

Fibre Drop Tube & Ducting Installation Services Description

For inclusive Civil Engineering works

Fibre Drop Tube & Ducting Installation Services Description

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 and suitable by MT systems or on-site survey, to facilitate the successful installation of MT Fibre Broadband services.

“Ducting” means the civil engineering solution used in the event that Drop Tubing installation is not suitable 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 OR DUCTING SOLUTION

- 2.1 Requirement for Drop Tube or Ducting installation 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. On the occasion that Drop Tubing is not suitable, a ducting solution may be utilised which may require additional civil engineering work as defined by us.

- 2.4 We will arrange a site survey to confirm which 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 we will schedule and confirm timescales for the Drop Tubing or Ducting to be installed.
- 2.6 Following installation we will complete a post-install Quality Control survey checks to ensure the installation has been completed successfully and then arrange to finalise the Fibre Broadband installation with you.
- 2.7 Where applicable, customers are required to seek express permission from their property owner/landlord before we can install Fibre services into or across their property.

3. EXCLUSIONS AND LIABILITIES

- 3.1 Any Fibre service, or associated service provided over the Fibre connection, subsequently delivered via the Drop Tube or Ducting 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 or Ducting 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 or Ducting, contact our Dial Before You Dig service for advice on available options
- 3.4 If it is found that the Drop Tube or Ducting 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 Drop Tube or Ducting Installation is free for properties up to 20mtr from the Manx Telecom Wholesale connection point at the boundary of the property (as determined by MT) subject to survey and subscribing to a 36-month Manx Telecom Fibre service.
- 4.2 Customers can only have one free Drop Tube or Ducting Installation in any 36-month period. Should you move house and require another installation you agree to pay any charges as specified in the price list.
- 4.3 Unless otherwise specified in the Price List, any applicable charges are payable following completion of installation and the post-install Quality Control survey has found the installation has been completed successfully.
- 4.4 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.
- 4.5 You agree to pay for the service by way of your MT monthly bill.

- 4.6 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.
- 4.7 The service is billed on a per installation basis.
- 4.8 In addition to clause 4.2, no credit or refund is available for any Drop Tube or Ducting charges if you subsequently cancel the Fibre service or move house. No discounts are offered should it be identified further civils engineering work is required at the new property and you choose this 3rd party installation option again.
- 4.9 In addition to clause 4.8, if the associated Manx Telecom Fibre Broadband Service is cancelled or ceased following installation of the Drop Tube or Ducting but within the minimum contract term, we reserve the right to charge you an installation charge of £250.



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