

FAQS FOR HOAS

Ting Internet makes your HOA's switch
to fiber internet as *easy* as possible.



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Each homeowner's association has a vested interest in connecting its community with the best internet service possible. Better, faster internet means fewer complaints from residents, fewer calls to your internet service provider and increased demand among buyers shopping for homes in your area.

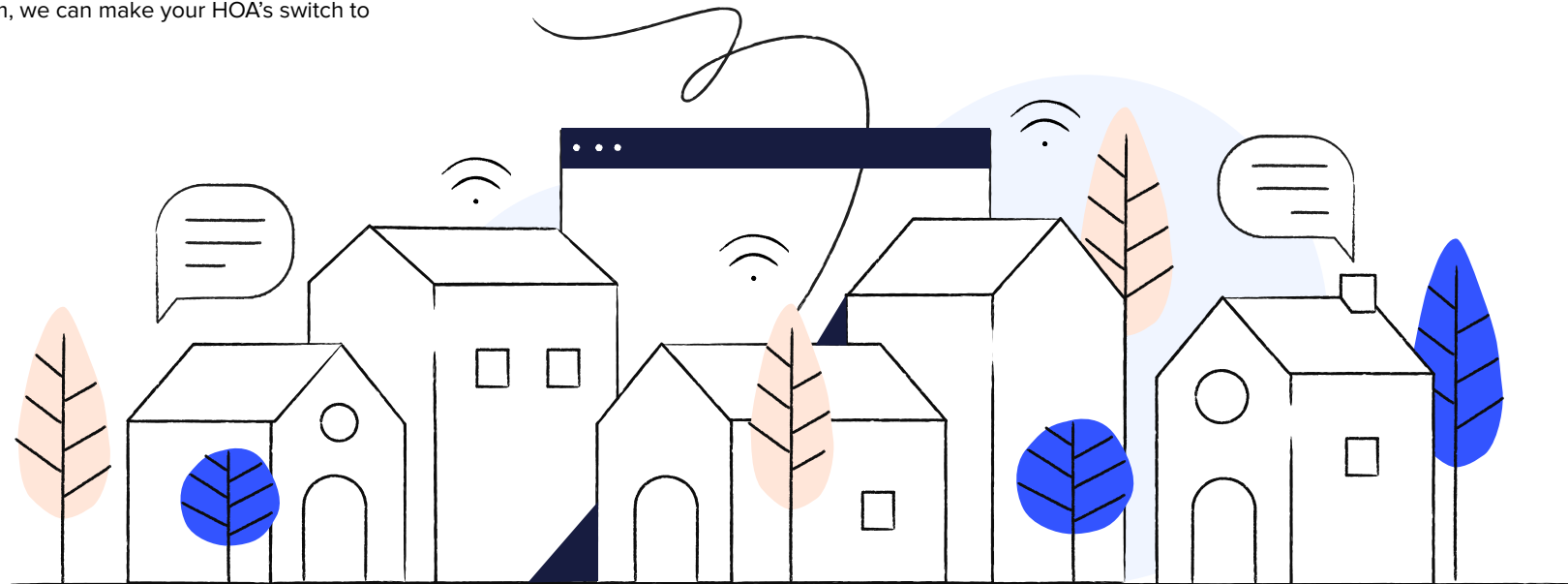
HOAs can also keep internet service prices low by negotiating a bulk rate for the entire community, controlling costs even as the quality of your service improves. And as residents yourselves, don't you want the convenience and peace of mind of lightning-fast internet and a worry-free connection?

At Ting Internet, we've helped HOAs all over the United States improve their communities' standard of living by upgrading to high-speed fiber internet service. With our bulk contract pricing, professional installation and top-rated customer support team, we can make your HOA's switch to fiber internet as easy as possible.

We also know that switching your ISP is a big decision—one that can make any HOA and its community members nervous. Before you sign on the dotted line, we want your HOA to be fully confident that switching to Ting is the right decision for your community.

If you've got questions, we've got answers. Read on for our responses to some frequently asked questions we hear from HOAs.

If you have questions that aren't addressed here, you can contact a Ting representative to get the answers you need as you choose your next internet service provider.



FAQ

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FAQ

01

What is fiber internet?

Fiber internet is the world’s fastest internet service. It uses fiber-optic cables.

Fiber internet provides:

- 1 Lightning-fast internet
- 2 Minimal latency
- 3 No bandwidth limitations

Fiber internet is becoming more and more essential as high-resolution streaming, remote work and other online activities continue to increase residential internet usage. As more fiber internet infrastructure is built in communities like yours across the United States, this high-speed service is likely to become the new standard for internet in the years ahead.

FAQ

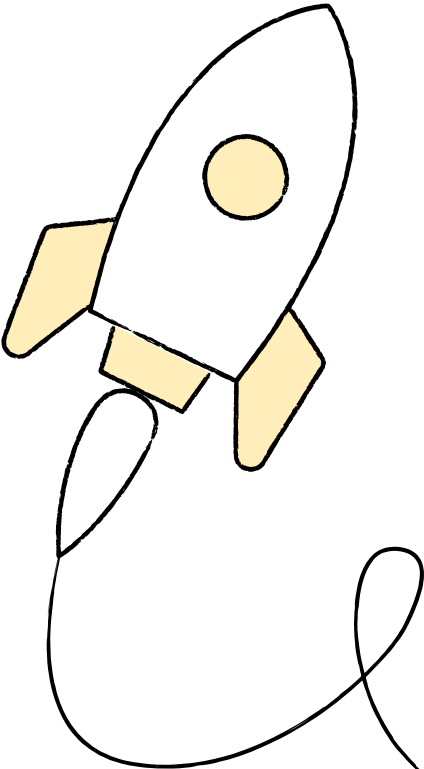
02

What kind of speed does fiber offer?

Ting’s fiber internet offers upload and download speeds of up to 1 Gbps.

Fiber internet is about 20 times *faster* than the upload and download speeds offered by cable ISPs.

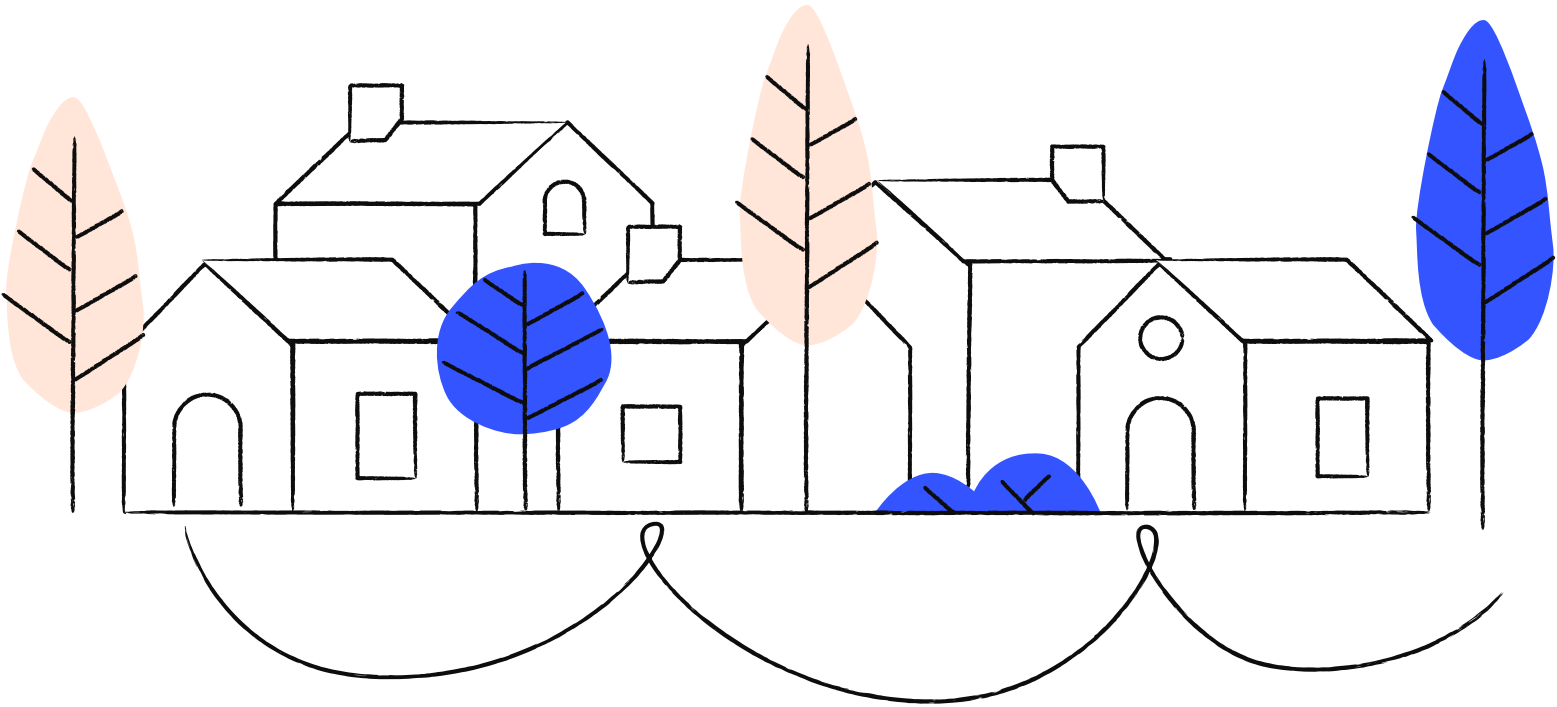
Most importantly, fiber internet speeds don’t slow down during peak periods of usage, whereas cable internet connections do. When you go with fiber, blazing-fast internet speeds will be consistent at any hour of the day or night.



FAQ
03

How is fiber internet connected to our community’s homes?

Ting’s fiber-optic cables are installed via various methods that place the fiber-optic cables underground throughout your community. In addition to providing this infrastructure, Ting will work with each property owner to determine the best location for running fiber cable into their home.



FAQ
04

We’re a large community. Can Ting support our bandwidth needs?

Many homeowner associations worry that, as with their past ISPs, a fiber-optic internet provider won’t be able to support the massive bandwidth required by a community with hundreds—or even thousands—of residences. That’s the beauty of Ting Internet.

Fiber-optic provides higher bandwidth, you won’t find internet slowing down because everyone is trying to stream or use the Internet at the same time.

Fiber-optic connections can support all of your bandwidth needs, even at a large scale, ensuring more consistent and stable internet service for each member of your community.

FAQ
05

What does a bulk contract for HOAs look like?

To qualify for low rates that make fiber internet a no-brainer for their communities, HOAs can sign a multi-year service contract with Ting Internet. A long-term deal makes it feasible for Ting to build up the fiber infrastructure your community will need for its new high-speed internet service, and it gives your community and its members price security by locking in a fixed rate over the life of that contract.

Signing a bulk contract can offer other perks beyond great high-speed internet and an affordable price. As the Sandpoint, Idaho, community of Westwood Village found out, a bulk pricing contract can actually increase in value over time, especially given Ting’s wholehearted commitment to customer satisfaction.

“

The rates [for fiber internet] were really competitive, so we signed a five-year contract. This spring, three years into the contract, they offered to upgrade service.... We were really impressed with that.”

— Rocky Seelbach
HOA board member, Westwood Village

FAQ
06

What kind of deal can HOAs get with bulk pricing?

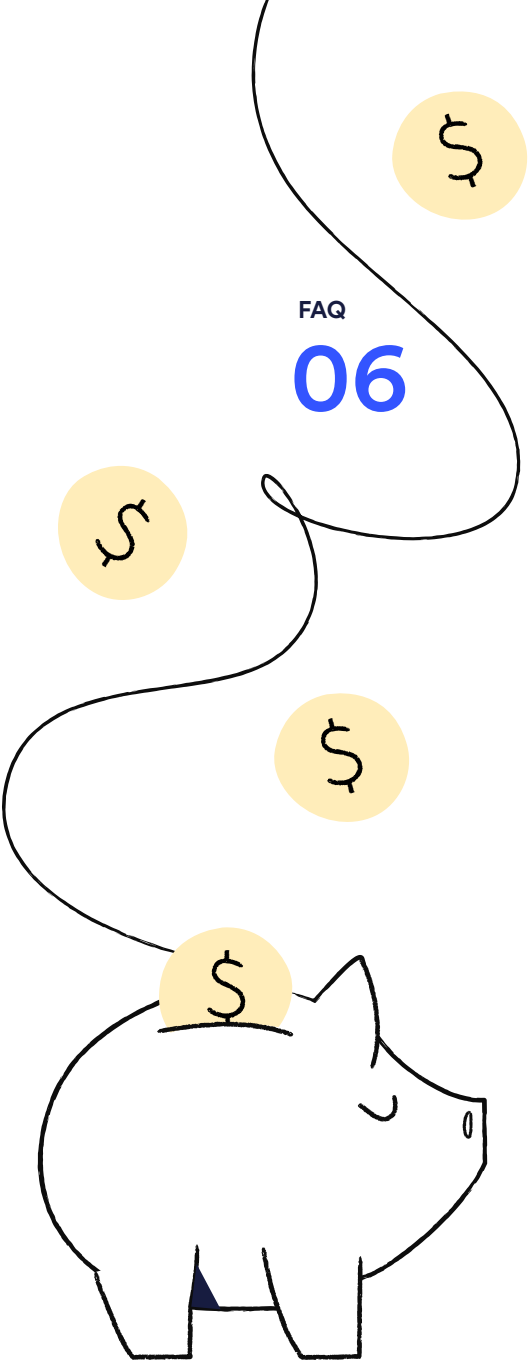
HOAs looking to upgrade to a faster, better internet service can lock in excellent value by negotiating a bulk rate for community-wide internet service.

Bulk contracts provides hundreds of dollars in *savings* for each community member.

In exchange for a long-term service commitment by the HOA, bulk contracts provide:

- 1 Lower monthly rate for each household or unit
- 2 Costs of switching to fiber internet are waived

Bulk contracts result in hundreds of dollars in savings for each community member. Depending on your current internet service contract, switching to Ting could actually lower each household’s monthly payment, even as the speed and quality of their internet service is dramatically improved.

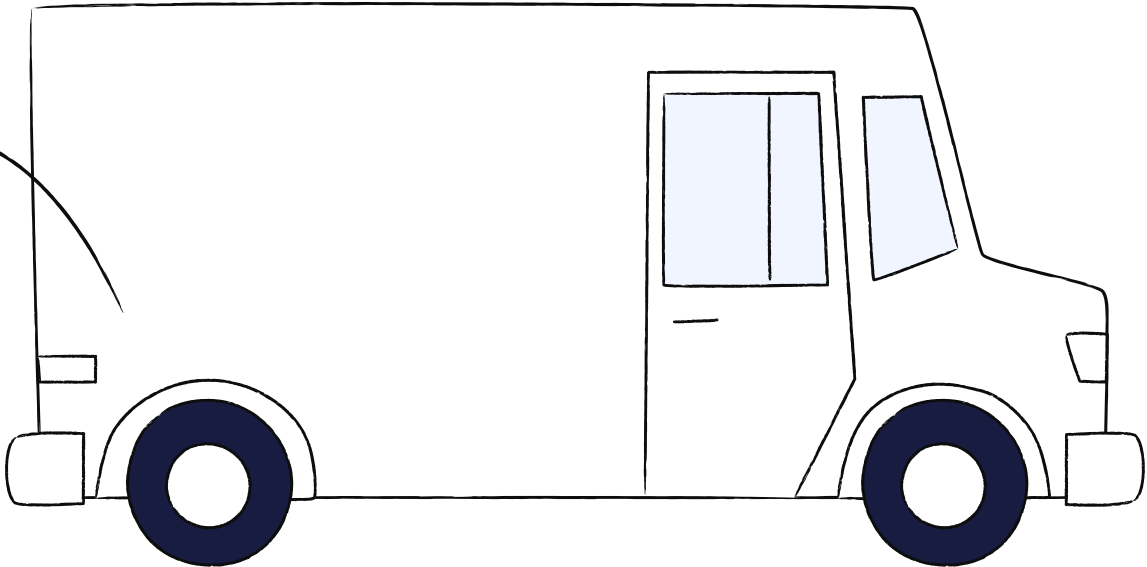


FAQ
07

Does Ting have experience delivering fiber to entire HOAs?

Of course! Ting has brought fiber internet to HOAs and other communities across the country.

Even if you have logistical challenges tied to running a new service line out to your neighborhood, Ting’s team of experts can take the lead and ensure that your community is fully connected and 100% satisfied with the result.



FAQ
08

Does Ting offer TV/internet service bundles?

Although Ting doesn’t offer TV service as its own service package or as part of a larger bundle with internet, our high-speed internet gives you ultimate flexibility in choosing how you get TV and other media services delivered to your home.

If you have an existing cable TV service bundled with internet, you can simply call your service provider to have internet removed from your account. Alternatively, you can research different cable TV options in your area to see which service package is the best fit for your needs.

In addition, high-speed fiber internet makes it easy to rely on over-the-top streaming services as a supplement or replacement for your cable TV service. Streaming apps like Hulu, for example, offer live streaming of TV channels just like a traditional cable TV service. With high download speeds and fully available bandwidth, you can stream live TV like never before.

FAQ

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What happens if construction in the neighborhood cuts a fiber service line?

Because each home's internet is delivered through fiber-optic cable, any cut to this line will completely stop service to that residence. With some ISPs, you could end up waiting weeks for a technician to come out and repair the outage. In the meantime, you'd be left without any of your devices and activities that rely on an internet connection, which may include essentials beyond TV and entertainment, such as your home's security system or your ability to work from home.

When a fiber line gets cut, Ting knows you need service restored immediately. When Hunter and Sarah Photography, based in Charlottesville, Virginia, had their home office's Ting fiber line cut during a construction project, the married business partners had no way to work, but Ting quickly came out to replace their fiber cable.

“

I called Ting and was prepared for a six-hour phone call battle, and someone picked up within 5 minutes. Someone was out within a few days and got us back up and running.”

— Sarah Sheldon
Co-owner

FAQ

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Our HOA needs to secure easements and other approvals to run a new service line to our community. Does Ting help with this legal process?

If you're concerned about the complexity of running fiber service to your community, let Ting take care of the bulk of the paperwork. If you're facing easements or other restrictions stopping you from connecting your community to fiber service, our experts can work with local regulators and property owners to give your fiber internet the green light.

In fact, we recently provided this exact service and support when Virginia-based land developer The Resorts Companies needed fiber internet service for a planned 1,000-unit community called Belvedere.

“

To get network from [Charlottesville] to Belvedere, [Ting] had to secure easements and right-of-ways and had to work with the city, the county and [the Virginia Department of Transportation]. They took total ownership of that [...]”

— Steve Krohn
TRC COO

FAQ

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Our HOA has a deadline to choose and switch over to a new ISP. Can Ting meet our tight turnaround time?

While every fiber service connection involves different needs and challenges, Ting’s experts are capable of accelerating project timelines and connecting you with internet as soon as possible. When The Resorts Companies contacted us for fiber service, the company had already dealt with one failed attempt at installing fiber and was under pressure to come up with a new solution for both existing residents and home builders trying to sell new inventory to interested buyers.

“

The previous developer had botched the easements and plans. Ting created the workaround, worked with other parties, got construction under way and made the necessary workaround happen within 90 days.”

— **Steve Krohn**
TRC COO

FAQ

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Is Ting available in my community?

Check out our list of Ting towns to see if Ting is an internet option for your community. Even if your community isn’t listed, don’t worry—our list of Ting towns is constantly growing.

You can help bring Ting to your community by letting us know you’re *interested* in switching to Ting.

Still have questions? Ready to get started?
Learn more about [bringing Ting’s fiber to your neighborhood](#).

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