



Fibre Fixed Price Drop Tube Installation Services Description

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1. INTERPRETATION & ADDITIONAL DEFINITIONS

- 1.1 Unless the context otherwise requires, terms and phrases defined in the Terms and Conditions and the Services Order Form and the Fees List will have the same meaning when used in the Services Description.
- 1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms and Conditions and the Services Order Form:

“We”, “us”, “our” and “MT” means Manx Telecom Trading Limited.

“You”, “your” and “member” means you, the customer.

“Drop Tube Installation”, “Drop Tubing”, “Solution” or “Solutions” means the civil engineering works, performed via an authorised 3rd party contractor and billed via your Manx Telecom bill, where it has been identified as required by MT systems or on-site survey, to facilitate the successful installation of MT Fibre Broadband services.

“3rd Party Contractor” or “Contractor” means the MT authorised external contractor we engage to perform the civil engineering works required -to install the solution.

“Fibre Broadband Service”, “Service” or “Services” means the retail broadband service we agree to provide to you, delivered via the Drop Tubing solution

“Services Order Form” means the application form to order Fibre Broadband Services.

2. PROVISION OF DROP TUBE SOLUTION

- 2.1 Requirement for Drop Tube will be identified either by;
- 2.1.1 the Sales agent processing a Fibre order if MT records indicate that your property has Fibre installation exceptions, or
- 2.1.2 External Fibre pre-cabling processes, required to prepare your property for the internal provision and activation of the Fibre service, cannot be completed due where there is no way of feeding the new fibre cable to the property without additional civil engineering works.
- 2.2 Drop Tubing is a solution that is available where a property has been identified as having buried cables. Unlike previous ‘ducting’ solutions, Drop Tubing does not necessarily require burying, making it easier to install. Drop Tubing is a narrow, reinforced 7mm diameter tube that can be surface mounted to provide a direct route for the fibre cables to connect from the main fibre network to the property.
- 2.3 Drop Tubing may not be suitable for a property with a hard finished surface type which extends the full width of the property frontage and has no alternative way to attach the fibre such as a wall, fence, or kerb.
- 2.4 We will arrange a site survey to confirm that the Drop Tubing solution is suitable for your property and the best route will be determined when the survey is undertaken. This route may not necessarily require burying and could be above ground.
- 2.5 Following the survey and confirmation the Drop Tubing solution is suitable we will schedule and confirm timescales for the Drop Tubing to be installed.

- 2.6 Following installation we will complete a post-install Quality Control survey checks to ensure the installation of the Drop Tube has been completed successfully and then arrange to finalise the Fibre Broadband installation with you.

3. EXCLUSIONS AND LIABILITIES

- 3.1 Any Fibre service, or associated service provided over the Fibre connection, subsequently delivered via the Drop Tube solution is subject to their own charges and the terms detailed in their own Service Description, along with the Manx Telecom General Terms and Conditions of Service
- 3.2 Ownership of the drop tube remains with us as part of the MT access network required to deliver Fibre services
- 3.3 If, for any reason, you need to move the Drop Tube, contact our Dial Before You Dig service for advice on available options
- 3.4 If it is found that the Drop Tube is damaged as a result of your actions, such as property renovations, you may be liable for costs to repair or replace the Drop Tube.

4. CHARGES

- 4.1 You agree to pay all charges for the service as specified in the price list.
- 4.2 Unless otherwise specified in the Price List, all charges are payable following completion of Drop Tube installation and the post-install Quality Control survey has found the installation has been completed successfully.
- 4.3 Unless the Price List provides otherwise, all charges for Broadband services are exclusive of Value Added Tax at the appropriate rate which you must also pay to us.
- 4.4 You agree to pay for the service by way of your MT monthly bill.
- 4.5 We reserve the right to vary any of the charges for service at any time but we will give you 30 days' notice before the new charges become effective.
- 4.6 The service is billed on a per installation basis.
- 4.7 No credit or refund is available for Drop Tube if you subsequently cancel the Fibre service or move house. No discounts are offered should it be identified a drop tube be required at the new property and you choose this 3rd party installation option again.



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