

North Carolina fiber verification checklist

Confirm the exact service address and unit with the provider. Nearby fiber, a city listing and a grant award do not establish that your home can order. Keep unknown items unresolved.

☐ **Use the full service address and unit**

Select the exact address in the provider's checker. Keep a rejected, missing or substituted address unresolved.

☐ **Identify the actual product**

Record FTTH, cable/HFC, DSL, fixed wireless or satellite. A brand name or fiber elsewhere in the network does not decide this.

☐ **Confirm orderability**

Separate planned construction, an interest list, a preorder and a service the provider can install now.

☐ **Get the plan's Broadband Facts label**

Record typical download, upload and latency, data allowances, the monthly price and additional charges.

☐ **Keep a qualified written quote**

Record promotion length, later rate, discount conditions, equipment, setup, taxes and cancellation terms.

☐ **Discuss the drop and property access**

Ask how the line reaches the home, what access or permission is required and whether outside work remains.

☐ **Plan ONT and router placement**

Ask the installer about power, an approved ONT location, Ethernet wiring and Wi-Fi coverage. A garage ONT does not mean the router belongs in the garage.

☐ **Check new-build and apartment details**

Confirm the address record, unit, building access and landlord or HOA permissions. There is no universal local conduit rule.

☐ **Verify a grant project separately**

Use NCDIT's GREAT, CAB or BEAD information to identify the project and provider. An award is not an accepted order or a completion date.

☐ **Keep the order and installation confirmation**

Keep the provider reference and confirmed appointment. Test the new connection before ending old service and return equipment on time.

Keep the final details together

Provider / product: _____
Address and unit: _____
Plan label and written quote date: _____
Order reference / confirmed appointment: _____

24-month worksheet: tarheelconnect.com/compare-internet-cost/

Call (336) 420-9379 · Daily, 9 AM–9 PM Eastern

Primary sources

Official technical and program sources reviewed October 13, 2026. This is a planning checklist, not a property inspection or quote.

- FCC: Broadband Consumer Labels
<https://www.fcc.gov/broadbandlabels>
- Kinetic: fiber equipment and optical network terminal
<https://www.gokinetic.com/support/what-type-of-equipment-is-required>
- Kinetic: how fiber internet is installed
<https://www.gokinetic.com/blog/how-is-fiber-internet-installed>
- Spectrum: fiber-to-the-home and hybrid fiber/coax
<https://www.spectrum.com/internet/fiber-internet>
- NCDIT: federally funded GREAT grants
<https://www.ncbroadband.gov/funding-programs/great-grant-federally-funded>
- NCDIT: Completing Access to Broadband program
<https://www.ncbroadband.gov/CAB>