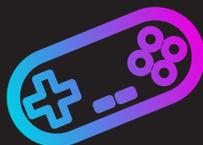
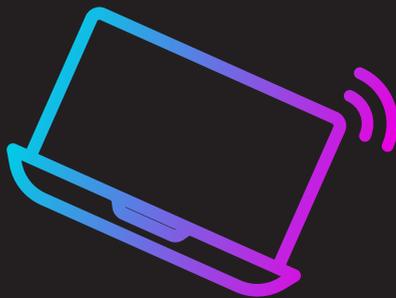


Survey required



Customer guide to fibre exceptions

An explanation and guide to the process when a property is identified as requiring additional work to be able to install a fibre broadband service



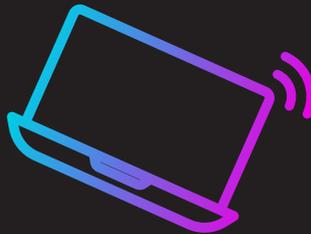
Fibre broadband is being rolled out to over 41,000 properties on the Island.

The infrastructure supplying properties varies around the Island depending on several factors, including when properties were built and the location of the property. Where additional work is required to supply fibre broadband to a property it is highlighted as an exception either beforehand if known, or at the survey stage before installation.

Exceptions include:

- Buried cable
- Business premises
- Apartments and flats – (Multi-dwelling unit (MDU))
- Survey required

This guide has been produced to help you get fibre broadband installed as quickly as possible.



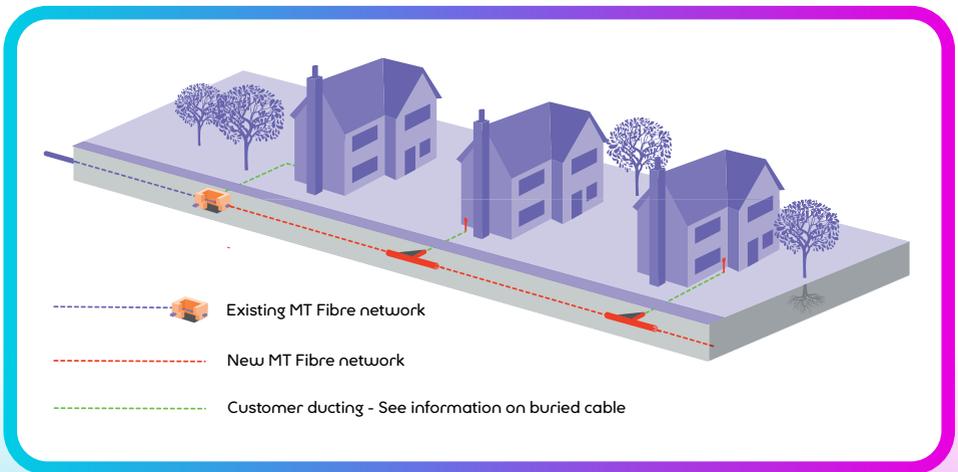
Survey required

In certain circumstances we may not know what infrastructure is available for the delivery of fibre to a property, or it may be some distance from the network distribution point. Where this is the case, the property will have a 'Survey' exception marked against it. If this is the case for your property, a Manx Telecom Planning Engineer will visit to check and advise accordingly after you have placed an order for a fibre-based service.

Any infrastructure required in the pavement or carriageway will be completed by Manx Telecom however, if no ducting exists at the actual property, then the owner will need to complete that work themselves. In this instance, please see our "Buried Cable" guide for further information.

The Planning Engineer will discuss the work Manx Telecom will carry out and what, if any, you will need to complete. Both pieces of work will need to be completed for the installation of the fibre cable.

We aim to complete this initial survey with the owner within 10 working days of the order being placed. The Planning Engineer will also advise the timescales to complete any additional works required by Manx Telecom.





For further information
visit mt.im/fibre

Email planners@manxtelecom.com

manx telecom