



Apartments & 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

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.

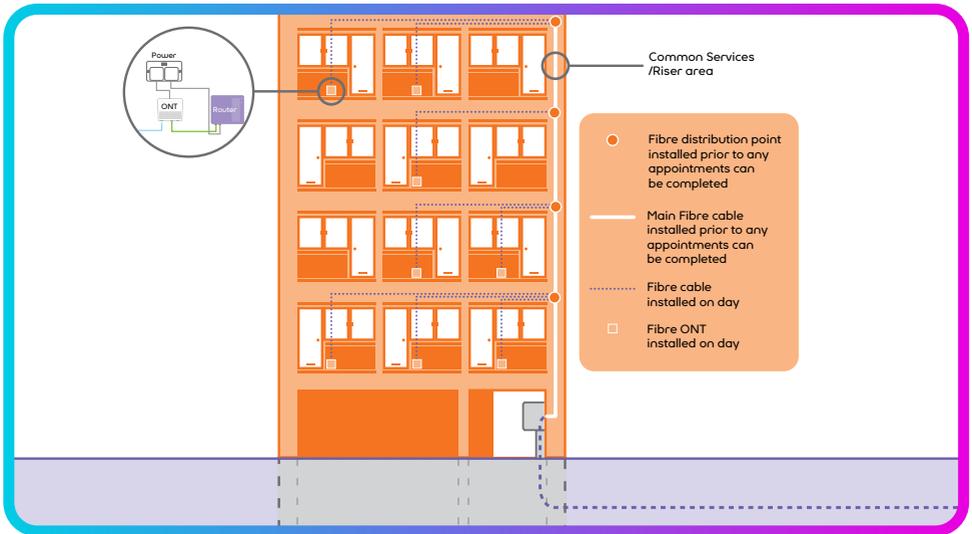
Exceptions include:

- 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.

Multi-Dwelling Unit

A Multi Dwelling Unit (MDU) is the generic name for an apartment block or block of flats. 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, permission is needed 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 a multi dwelling unit.



Each apartment/flat is designated an internal fibre from their ONT to the floor riser where other services are normally supplied from.

On the day of your appointment, the engineer will install a dedicated fibre along the agreed route with the building management company/building owner to the apartment or flat and install the ONT in the best possible position as agreed with the resident.

A video showing how a MDU is fibre enabled is available at mt.im/fibreMDU

In some scenarios, it is not possible to proceed with the required work. These are:

- **MDU1** – Unable to contact Building Management Company or Building owner to install the fibre and agree the design & layout.
- **MDU2** - Building Management Company or Building owner has refused permission to install the fibre within the MDU.
- **MDU3** - Building Management Company or Building owner have refused to resolve outstanding issues to allow the fibre to be installed.

Unfortunately, no further orders will be accepted for any MDU that has the above exception until the issue has been resolved.