Fibre to the Home (FTTH) Day of Installation
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open eir are now offering superfast FTTH to our customers, enabling speeds of up to 1,000 Mbps. There are certain aspects of FTTH that differ from the Fibre to the Cabinet (FTTC) and DSL, which should be taken into consideration to ensure that customers’ expectations are set throughout the order and installation process. To reduce the number of referred orders, it is advised that broadband sales representatives inform their customers of the following areas prior to closing the sale.

Outside the Premises

The Technician will verify that the fibre service is active at the DP (Curtilage)

The Technician will connect the fibre drop wire to the port on the DP (Curtilage)

The Technician will arrive on site, and make an assessment whether the customer will be served via overhead drop or via duct

The following factors will inform the technician’s decision:

✔ Where there is a duct provided the fibre cable will be fed through the duct into the house

✔ Where there is no duct provided the fibre cable will run from the telegraph pole to the gable of the house

✔ Where the customers duct is blocked the onus is on them to have it cleared. Any blockages will delay installation or may result in cancellation, similarly for any obstructions to the duct inside the home e.g. tiles/skirting boards

✔ If the customer is not willing to be installed via overhead drop, they will need to provide their own duct

Distance from the road will also inform the technician’s decision:

✔ Premises is located < 50m from the road that the fibre is running along: install FTTH via overhead drop

✔ Premises is located > 50m from the road and there is existing infrastructure in place (pole or duct): install FTTH as standard

✔ Premises is located > 50 meters from the road and there is no existing infrastructure in place (pole or duct): onus is on the customer to provide duct infrastructure

If the customer can receive FTTH via an existing telegraph pole they need to be aware of the following:

✔ Trees are obstructing the route from the pole to the house: onus is on the customer to resolve

✔ Plant growth is present on poles: open eir will treat this over a 5 day period prior to installation
Pole is located on neighbouring land: landowner must grant permission to the customer to access.

Inside the premises

- The technician will survey the interior and find a suitable location to bring the fibre optic cable into the premises.
- Our default entry points are usually located the front/back door of the premises. This location must be adjacent to a twin electrical socket (No extension lead).
- Where there is an ETU (External Terminating Unit) the fibre cable will be brought through here.
- The NTU will be located at the entry point of the premises (front/back door or ETU) the ONT must be located up to 1 metre from the NTU.
- There is a requirement to drill a hole into the premises, unless one already exists.
- If a customer wishes to move their modem to a different location in the premises charges may apply depending on the operators DPE policy.
- It is important to note that open eir do not install in attic spaces.

![Diagram of modem and networking components]