

Business premises



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.



Business premises

If your property has been identified as a business property, it is likely to need the fibre installing in a Comms room or rack along with the existing IT infrastructure.

For business properties, an engineer will contact you to arrange a meeting on site to determine your exact requirements. They will agree with you the best position for the ONT and how to connect it to your existing IT network. This survey will occur within 10 working days of you placing your order. Once the requirements are determined, Manx Telecom will complete the required work. Once completed an appointment will be agreed with you for the installation of the ONT.





For further information
visit mt.im/fibre

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