

Apartments and flats



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



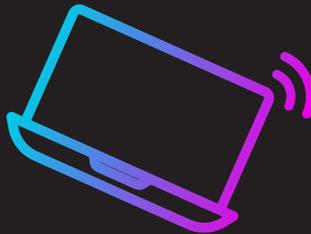
Fibre broadband is being rolled out to over 41,000 properties on the Island.

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.



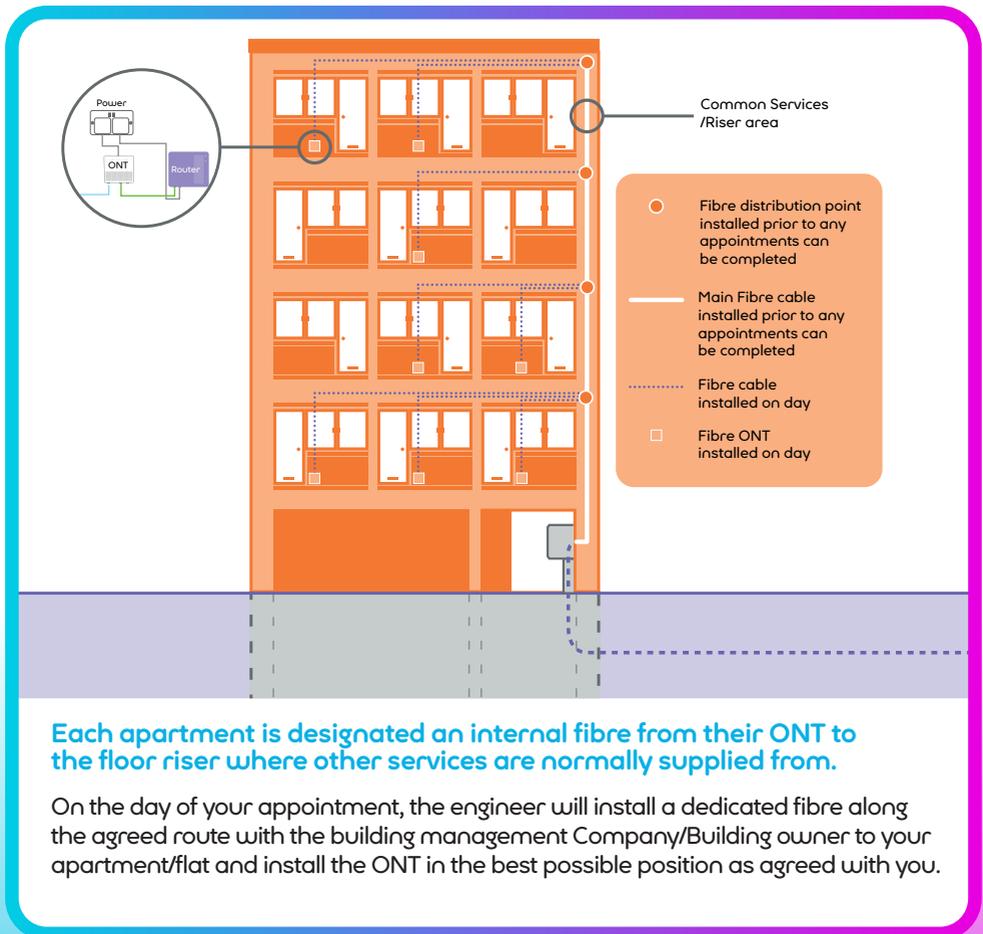
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Whilst the building may have been passed with fibre as part of a wider release, each individual apartment or flat also needs cabling directly.

To complete this, Manx Telecom needs permission from the Building Management Company or Building owner to install the fibre and agree the design & layout.

Once permission is granted, the work will be carried out as soon as possible and each apartment or flat will be able to have fibre installed.

The picture below shows a typical fibre network within an apartment block.





For further information
visit mt.im/fibre

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