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BURIED CABLES

Customer Guide to Fibre Exceptions

July 2025

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.

Telecommunications infrastructure varies significantly across the island, influenced by construction periods and property locations. When standard fibre installation isn't possible, properties are classified with 'exceptions' that require additional work.

EXCEPTION TYPES:

- **BURIED CABLE (B)** - No existing ductwork available.
- **BUSINESS PREMISES (BUS)** - Commercial property considerations.
- **MULTI DWELLING UNIT (MDU)** - Apartments and flats requiring specialised approaches.
- **SURVEY REQUIRED (S)** - Additional assessment needed.

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.

BURIED CABLE OVERVIEW

Properties flagged with a 'Buried Cable' exception have existing copper services buried directly underground without protective ducting - a legacy installation method. New fibre cables cannot be installed through these routes without additional infrastructure work.

There are three installation paths available:

- **DROP TUBING**
- **STANDARD DUCTING**
- **THIRD PARTY CONTRACTOR**

DROP TUBING INSTALLATION

Most Cost-effective Option

Drop Tubing utilises a narrow, reinforced 7mm diameter tube that can be surface-mounted, providing a direct pathway for fibre cables from the main network to your property.

SUITABILITY REQUIREMENTS

- Property must have accessible mounting points (walls, fences, or suitable ground areas).
- Not suitable for properties with hard-finished surfaces spanning the full frontage width.
- Route feasibility determined during professional survey.

DROP TUBING SELF-INSTALLATION PROCESS

PHASE 1: Planning and Preparation

1. Place order with your chosen service provider.
2. Schedule a planner visit via your service provider for route assessment and guidance.
3. Collect Drop Tubing materials (provided free of charge from Manx Telecom Network).
4. Obtain landlord permission if tenant.
5. Last meter at the curtilage of the public highway to be left open and you agree for our contractors access on to your land to be able to connect your duct to our highway connection point.

PHASE 2: Installation Requirements

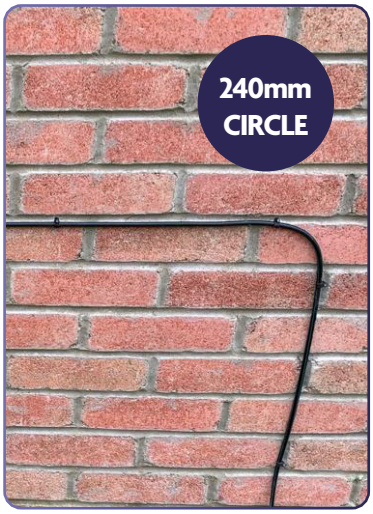
Materials Provided:
7mm reinforced armoured tubing.

Tools Required:
Drill, screws, measuring tape, spade (if burying), appropriate clips/brackets.

Route Planning:
Maximum 5 bends permitted, minimum 120mm bending radius (dinner plate size).

CRITICAL

No 90-degree bends - exceeds fibre cable tolerance limits.



DROP TUBING SELF-INSTALLATION PROCESS (CONTINUED)

PHASE 3: Installation Methods

Underground Installation

- Excavate 200mm deep trench (industry standard)
- Lay tubing ensuring no kinks or damage
- Backfill securely with soil
- At curtilage to the highway last meter to be left open ready for highway connection

Above-Ground Installation

- Secure tubing to walls/fences using clips at 300mm intervals
- Ensure protection from damage and trip hazards
- Maintain secure fixing without sharp bends

PHASE 4: Completion

1. Conduct full-length inspection for damage and security.
2. Notify your fibre provider upon completion.
3. Provider schedules final fibre installation appointment.

STANDARD DUCTING INSTALLATION

Comprehensive Underground Solution

Standard ducting provides a permanent, underground solution suitable for any property but requires deeper burial and professional-grade installation.

STANDARD DUCTING SELF-INSTALLATION PROCESS

PHASE 1: Planning

- Contact your service provider to arrange a planner site assessment.
- All ducting materials supplied free of charge from Manx Telecom Network.
- Detailed specifications will be provided for installation requirements.
- Landlord permission required for tenants.
- Last meter at the curtilage of the public highway to be left open and you agree for our contractors access on to your land to be able to connect your duct to our highway connection point

PHASE 2: Installation Specifications

Burial Depth:
350mm below proposed external ground level.

Wall Proximity:
Duct positioned maximum 15mm from finished wall surface.

Ground Protrusion:
Maximum 50mm above finished ground level.

Protection:
Duct opening must be sealed with supplied plug to prevent debris ingress.

At curtilage to the highway last meter to be left open ready for highway connection.

PHASE 3: Completion

1. Notify your provider upon installation completion.
2. Manx Telecom Network team completes carriageway connections.
3. Provider arranges final installation appointment.

THIRD-PARTY CONTRACTOR SERVICE

Professional Installation Option

For customers preferring professional installation, certified contractors provide comprehensive service including assessment, quotation, and complete installation.

THIRD-PARTY CONTRACTER SERVICE PROCESS

SERVICE PROCESS

1. Contractor site visit and work assessment.
2. Detailed quotation provided for customer approval.
3. Complete installation including carriageway work coordination.
4. Manx Telecom Network covers carriageway connection costs.

Final cost is determined by distance and agreed route complexity. Payment is due upon work completion. Installation proceeds once contractor confirms readiness.

IMPORTANT CONSIDERATIONS

FOR ALL INSTALLATION TYPES:

- Tenant customers must obtain written landlord permission before proceeding.
- Professional surveys determine optimal installation methods.
- All materials for self-installation provided at no charge.
- Carriageway work coordination handled by network operators.

QUALITY ASSURANCE

- All installations must meet industry standards.
- Professional inspection ensures compliance before service activation.
- Customer support available throughout the process.

NEXT STEPS

Contact your service provider to:

1. Confirm your property's exception status.
2. Schedule initial planning consultation.
3. Select your preferred installation method.
4. Begin the fibre installation process.

Your provider will guide you through each step to ensure successful fibre broadband installation with minimal disruption to your property.

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