



FREE INTERNET INITIATIVE Frequently Asked Questions



Oakland Housing
Authority



GENERAL INFORMATION

How much does this cost?	It's FREE! Access to the internet is no longer a luxury, but a necessity. California has some of the highest internet costs in the nation, so OHA is making the internet free for residents at Palo Vista Gardens, Peralta Village, Lockwood Gardens, and Campbell Village until 2027.
Who is Aervivo?	Aervivo is the high-speed internet provider selected by Oakland Housing Authority to install and manage the secure and fast in-unit internet service and support for the Free Internet Pilot Program.
Will the internet be fast?	YES - Free fiber internet from Aervivo will perform at speeds up to 900+ Mbps – that's incredibly fast! Competing with some of the most expensive private plans on the market, this should connect all of your devices to fast, high-speed internet.
Can I connect all my devices (like TV, cell phone, computer) to the internet at the same time?	YES - the high-speed internet from Aervivo can connect all your household devices at the same time without experiencing any lag. This includes TV, computers, gaming systems, cell phones, tablets, and more!
How long will this free service be around?	OHA plans to provide free internet at the initial sites for at least three years (2024-2027).
Can I use the free internet and still keep my privately provided (e.g., Comcast, AT&T) home internet?	Yes. You may keep your current plan in addition to the free internet service provided by OHA. The free Aervivo internet will be an entirely new network and will not impact your existing internet connection.

<p>Does this also include television cable?</p>	<p>Aervivo provides high-speed internet service with sufficient bandwidth to support all streaming services such as but not limited to Netflix, Hulu, and Disney. Some cable TV channels such as local News, etc are often available with streaming bundles. However; Aervivo does not include your local TV bundles. If you currently bundle your internet and Cable TV, you can still use Aervivo Internet, but you may have to pay for a streaming bundle (i.e. YouTube TV to get access to specific channels.)</p>
<p>Will I continue to receive free internet service if I move?</p>	<p>Currently, OHA plans to offer free internet at Palo Vista Gardens, Campbell Village, Peralta Village, and Lockwood Gardens. All Aervivo internet equipment is the property of OHA and must remain at the property where you currently reside.</p>


TROUBLESHOOTING & REPAIR

<p>Who do I contact if I have a problem with my internet connection?</p>	<p>Aervivo will provide both a helpline phone number and will dispatch technicians to resolve connectivity issues quickly and at no cost to the residents.</p>
---------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------


CONNECTION & SECURITY

<p>Is the internet secure and private?</p>	<p>Resident privacy is a top priority. The network uses advanced security (i.e., encryption with WPA2 and 802.1X TLS authentication). This ensures that only authorized devices are on the network, making your traffic completely invisible to others.</p>
---------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------