



Survey Required

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

manx telecom

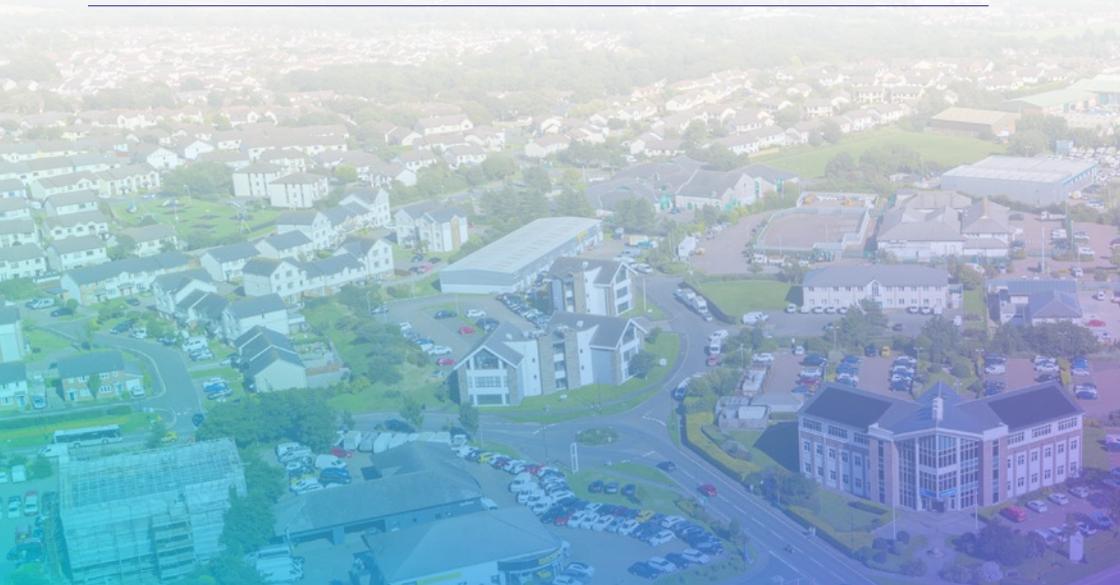
Fibre broadband is being rolled out to over 41,000 properties on the Island.

The telecoms 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, we will highlight the work required either beforehand, if known, or at the survey stage before installation. The term exception is used to explain where additional work is required. A number of different exceptions can apply depending on the type of property and the work required.

Exceptions include:

- Buried cable (B)
- Business premises (Bus)
- Multi-dwelling unit (MDU, MDU1, MDU2 or MDU3)
– apartments and flats
- Survey required (S)

These required standards have been produced to help you if your property is identified as having an exception, or a potential exception. You can refer to the relevant section and follow the steps to help get fibre broadband installed as quickly as possible.



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If a property is indicated that a survey is required, this means that at the time fibre became available in the area the team were not 100% if any additional infrastructure was required. This could be on the property side or within the carriageway.

To ensure that all infrastructure is in place ahead of an order being completed, the property owner should contact the team as soon as their order has been submitted by their Licensed Operator via planners@manxtelecom.com and a mutually convenient time will be agreed to attend the property to complete the survey and discuss what, if anything, is required before the fibre can be installed.

A survey is aimed to be completed within 10 working days.

