 11:35 AM Central Time.

#### Develop the apps of the future

Hackers and developers from around Kansas City will gather together on Saturday morning, Nov. 10th, to kick off the first-ever hackathon in the Google Fiber Space. The Compute Midwest Hackathon, sponsored by Kansas City IT Professionals, is a 24-hour app-building challenge, where hackers compete to develop the best new app. We'll have a Fiber connection available for any hackers who want to try out Google Fiber speeds, and there are prizes available for the winners. Hacker slots are sold out, but you can come see presentations of the apps on Sunday morning, Nov. 11th at 10:30AM Central Time at the Fiber Space.

#### Build your startup

Finally, next Tuesday, Nov. 13th, we're partnering with the **Kauffman Foundation** to bring you a day full of workshops and trainings to help you build and grow a successful business with the web and mobile. During our **Google for Entrepreneurs** session, Google engineers and product experts will teach you about our platforms and tools that can help you create innovative applications and growing businesses. At the end of the day, we'll have a networking and cocktail reception. **Please RSVP** if you'd like to join us.

Hopefully we'll see you some time this week!

Posted by Rachel Hack, Community Manager, Google Fiber

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THURSDAY, OCTOBER 18, 2012

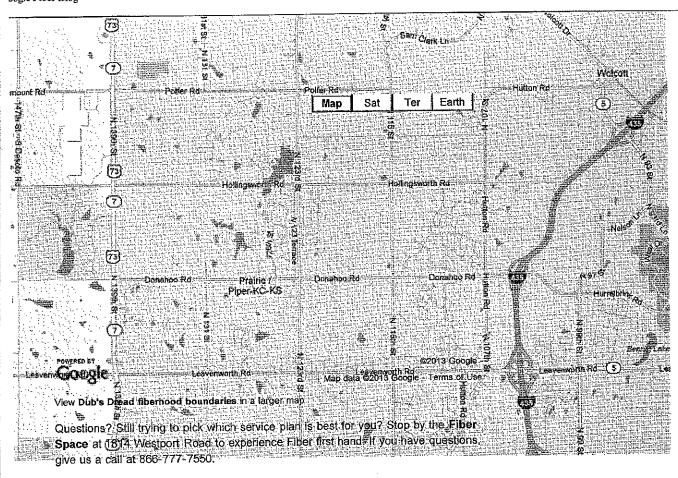
## Dub's Dread: Choose your service plan now if you want Fiber!

Dub's Dread residents, it's time to select your Google Fiber service plan. Since you'll be our second area to get Google Fiber, our engineers need to start prepping your area for service. And, in order to do that, they need to know which homes to connect.

If you want Google Fiber, go to our website now and select your service plan. Remember, even if you've already pre-registered, you still need to go online and select which plan you want: TV + Gigabit Internet, Gigabit Internet or Free Internet.

This is important: If you haven't **selected your plan** by November 15th, we will not build to your home at this time, and we don't currently have plans to come back to Dub's Dread.

We also have some good news for some folks near Dub's Dread—we've extended Google Fiber eligibility to approximately 400 homes that weren't originally included in the pre-registration rally. We had a ton of demand for service in the area surrounding Dub's Dread, so we're extending the area's boundary by a few blocks. You can see the new eligibility map below, or **check your address** on the Dub's Dread section of our website.



Posted by Rachel Hack, Community Manager, Google Fiber

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Labels, choose dubs dread service plan

TUESDAY, SEPTEMBER 25 2012

## Want Google Fiber? Choose your plan now!

As we approach our first signup deadline (October 2nd for those of you who live in Hanover Heights), here are a few quick reminders about how, when and where you can sign up for Google Fiber.

- 1. Anyone in a qualified fiberhood can get Google Fiber. Even if you didn't preregister for service, anyone in our 180 qualified fiberhoods can still sign up now.
- 2. Pre-registration is different than signing up. Pre-registration helped qualify your fiberhood for service—but to get service in your home, you need to choose your plan. If you haven't gone to our website and selected which service plan you want (either Gigabit + TV package, Gigabit Internet plan, or Free Internet), you aren't signed up for Google Fiber and you won't get service. Head over to google.com/fiber to sign up now.
- 3. If you miss your fiberhood's signup deadline, we can't commit to building Google Fiber to your home. Once we build Google Fiber in your fiberhood, we

won't be coming back anytime soon—we have a lot of other people who want service, and we need to bring Google Fiber to their homes! So make sure you sign up soon and don't miss your deadline. For those of you in Hanover Heights, this date is coming up in one week, on October 2.

So, how can you sign up for service? Just go to **google.com/fiber**, enter your address and follow the steps to select your service package. If you've already pre-registered, you don't owe any money. If you never pre-registered, but your fiberhood is eligible for service, you'll pay a \$10 registration fee, which will go towards your first month's bill.

If you want more information about our different service packages, you can visit **our website** or the **Fiber Space** in Kansas City, where you can enjoy Google Fiber live. Questions? **Email us** or give us a toll-free call: (866) 777-7550.

Posted by Rachel Hack, Community Manager, Google Fiber

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ERIDAY SERTEMBER 14, 2012

## Even more channels on Google Fiber TV

We just **opened signups** for Google Fiber customers in Kansas City, Kan. and central Kansas City, Mo. And, for those who are considering our Google Fiber TV package, we've got some good news. In addition to the **new channels** we unveiled earlier this week, we're announcing some more great ones today.

From news to sports; from cartoons to Spanish-language, here are our new channels: Boomerang, Cartoon Network, CNN, CNN en Español, CNN International, HLN, hTV, infinito, MLB Network Strike Zone (as part of an add-on package),TBS, TCM: Turner Classic Movies, TNT and truTV.

Posted by Larry Yang, Senior Product Manager, Google Fiber

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THURSDAY, SEPTEMBER 13, 2012.

# Building 180 fiberhoods—construction order and signups

The final count is in—after tallying some last-minute pre-registrations, we have confirmed that 180 fiberhoods throughout Kansas City will be wired with ultra high-speed Google Fiber.

We're really excited about this for a few reasons. First, it means that residents in 89% of Kansas City, Kan. and central Kansas City, Mo. fiberhoods will be able to get brand new, next-generation Fiber connected to their home. One gigabit connectivity will have an immediate impact on our users—the web will be faster, TV will be

clearer, and uploading and downloading will be super speedy. Not only that, but we fully expect that gigabit speeds will lead to a wave of online innovation, led by Kansas City.

But we're also excited because... well, because you're excited. Our network is entirely built by demand, and clearly, there's a lot of demand. So, without further ado, we're happy to announce that the first fiberhood to receive Fiber will be Hanover Heights in Kansas City, Kan. Hanover Heights was the very first fiberhood to qualify (within two hours of our **July announcement**), and they kept up the momentum over the **six-week rally**, pre-registering the highest percentage of households in Kansas City, Kan.

We plan to install Google Fiber for our first customer in Hanover Heights within the next few weeks, and then we'll move on to other fiberhoods on the Kansas side. To give Kansas Citians an idea of when they'll get Fiber, we've published this approximate construction schedule.

On the Missouri side, the first fiberhood to get service will be Crown Center, which pre-registered a whopping number of apartment buildings and condos. Right now we're still busy deploying infrastructure in central Kansas City, Mo., and we'll start installing Google Fiber to Crown Center residents and other Missouri fiberhoods **next spring**.

It's important to note that our construction schedule isn't set in stone—many factors, such as a harsh winter, may affect timing. But we plan to be as transparent as possible if our estimates change, and we'll post any new information on our website.

So what's next?

#### Sign up now for Google Fiber

Our pre-registration process helped us determine where to build Google Fiber. Now it's time for the next step—signing up for your service plan.

Anyone in a qualified fiberhood can sign up for Google Fiber, regardless of whether you pre-registered or not. Here's how:

- Go to fiber.google.com and select "Sign up now." On the next page, enter your address, and hit "Check Address" to confirm that your fiberhood is qualified. Select your service plan and any add-ons. Visit our website for more information about your options.
- Sign in to your Google account. If you've already pre-registered for
  Fiber, sign in using the same email address you used to pre-register. If
  not, you can use an existing Google account, or create a new one.
- If you haven't already pre-registered, you'll enter your billing information and pay your \$10 pre-registration fee, which will be applied to your first bill. If you have already pre-registered, you don't have to pay anything until you actually have service in your home.

If you live in a qualified fiberhood, you can **sign up immediately**. You'll be able to sign up or change your plan until right before we begin installations in your fiberhood—and we'll give you a heads-up when your signup window is running out. For Hanover Heights, you need to sign up by October 2nd.

If you want more information or advice about our service plans, or if you have any questions about the signup process, we're always here to help via email, phone or chat. And, if you're having a hard time deciding amongst the different service plans, you can stop by our Fiber Space at Stateline & Westport Rd. to try out all of the options.

Posted by Kevin Lo, General Manager Google Access

WEDNESDAY, SEPTEMBER 12, 2012

### Update on the Google Fiber TV channel lineup

Starting tomorrow, we'll be kicking off the Google Fiber signup process. Kansas Citians in qualified fiberhoods will be able to select and sign up for their **service plan**, choosing between our Gigabit + TV plan, our Gigabit Internet plan and our Free Internet plan. These are three great options—so, to help people decide, we want to give a brief update on our TV offering

We just added a number of additional channels covering a variety of genres, including arts, family, faith, lifestyle and sports. Google Fiber TV service already includes almost two hundred channels, but we'll continue to add more over time. And since our TV service runs on a gigabit network, we can offer access to all our HD channels for no extra charge.

Check back here tomorrow when we'll share the final list of fiberhoods that have qualified for Google Fiber and the order in which they'll be constructed, along with more details about how to sign up.

#### Newly Added Channels:

ABC Family, ABC News Now, Disney Channel, Disney Junior, Disney XD, ESPN, ESPN Buzzer Beater, ESPN Classic, ESPN Deportes, ESPN Goal Line, ESPN2, ESPNews, ESPNU, Longhorn Network, Ovation, SOAPnet, TBN, TBN Enlace, Velocity

Posted by Larry Yang, Senior Product Manager, Google Fiber

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