



Business Premises

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.

Business premises

If your property has been identified as a business property, it is likely to need the fibre installing in a Comms room or rack along with the existing IT infrastructure.

For business properties, once an order is placed with any Licensed Operator, an engineer will contact you to arrange a meeting on site to determine your exact requirements. They will agree with you the best position for the ONT and how to connect it to your existing IT network. This survey will occur within 10 working days of you placing your order. Once the requirements are determined, Manx Telecom will complete the required work. Once completed an appointment will be agreed with you for the installation of the ONT.