

FREQUENTLY ASKED QUESTIONS

- **What is fiber optic?**

A: Fiber optic is a type of technology that transmits data by sending light along thin glass fibers. Fiber broadband (sometimes called fiber internet) is an internet service that is powered by fiber optic cables. This is different from the traditional cable internet, which transmits information by sending electricity over copper wires.

- **Why is fiber optic preferable to traditional cable internet?**

A: Fiber optic cables are superior due to their higher speed, greater bandwidth, immunity to interference, and ability to transmit data over long distances with minimal loss.

Typically, internet service provided over fiber is great for people who really value consistently high performance on their internet connection. Fiber-powered internet is also perfect for smart home enthusiasts and households with multiple internet users. This is because the more connected devices you add (e.g., smartphones, laptops, gaming systems, thermostats, etc.) to your internet connection, the more bandwidth you'll need to keep them all running smoothly.

- **What was the process for bringing Ripple Fiber to our community?**

A: As documented in the NPOA Board of Directors meeting minutes for the period October 2024 – February 2025, the decision to install Ripple Fiber, fiber optic in our neighborhood was based on a vote by the NPOA Board of Directors (November 21, 2024). President Blaine Riney later signed the agreement with Ripple Fiber. For full details visit [Meeting Minutes - National Property Owners Association](#) and in specific:

- [10-17-24-NPOA-Board-Meeting-1.pdf](#)
- [11-21-24-NPOA-Board-Meeting.pdf](#)
- [01-23-25-NPOA-Board-Meeting.pdf](#)
- [02-13-25-NPOA-Board-Meeting-1.pdf](#)

- **Has Ripple Fiber installed fiber optic infrastructure in other locations near us?**

A: Ripple Fiber has established infrastructure in Pinehurst, Southern Pines, Whispering Pines, West End, Carthage, and Aberdeen.

- **What is the cost to the Pinehurst National property owners for the installation of fiber optic infrastructure in our neighborhood ?**

A: There is no cost to property owners associated with the installation of fiber optic infrastructure (fiber optic cables, conduit, labor, etc.) by Ripple Fiber. The only cost would be that associated with a Ripple Fiber subscription. The decision to subscribe or not subscribe is up to the individual property owner.

- **Is Ripple Fiber a regulated utility?**

A: Ripple Fiber is a telephone company regulated by the North Carolina Utilities Commission (NCUC). For details please visit: ([NCUC: Telephone Companies](#)) reference P-1637 Ripple Fiber. As an Internet Service Provider (ISP) Ripple Fiber and other ISPs are currently regulated by the Federal Communications Commission (FCC) as a Title I information service.

- **Can the NPOA utilize the easements in our community for the installation of fiber optic infrastructure?**

A: Yes. See NPOA Declarations, Covenants and Restrictions, Article 5 (below):

ARTICLE 5 - EASEMENTS

5.1 Easement Grants. The following easements are hereby granted and/or reserved to or by Declarant over, across, and through the Property:

5.1.1 Easements for the installation and maintenance of utilities are granted for a width of ten (10) feet across the front and rear Lot lines and for a width of ten (10) feet along each side Lot line, other than for Village Home Lots, or as shown on the recorded subdivision plats of the Property, for present and future utility services to National Golf Club, including, but not limited to, water lines, sanitary sewer lines, storm drainage culverts, sprinkler lines, natural gas lines, electrical wires, TV wires, telephone cables, irrigation lines, security wires, and street lights. Within these easement areas no structure, planting, or other material (other than sod), which may interfere with the installation and maintenance of underground utility facilities, shall be placed or permitted to remain unless such structure, planting, or other material was installed by the Declarant. The Master Association and its successors and assigns (or such other entity as is indicated on the plats of the Property) are hereby granted access to all easements within where such underground facilities are located for the purpose of operation, maintenance, and replacement thereof.

- **Ripple Fiber's Mainline Construction – What Should I Expect?**

A: Before Ripple Fiber begins laying fiber, they take steps to protect your property and existing utilities including:

- Utility Marking – Ripple Fiber calls NC 811 to mark all underground utility lines before any digging starts.
- Property Survey – Ripple Fiber takes photos of the area before and after construction, so we know exactly what restoration may be needed.

- Construction Method – Ripple Fiber uses air-powered pneumatic missiles to create small underground paths between holes. These holes are about 10–15 feet apart and 3–4 feet deep. This process does not disturb driveways or landscaping.
 - Homeowner Flags – Property owners can request black flags here (<https://ripplefiber.com/yard-flags>) for you (the property owner) to mark any irrigation lines or invisible dog fences so the installers can avoid them.
 - Careful Digging – When Ripple Fiber crews dig, they place all grass and soil on tarps so it can be put back neatly.
 - Restoration Guarantee – If any grass doesn't grow back, Ripple Fiber offers a 1-year guarantee to fix or restore anything that is disrupted during construction.
- **Who do I contact if I have a question or concern about the installation of fiber optic infrastructure after the work is completed?**

A: If you believe Ripple Fiber has caused damage to your property, please use the following link to submit a ticket: (<https://ripplefiber.com/contact>). This is the fastest way to resolve your concern.

If you are unable to use the link, you may instead email Ripple Fiber at: (support@ripplefiber.com) with the following details (this will automatically create a ticket):

- First Name
- Last Name
- Email Address
- Physical Address
- Phone Number
- Brief Description of Issue

Property Owners may also call the Ripple Fiber support line at: (1-800-359-5767).

- **How long will the fiber optic construction phase (installation) take from start to finish?**

A: The fiber optic infrastructure installation is scheduled to begin the last week of October 2025 and will conclude in February 2026 (estimated).

- **Will fiber optic impact my property values?**

A: The Fiber Broadband Association conducted research in 2023 that found single family home values increased for neighborhoods with fiber optics as an option (<https://fiberbroadband.org/2024/10/30/fiber-broadband-driving->

[home-sales-and-value/](#)). The WSJ highlighted how homes with high-speed internet sell faster than those without it <https://www.wsj.com/articles/how-fast-internet-affects-home-pricesfast-internet-access-can-boost-a-homes-value-1435694077>). Improving property values in the neighborhood is a key priority for the NPOA.

- **I am happy with my current internet and cable provider. Do I have to sign up for Ripple Fiber?**

A: No.

- **For further information about Ripple Fiber please visit: (www.ripplefiber.com).**