Index Fence Reaches Six Years of BBB Accreditation With A+ Rating

November 13, 2026

RALEIGH, NC - November 13, 2026 -
Better Business Bureau accreditation for Index Fence, first granted on Nov. 4, 2020, reached its six-year mark earlier this month. The residential fence installation company currently holds the BBB's A+ grade, the highest on its A+ through F scale, and is noting the milestone because both records are public and homeowners can check them before hiring a contractor to dig post holes in their yard.

The BBB calculates each letter grade from a 100-point score. Among other factors, the score weighs a business's complaint history, how long it has operated, how openly it does business, its licensing information and any advertising issues. Customer reviews are not part of the calculation.

Accreditation asks more of a business than the grade does. An accredited business pays the bureau a fee and agrees to keep meeting the BBB Standards for Trust, a set of eight commitments that includes advertising honestly and honoring promises. One standard, titled "Be responsive," asks a business to address disputes the BBB forwards to it quickly and in good faith, including taking part in mediation or arbitration when requested. The organization says a business must meet those standards "continually" to remain accredited.

Index Fence opened in 2020 and was accredited that same year, so the accreditation covers most of the company's time in business, a span that includes close to 2,000 installations. Its public BBB profile shows the accreditation date and years in business next to the current grade, and a homeowner can check all three in a single search.

The BBB is just as plain about what a grade does not mean. Its own guidance describes a rating as "not a guarantee of a business's reliability or performance." A business can show NR, for no rating, when there is not enough information or its file is under review, and the BBB says that label is not a negative mark.

"A grade can change from one year to the next, which is why people should look it up instead of taking a contractor's word for it. A fence stays in the ground for a long time after the crew leaves, and a homeowner should be able to count on us picking up the phone when they call about it," said Behzad Namazifard, a manager at Index Fence Inc.

On the phone side, office staff answer calls directly rather than routing them to an answering service, return calls within 1 hour during business hours, and schedule consultations within 24 hours of an inquiry. Installations also carry written warranty terms, and the company's workmanship warranty covers installation work for two years, or one year on wood. Vinyl, aluminum and chain link materials carry lifetime manufacturer warranties that cover the materials themselves.

The BBB grade is one of several outside measures of the company. Index Fence was named a Nextdoor Favorite in 2025, a local recognition from the neighborhood social network, and holds a 4.8-star rating on Google. Because customer reviews are excluded from the letter grade, the Google rating and the BBB rating measure different things.

Homeowners can read the reviews behind that Google rating when they visit the profile, and the company's accreditation record is public on the bureau's website. To book a free consultation, area residents can call Index Fence at (919) 900-7225.

About Index Fence Inc.

Index Fence Inc. is a residential fence installation company founded in 2020 and based in Raleigh, NC. The company has installed close to 2,000 fences across the Raleigh metro area in vinyl, aluminum, wood and chain link. Index Fence has been accredited by the Better Business Bureau since November 2020, currently holds an A+ rating and was named a Nextdoor Favorite in 2025. Its office at 4901 Craftsman Dr, Raleigh, NC

27609 welcomes walk-in visitors. Visit www.indexfence.com or call (919) 900-7225 to learn more.

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For more information about Index Fence Inc., contact the company here:Index FenceBehzad Namazifard (Mr. B)(919) 900-7225b@indexfence.com4901 Craftsman Dr, Raleigh, NC 27609

Index Fence Inc.

Index Fence Inc. is a Raleigh-based fence contractor serving the Triangle since 2020. We install vinyl, aluminum, wood, and chain link fences with USA-made materials, free permit prep, and a 1-hour callback promise during business hours.

Website: https://www.indexfence.com/

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