

Buried Cables



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



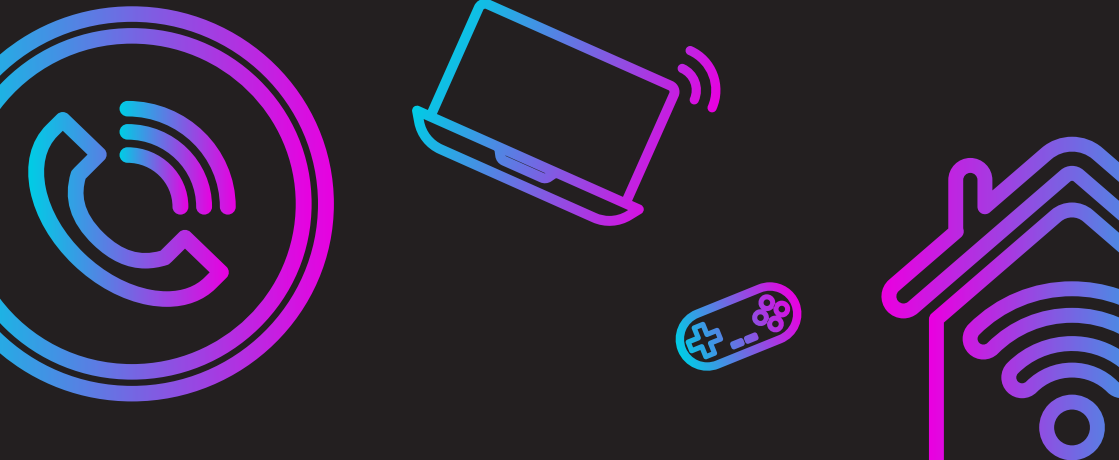
Fibre broadband is being rolled out to over 41,000 properties on the Island.

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.



Buried cable

If your property has been flagged with a 'buried cable' exception, it has been identified that there is no existing duct work to the property. In this instance, the existing copper service is buried directly into the ground, which was common practice many years ago, and we have no way of feeding the new fibre cable to the property without additional works.

Manx Telecom supplied ducting needs to be installed by the property owner up to the boundary of the property. We can then connect our ducting to supply the fibre cable.

You have two options for completing the simple groundworks for this:

- 1 Contact a civils contractor who will provide a quote for the work to be completed (recommendations below)
- 2 Complete the groundworks yourself with advice from our planning team

If you choose to get a quote from civil contractors we currently recommend 2 Civil Contractors which are:

TCQ LTD

Call: 07624 494762

Email: mark@mkm.im

S. Christian & Sons

Call: 07624 494384

Email: schristianandsons@manx.net

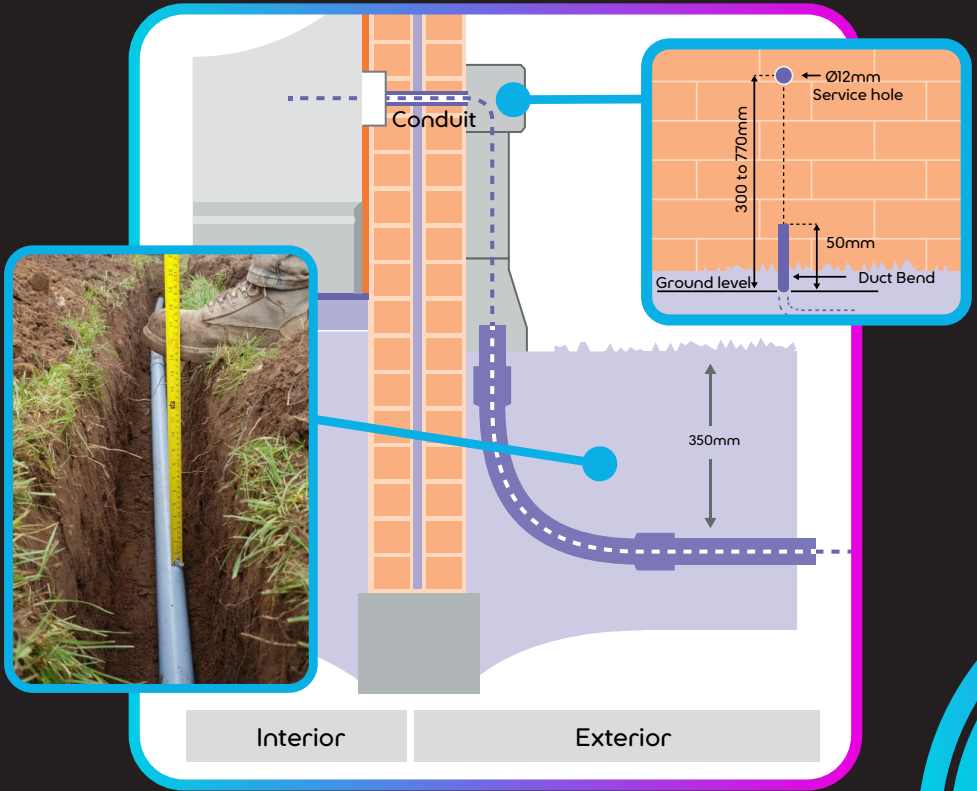
If you choose to complete groundworks yourself, the first step is to contact us directly via planners@manxtelecom.com

We will arrange a convenient time for a planner to meet you on site and discuss your options. In addition, all required ducting will be supplied free of charge, ready to be installed. The planner will identify where the ducting needs to meet the curtilage of the property, how it should appear at the property, at what depth it needs to be laid and how to cover the ends to avoid the duct becoming blocked.

As a guide:

- Ducts should be buried to a depth of 350mm beneath the proposed external ground level.
- The Manx Telecom duct (supplied) should be no greater than 15mm from the finished wall surface.
- The duct should protrude no more 50mm from the finished ground level.
- The duct opening must be covered, preventing the ingress of debris, using the supplied plug.

At the property, the duct should be as shown below.



Once the cable is installed, the engineer will provide the capping and drill through the wall to install the ONT as part of the installation process.

For further information
visit mt.im/fibre

Email planners@manxtelecom.com

manx telecom