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).
When will I be able to connect to the free internet?	OHA's free internet service will begin to launch in 2025. For further details about the installation timeline specific to your community, please reach out to your property manager.
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.

Does this also include television cable?	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.)
I currently have a bundled cable/internet plan, can I cancel my internet plan and keep my cable?	You will have to contact your current internet provider to figure out what this process will look like and how this will impact your bill.
What if I don't plan to use the free internet provided by OHA?	The free internet is optional. If you aren't planning to use the free OHA internet service, your current service will not be affected and you do not need to do anything.
Will the free internet service be installed in every unit?	Yes! The free internet service wiring will be installed in every unit at Lockwood Gardens, Campbell Village, Palo Vista Gardens, and Peralta Village. However, in order to activate the service, you must sign up in your property management office.
I don't live in any of the properties listed above, will OHA be expanding this service to other properties?	OHA is always looking to grow and expand opportunities within the portfolio for all of our residents and communities.
Will I continue to receive free internet service if I move?	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.

INSTALLATION & EQUIPMENT

What does the installation process look like? Will the installation impact my walls or the unit?	Aervivo is building a private network to each unit that requires entry to the unit and minimal construction to make new wiring available inside your unit. The installer will drill a small hole to install a RJ45 jack port with a face plate. The walls and overall unit should not be impacted.
Does someone need to be home for the in-unit installation?	No. If you're not home at the time of installation in your building, you may elect to have someone 18 years of age or older present in your absence. You may ask a member from OHA to reschedule the installation ahead of time
How long will the installation take?	The in-unit installation is expected to last about 15-30 minutes per unit.
What do I need to do to prepare for the installation?	If you will not be in your unit while the installation takes place, ensure that nothing is obstructing the entrance and that there aren't any potential hazards (e.g., loose pets) on the premises. Other than that, you do not have to do anything. The Aervivo tech might need to slightly move a piece of furniture, but that will not be a frequent need.
Will anyone need to re-enter my unit to perform maintenance?	No. Aervivo will complete testing before they leave the unit.
What does the setup process look like after the in-unit installation is complete?	Once Aervivo completes the in-unit installation, your property manager will notify you when and where you can pick up your router. Connecting your router will require a few steps: • Step 1: Connecting the router to the power outlet • Step 2: Connect the ethernet cable to the wall jack • Step 3: Wait until the indicator light turns green • Step 4: Enter your personalized network name and password
Can I still use my own router?	If you decide to maintain service from a private internet provider, you will still use your own router. For the Aervivo network, an Aervivo router is required to prevent service quality issues and to enable remote troubleshooting if any issues arise.
Is the Aervivo router mine to keep if I move out of my community?	No. The router is the property of OHA. When residents move out, they must return the router to the property management office so that it can be reassigned to the new resident. The router will not work outside of OHA property.
What happens if the Aervivo internet router gets lost, damaged, or stolen from my unit?	In the case of a lost, damaged, or stolen router, please notify your property manager as soon as possible. Residents will be charged a fee of $125 for a replacement router.

CONNECTION & SECURITY

What will I need to do to log into the network? (Downloading an app/portal/visiting a website?)	When you pick up your Aervivo router, your property manager will provide you with connection instructions along with (1) your private network name, and (2) a temporary password. If you experience trouble setting up your network, 24/7 customer support is available at 1-866-443-5427 (Toll Free)
Is the internet secure and private?	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.
Will my information be kept private and secure?	Yes! Personal Identifiable information isn't being provided to Aervivo. A location alias will be assigned to each unit to enable Aervivo to resolve tech support requests.
Are there limitations on what you can do (e.g., content filtering)?	No, OHA and Aervivo will not place any sort of limitations on your network. You will be responsible for monitoring household internet just as you would when setting up service with any other internet company. You will be available to set parental controls using the Aervivo CommandIQ app.
Can I upgrade the free internet in my unit to make it even faster?	No. At this time, OHA will not be offering service upgrades given the high-speed offering. If you experience any performance issues, please contact customer support at 1-866-443-5427 (Toll Free)

TROUBLESHOOTING & REPAIR

What do I do if I forget my password?	OHA will include a temporary password on the Aervivo router you'll pick up with your property manager. You will be able to change it using the **Aervivo CommandIQ app** available on the App Store or Google Play Store. Once the password has been changed you can refer to the Aervivo CommandIQ manual for steps to recover and reset the password, available online. If you're still having issues, you can contact customer care at toll-free at 1-866-443-5427
Who do I contact if I have a problem with my internet connection?	For questions regarding your Aervivo internet service or questions about customizing your network you can contact Aervivo's 24/7 Tech Support by phone or email: Email: techsupport@aervivo.com Phone: 1-866-443-5427 (Toll Free) 1-252-585-4452 (Local) If Aervivo cannot help over the phone, they will dispatch technicians to resolve connectivity issues quickly and at no cost to the residents.