



Ripple Fiber  
1245 Duck Road  
Duck, NC 27949

(252) 862-3407  
(800) 359-5767  
www.ripplefiber.com

## Notice to Southern Shores Residents Regarding Ripple Fiber

Southern Shores residents, you are going to begin seeing more crews doing work in the right-of-way along local roadways to bring high-speed fiber internet to our community, led by Ripple Fiber. We understand that this installation process may present inconveniences for some residents. Ripple Fiber is committed to restoration of all damage resulting from the construction process. To provide our community with the best possible service, Ripple Fiber has an enhanced intake ticketing system available.

**Please send inquiries to Ripple Fiber directly via their website: [ripplefiber.com/contact](http://ripplefiber.com/contact), then click the construction issues button.**

We hope the FAQs below will provide some helpful information about our process.

### **Fiber Install Process & Property Easement FAQs**

#### **Why did the town allow them to install fiber in our community?**

The Town of Southern Shores cannot deny a provider looking to do business in our community.

*On February 28, 2020, the U.S. Court of Appeals for the 7th Circuit ruled that Section 621 of the federal Communications Act, 47 U.S.C. § 541, allows franchised cable operators to use existing electric utility easements without obtaining a separate easement from the owner of the underlying land.*

*Section 621(a)(2) of the Act provides that a cable franchise authorizes the construction of a cable system, including "through easements which have been dedicated for compatible uses."*

#### **What is the approval process for a cable/internet franchise?**

The provider contacts the town. The town instructs them to complete encroachment agreements and submit them to the town with site plans for each area. Once the town has received these items and the applicable fees, construction may begin.

#### **Why is Ripple Fiber working in my yard?**

Ripple Fiber is conducting its work in the public right-of-way easement. An easement is a legal ability to use someone else's land for a particular purpose. There are several types of easements.

#### ***Right-of-Way Easement***

Right-of-way is an easement that allows someone to travel across another person's land to get somewhere else. It can be offered to one person, several people, or the public. This type of easement is attached to the property. An example of a right-of-



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way easement is the strip of land often found in front of a home on the other side of the sidewalk.

### **Utility Easements**

Utility easements are the most common type of easement property owners have to deal with. These give utility companies the right to use a particular portion of the property.

### **Do I have to use Ripple Fiber as my service provider?**

No, you do not. However, you will benefit from the competitive environment created by having the option to select between different service providers, which you do not currently have.

### **What is the timeline for our community?**

Construction will be completed over several months. The start and end dates are based on speed of progress. Upon completion of the construction, Ripple Fiber will restore the affected areas to pre-construction conditions.

### **I see contractors putting seed and straw on our lawns, is that all they will do?**

The seed and straw are temporary while construction goes on, we would not want to leave dirt and mud, so we do seed and straw. Once we finish installation, the restoration phase begins and we will repair any affected area back to pre-construction condition including new seed or sod, if applicable.

### **Is there an installation charge?**

Yes, the installation charge is \$200. The \$200 fee is waived for all preorders. Preorder is defined as prior to construction restoration.

### **Can my home be made optically ready without ordering service?**

Yes, Ripple Fiber will allow residents to preorder a "passive" NID installation. The \$200 fee is waived for "passive" preorders. Preorder is defined as prior to construction restoration. This should be discussed with the Ripple Fiber representative servicing your community.

### **What is the long-term benefit of being optically ready at my home?**

High-speed fiber internet is said to add an average of 3.1% to your home's value, according to a study by the University of Colorado and Carnegie Mellon University.

### **How long of a contract is required?**

Ripple Fiber does not require any contracts for service.

### **How much are the added fees for Equipment and Taxes?**

Ripple Fiber has included all taxes and equipment charges in their product pricing found on their website. The quoted price online is what you will pay for the elected service.



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**How can I learn more about Ripple Fiber?**

The Ripple Fiber team is always willing to host events in the community. If you or your HOA/community would like additional information or to schedule a meeting, please contact [ripplefiber.com/contact](http://ripplefiber.com/contact) and select Sales Inquiry. You may also visit our website [www.ripplefiber.com](http://www.ripplefiber.com) for more information.

**Who can I contact if I have questions about the construction?**

For questions or issues with construction please visit [ripplefiber.com/contact](http://ripplefiber.com/contact) and click on "Construction Issues" or call 252-862-3407.