

Telnet Cabling Guide

BUILDING THE FUTURE





This document is clickable.
Look out for the >-icon.

CONTENTS

Do you work in the construction sector or are you involved in a building project? This brochure guides you through the installation of the correct interior and exterior cables. So you can be sure you're putting the right provisions in place from the start, whether you're constructing a family home, an apartment block or another building.

NETWORK PARTNERS >

- Antwerp >
- Brussels-Capital Region >
- Limburg >
- East Flanders >
- Flemish Brabant >
- West Flanders >
- Wallonia >

EXTERIOR CABLING >

- Connection types >
- Who does what? >
- The connection point >
- The connecting cable >
- Special circumstances >

INTERIOR INSTALLATION >

- The base unit >
- Interior cabling >

CONTACT DETAILS >

- Network partners >
- Distribution companies >

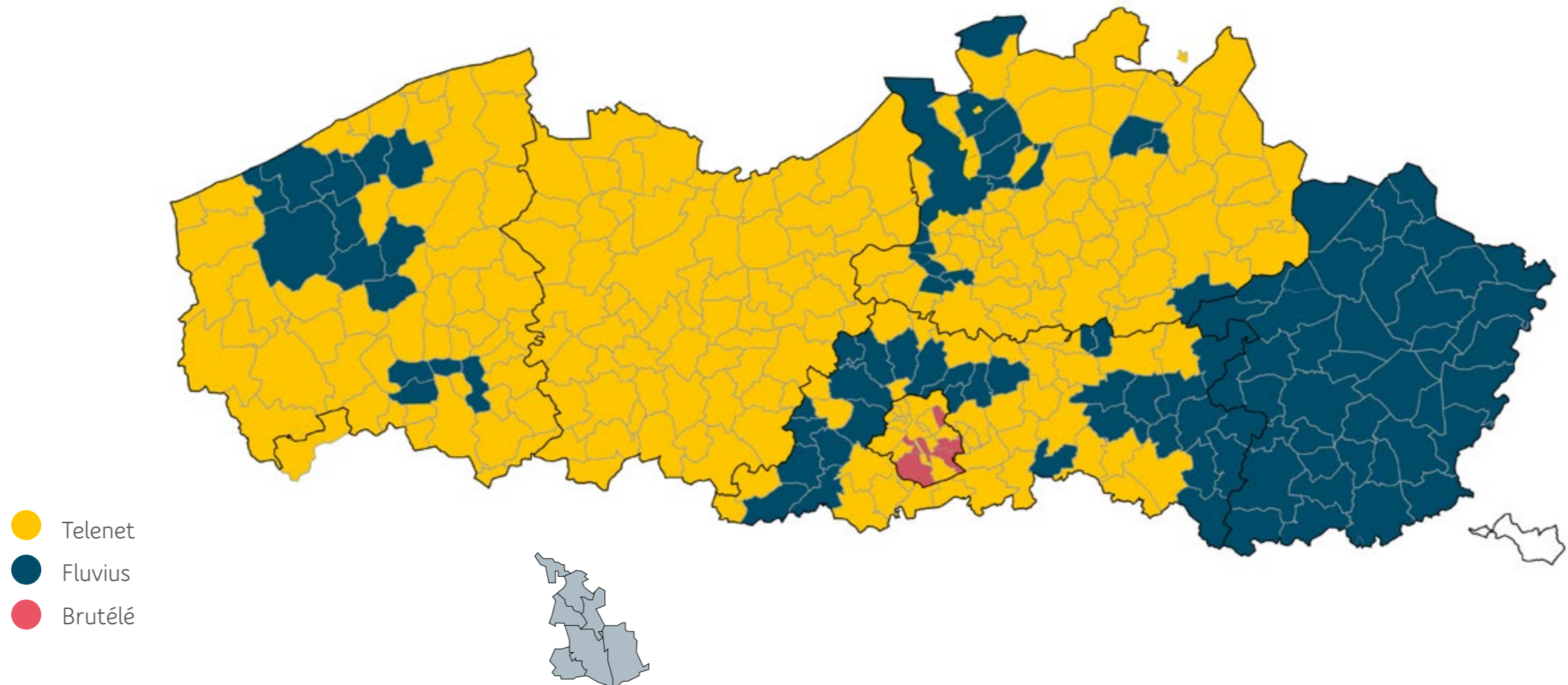
NETWORK PARTNERS

On these pages you can see where Telenet services are available and which network partner you should contact for further information or assistance with your connection.

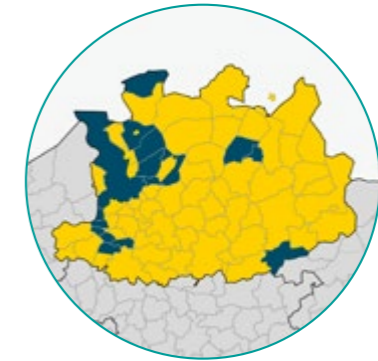
Attention!

For buildings with **1 connection**, always contact Telenet.

For buildings with **multiple connections**, contact the relevant network partner.



Antwerp

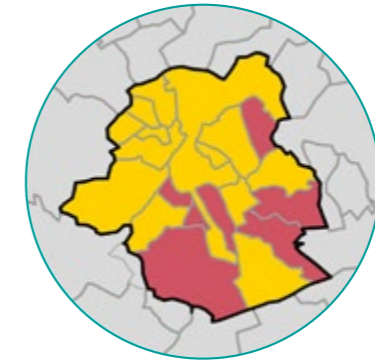


Municipality	Postal code	Network partner
Aartselaar	2630	Telenet
Antwerpen	2000	Fluvius
Berchem	2600	Fluvius
Berendrecht	2040	Fluvius
Borgerhout	2140	Fluvius
Deurne	2100	Fluvius
Ekeren	2180	Telenet
Hoboken	2660	Fluvius
Lillo	2040	Fluvius
Merksem	2170	Telenet
Wilrijk	2610	Telenet
Zandvliet	2040	Fluvius
Arendonk	2370	Telenet
Baarle-Hertog*	2387	Telenet
Baarle-Nassau (NL)*		Telenet
Balen	2490	Telenet
Beerse	2340	Fluvius
Berlaar	2590	Telenet
Boechout	2530	Telenet
Bonheiden	2820	Telenet
Boom	2850	Fluvius
Bornem	2880	Telenet
Borsbeek (Antw.)	2150	Telenet
Brasschaat	2930	Fluvius
Brecht	2960	Telenet
Sint-Job in 't Goor	2960	Fluvius
Sint- Lenaarts	2960	Telenet
Dessel	2480	Telenet
Duffel	2570	Telenet
Edegem	2650	Telenet

Municipality	Postal code	Network partner
Essen	2910	Fluvius
Geel	2440	Telenet
Grobbendonk	2280	Telenet
Heist-op-den-Berg	2220	Telenet
Hemiksem	2620	Fluvius
Herentals	2200	Telenet
Herenthout	2270	Telenet
Herselt	2230	Telenet
Hoogstraten	2320	Telenet
Hove	2540	Telenet
Hulshout	2235	Telenet
Kalmthout	2920	Telenet
Kapellen	2950	Fluvius
Hoogboom	2950	Telenet
Kasterlee	2460	Telenet
Kontich	2550	Telenet
Laakdal	2430	Fluvius
Lier	2500	Telenet
Lille	2275	Telenet
Lint	2547	Telenet
Malle	2390	Telenet
Mechelen	2800	Telenet
Meerhout	2450	Telenet
Merksplas	2330	Telenet
Mol	2400	Telenet
Mortsel	2640	Telenet
Niel	2845	Fluvius
Nijlen	2560	Telenet
Olen	2250	Telenet
Oud-Turnhout	2360	Telenet

Municipality	Postal code	Network partner
Putte	2580	Telenet
Puurs-Sint-Amands	2870 2890	Telenet
Ranst	2520	Telenet
Ravels	2380	Telenet
Retie	2470	Telenet
Rijkevorsel	2310	Telenet
Rumst	2840	Fluvius
Reet	2840	Telenet
Terhagen	2840	Fluvius
Schelle	2627	Fluvius
Schilde	2970	Fluvius
's Gravenwezel	2970	Telenet
Schoten	2900	Fluvius
Sint-Katelijne-Waver	2860	Telenet
Stabroek	2940	Telenet
Turnhout	2300	Telenet
Vorselaar	2290	Telenet
Vosselaar	2350	Fluvius
Westerlo	2260	Telenet
Wijnegem	2110	Fluvius
Willebroek	2830	Fluvius
Blaasveld	2830	Telenet
Heindonk	2830	Telenet
Tisselt	2830	Telenet
Wommelgem	2160	Telenet
Wuustwezel	2990	Telenet
Zandhoven	2240	Telenet
Zoersel	2980	Telenet
Zwijndrecht	2070	Telenet

Brussels-Capital Region

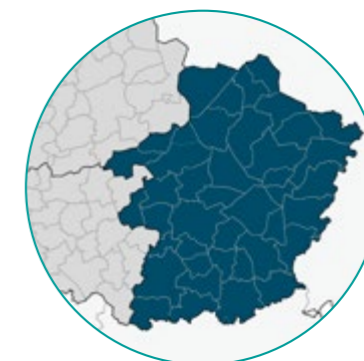


Municipality	Postal code	Network partner
Brussels	1000	Telenet
Brussels	1020	Telenet
Schaarbeek	1030	Telenet
Etterbeek	1040	Telenet
Elsene	1050	Brutelé
Sint-Gillis	1060	Brutelé
Anderlecht	1070	Telenet
Sint-Jans-Molenbeek	1080	Telenet
Koekelberg	1081	Telenet
Sint-Agatha-Berchem	1082	Telenet
Ganshoren	1083	Telenet

Municipality	Postal code	Network partner
Jette	1090	Telenet
Brussels	1120	Telenet
Brussels	1130	Telenet
Evere	1140	Brutelé
Sint-Pieters-Woluwe	1150	Brutelé
Oudergem	1160	Brutelé
Watermaal-Bosvoorde	1170	Telenet
Ukkel	1180	Brutelé
Vorst	1190	Telenet
Sint-Lambrechts-Woluwe	1200	Telenet
Sint-Joost-ten-Node	1210	Telenet



Limburg



Municipality	Postal code	Network partner
Alken	3570	■ Fluvius
As	3665	■ Fluvius
Beringen	3580	■ Fluvius
Bilzen	3740	■ Fluvius
Bocholt	3950	■ Fluvius
Borgloon	3840	■ Fluvius
Bree	3960	■ Fluvius
Diepenbeek	3590	■ Fluvius
Dilsen-Stokkem	3650	■ Fluvius
Genk	3600	■ Fluvius
Gingelom	3890	■ Fluvius
Halen	3545	■ Fluvius
Ham	3945	■ Fluvius
Hamont-Achel	3930	■ Fluvius

Municipality	Postal code	Network partner
Hasselt	3500	■ Fluvius
Hechtel-Eksel	3940	■ Fluvius
Heers	3870	■ Fluvius
Herk-de-Stad	3540	■ Fluvius
Herstappe	3717	■ Fluvius
Heusden-Zolder	3550	■ Fluvius
Hoeselt	3730	■ Fluvius
Houthalen-Helchteren	3530	■ Fluvius
Kinrooi	3640	■ Fluvius
Kortesseem	3720	■ Fluvius
Lanaken	3620	■ Fluvius
Leopoldsburg	3970	■ Fluvius
Lommel	3920	■ Fluvius
Lummen	3560	■ Fluvius

Municipality	Postal code	Network partner
Maaseik	3680	■ Fluvius
Maasmechelen	3630	■ Fluvius
Nieuwerkerken (Limb.)	3850	■ Fluvius
Oudsbergen	3670 3660	■ Fluvius
Peer	3990	■ Fluvius
Pelt	3900 3910	■ Fluvius
Riemst	3770	■ Fluvius
Sint-Truiden	3800	■ Fluvius
Tessenderlo	3980	■ Fluvius
Tongeren	3700	■ Fluvius
Wellen	3830	■ Fluvius
Zonhoven	3520	■ Fluvius
Zutendaal	3690	■ Fluvius

East Flanders

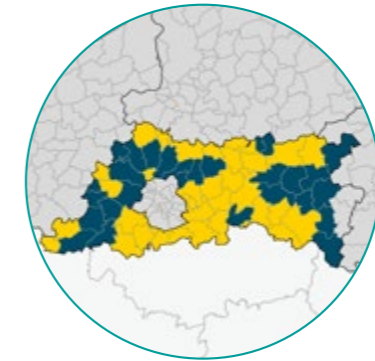


Municipality	Postal code	Network partner
Aalst	9300	Telenet
Aalter	9910 9880	Telenet
Assenede	9960	Telenet
Berlare	9290	Telenet
Beveren-Waas	9120	Telenet
Brakel	9660	Telenet
Buggenhout	9255	Telenet
De Pinte	9840	Telenet
Deinze	9850 9800	Telenet
Denderleeuw	9470	Telenet
Dendermonde	9200	Telenet
Destelbergen	9070	Telenet
Eeklo	9900	Telenet
Erpe-Mere	9420	Telenet
Evergem	9940	Telenet
Gavere	9890	Telenet
Gent	9000	Telenet
Geraardsbergen	9500	Telenet
Haaltert	9450	Telenet
Hamme (O.-Vl.)	9220	Telenet

Municipality	Postal code	Network partner
Herzele	9550	Telenet
Horebeke	9667	Telenet
Kaprijke	9970	Telenet
Kluisbergen	9690	Telenet
Kruibeke	9150	Telenet
Kruisem	9770 9750	Telenet
Laarne	9270	Telenet
Lebbeke	9280	Telenet
Lede	9340	Telenet
Lierde	9570	Telenet
Lievegem	9920 9930 9950	Telenet
Lochristi	9080	Telenet
Lokeren	9160	Telenet
Maarkedal	9680	Telenet
Maldegem	9990	Telenet
Melle	9090	Telenet
Merelbeke	9820	Telenet
Moerbeke-Waas	9180	Telenet
Nazareth	9810	Telenet
Ninove	9400	Telenet

Municipality	Postal code	Network partner
Oosterzele	9860	Telenet
Oudenaarde	9700	Telenet
Ronse	9600	Telenet
Sint-Gillis-Waas	9170	Telenet
Sint-Laureins	9980	Telenet
Sint-Lievens-Houtem	9520	Telenet
Sint-Martens-Latem	9830	Telenet
Sint-Niklaas	9100	Telenet
Stekene	9190	Telenet
Temse	9140	Telenet
Waasmunster	9250	Telenet
Wachtebeke	9185	Telenet
Wetteren	9230	Telenet
Wichelen	9260	Telenet
Wortegem-Petegem	9790	Telenet
Zele	9240	Telenet
Zelzate	9060	Telenet
Zottegem	9620	Telenet
Zulte	9870	Telenet
Zwalm	9630	Telenet

Flemish Brabant

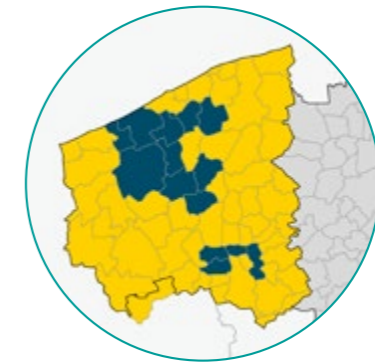


Municipality	Postal code	Network partner
Aarschot	3200	Telenet
Affligem	1790	Telenet
Asse	1730	Fluvius
Beersel	1650	Telenet
Begijnendijk	3130	Fluvius
Bekkevoort	3460	Fluvius
Bertem	3060	Telenet
Bever/Biévène	1547	Telenet
Bierbeek	3360	Telenet
Boortmeerbeek	3190	Telenet
Boutersem	3370	Telenet
Diest	3290	Fluvius
Dilbeek	1700	Fluvius
Drogenbos	1620	Telenet
Galmaarden	1570	Telenet
Geetbets	3450	Fluvius
Glabbeek-Zuurbemde	3380	Fluvius
Gooik	1755	Fluvius
Grimbergen	1850	Fluvius
Haacht	3150	Telenet
Halle	1500	Telenet
Herent	3020	Telenet

Municipality	Postal code	Network partner
Herne	1540	Fluvius
Hoegaarden	3320	Telenet
Hoeilaart	1560	Telenet
Holsbeek	3220	Fluvius
Huldenberg	3040	Telenet
Kampenhout	1910	Fluvius
Kapelle-op-den-Bos	1880	Telenet
Keerbergen	3140	Telenet
Kortenaken	3470	Fluvius
Kortenbergh	3070	Telenet
Kraainem	1950	Telenet
Landen	3400	Fluvius
Lennik	1750	Fluvius
Leuven	3000	Telenet
Liedekerke	1770	Fluvius
Linkebeek	1630	Telenet
Linter	3350	Fluvius
Londerzeel	1840	Telenet
Lubbeek	3210	Fluvius
Machelen (Vl.Br.)	1830	Fluvius
Meise	1860	Fluvius
Merchtem	1785	Fluvius

Municipality	Postal code	Network partner
Opwijk	1745	Fluvius
Oud-Heverlee	3050	Fluvius
Overijse	3090	Telenet
Pepingen	1670	Fluvius
Roosdaal	1760	Fluvius
Rotselaar	3110	Telenet
Scherpenheuvel-Zichem	3270	Telenet
Sint-Genesius-Rode	1640	Telenet
Sint-Pieters-Leeuw	1600	Telenet
Steenokkerzeel	1820	Fluvius
Ternat	1740	Telenet
Tervuren	3080	Telenet
Tielt-Winge	3390	Fluvius
Tienen	3300	Telenet
Tremelo	3120	Telenet
Baal	3128	Fluvius
Vilvoorde	1800	Fluvius
Wemmel	1780	Telenet
Wezembeek-Oppem	1970	Telenet
Zaventem	1930	Telenet
Zemst	1980	Telenet
Zoutleeuw	3440	Fluvius

West Flanders



Municipality	Postal code	Network partner
Alveringem	8690	Telenet
Anzegem	8570	Telenet
Ardoie	8850	Telenet
Avelgem	8580	Telenet
Beernem	8730	Telenet
Blankenberge	8370	Telenet
Bredene	8450	Telenet
Brugge	8000	Telenet
Damme	8340	Telenet
De Haan	8420	Telenet
De Panne	8660	Telenet
Deerlijk	8540	Telenet
Dentergem	8720	Telenet
Diksmuide	8600	Fluvius
Gistel	8470	Fluvius
Harelbeke	8530	Fluvius
Heuvelland	8950	Telenet
Hooglede	8830	Fluvius
Houthulst	8650	Telenet
Ichtegem	8480	Telenet
Ieper	8900	Telenet
Ingelmunster	8770	Telenet
Izegem	8870	Telenet

Municipality	Postal code	Network partner
Jabbeke	8490	Fluvius
Knokke-Heist	8300	Telenet
Koekelare	8680	Fluvius
Koksijde	8670	Telenet
Kortemark	8610	Fluvius
Kortrijk	8500	Telenet
Kuurne	8520	Telenet
Langemark-Poelkapelle	8920	Telenet
Ledegem	8880	Fluvius
Lendelede	8860	Fluvius
Lichtervelde	8810	Telenet
Lo-Reninge	8647	Telenet
Menen	8930	Telenet
Mesen	8957	Telenet
Meulebeke	8760	Telenet
Middelkerke	8430	Fluvius
Moorslede	8890	Telenet
Nieuwpoort	8620	Fluvius
Oostende	8400	Telenet
Oostkamp	8020	Telenet
Oostrozebeke	8780	Telenet
Oudenburg	8460	Fluvius
Pittem	8740	Telenet

Municipality	Postal code	Network partner
Poperinge	8970	Telenet
Roeselare	8800	Telenet
Ruiselede	8755	Telenet
Spiere-Helkijn	8587	Telenet
Staden	8840	Telenet
Tielt	8700	Telenet
Torhout	8820	Fluvius
Veurne	8630	Telenet
Vleteren	8640	Telenet
Waregem	8790	Telenet
Wervik	8940	Telenet
Wevelgem	8560	Telenet
Gullegem	8560	Fluvius
Moorsele	8560	Fluvius
Wielsbeke	8710	Telenet
Wingene	8750	Telenet
Zedelgem	8210	Telenet
Zonnebeke	8980	Telenet
Zuienkerke	8377	Telenet
Zwevegem	8550	Telenet

Wallonia

Municipality	Postal code	Network partner
Aublain	5660	Telenet
Bruly	5660	Telenet
Bruly-de-Pesche	5660	Telenet
Cul-des-Sarts	5660	Telenet
Dailly	5660	Telenet
Gonrioux	5660	Telenet
Pesche	5660	Telenet
Petite-Chapelle	5660	Telenet
Presgaux	5660	Telenet
Boussu-Lez-Walcourt	6440	Telenet
Froidchappelle	6440	Telenet
Vergnies	6440	Telenet
Erpion	6441	Telenet
Bailièvre	6460	Telenet
Chimay	6460	Telenet
Robechies	6460	Telenet
Saint-Rémy	6460	Telenet
Salles	6460	Telenet
Villers-la-Tour	6460	Telenet
Virelles	6461	Telenet
Vaulx	6462	Telenet
Lompret	6463	Telenet
Baileux	6464	Telenet
Bourlers	6464	Telenet
Forges	6464	Telenet
L'Escaillerie	6464	Telenet
Riezes	6464	Telenet
Grandrieu	6470	Telenet

Municipality	Postal code	Network partner
Montbliart	6470	Telenet
Rance	6470	Telenet
Sautin	6470	Telenet
Sivry	6470	Telenet
Sivry-Rance	6470	Telenet
Barbençon	6500	Telenet
Beaumont	6500	Telenet
Leugnies	6500	Telenet
Leval-Chaudeville	6500	Telenet
Renlies	6500	Telenet
Solre-Saint-Géry	6500	Telenet
Thirimont	6500	Telenet
Strée	6511	Telenet
Bersillies-L'Abbaye	6560	Telenet
Erquelinnes	6560	Telenet
Grand-Reng	6560	Telenet
Hantes-Wiheries	6560	Telenet
Montignies-St-Christophe	6560	Telenet
Solre-sur-Sambre	6560	Telenet
Momignies	6590	Telenet
Macon	6591	Telenet
Monceau-Imbrechies	6592	Telenet
Macquenoise	6593	Telenet
Beauwelz	6594	Telenet
Forge-Philippe	6596	Telenet
Seloignes	6596	Telenet
Komen	7780	Telenet

Telenet Business

As well as Flanders and Brussels, Telenet Business also serves Wallonia, where it provides the various applications to businesses via DSL and fibre-optic technology.

EXTERIOR CABLING

In this chapter, read about how to connect your building project with the connection point on public land.

By default, we connect homes to our coaxial network. Depending on the structure of our network and other technical aspects, we can decide to connect homes via fibre optics (FTTH or Fibre-to-the-Home). This choice has no impact on our services.

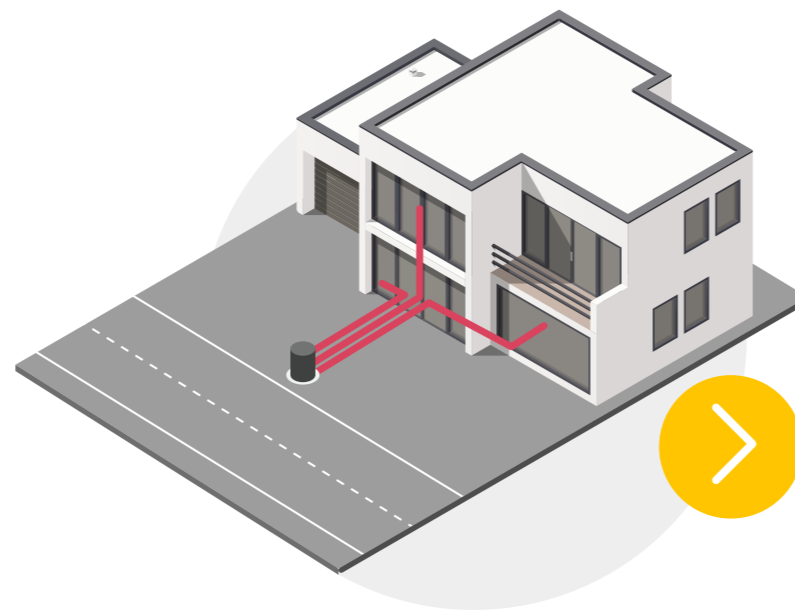
Golden rule

Contact your network partner **during the design phase of the project**. Then we can discuss what sort of grid extension is most suitable and the conditions it must meet.

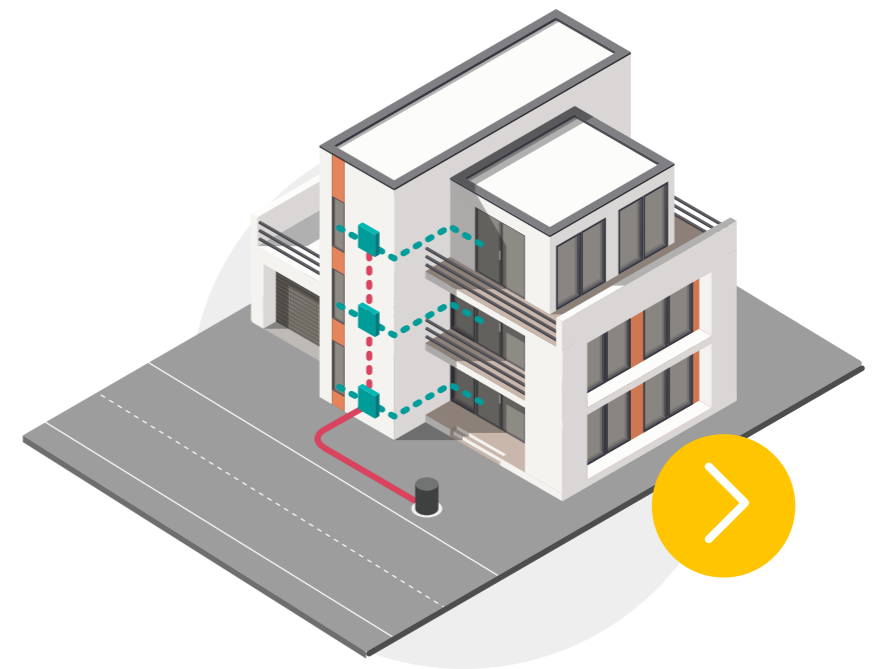
Connection types



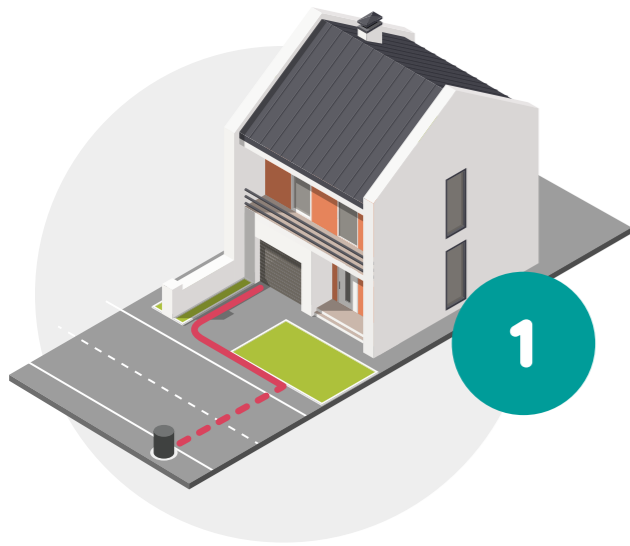
1 Buildings with 1 connection



2-8 Buildings with 2 to 8 individual connections




8+ Buildings with 9 or more individual connections



Buildings with 1 connection (residential connection)

For each building with a unique house number, there is a maximum of 1 connection and 1 subscription to 1 or more Telenet services.

- You must install **1 connection cable**: from the connection point on the street to the Telenet base unit.
- The cable must be installed inside a **protective conduit**.
-  Use a **curved connector** where the conduit enters the building.
- The cable enters the house **where the electricity, water and gas meters are found**: in the cellar, the garage, a cabinet in the hallway... The Telenet base unit will be here too.



These guidelines apply to:

- Single-family homes
- Buildings for professionals, the self-employed and SMEs (fewer than 5 workers)

[More information about internal installation](#) >

2-8

Buildings with 2 to 8 individual connections

In buildings with 2 to 8 individual connections, install 1 connection cable for each individual customer.

- The connections enter the building in **1 or 2 locations** and run uninterrupted to the base unit of each customer.
- Install the cables in a **conduit**.
- The base unit will be **placed separately for each customer**, usually in the storage room.
- **Do not place the base unit in communal areas of the building**, such as the cellar. This ensures that access to the apparatus is restricted to the end user and the Telenet technician.

To begin with, always contact the network partner in the municipality. We then decide -in consultation with you- how the connection will be carried out and which connection point the cables will be connected to.



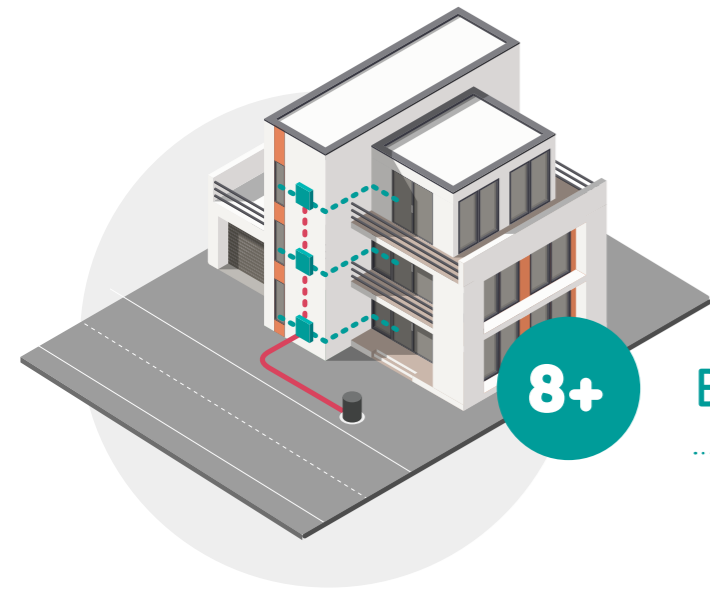
These guidelines apply to:

- Multi-family homes
- Apartment buildings
- Commercial buildings
- Independent businesses
- Combinations of the above

More information about internal installation >

Always contact the network partner that manages the network in the municipality of the connection.

Contact the network partner >



Buildings with 9 or more individual connections

In a building with 9 or more individual connections, your network partner will extend the distribution network to the inside of the building itself.

- You must provide **an uninterrupted individual connection cable** to 1 or more connection points from the base unit **in each apartment**.
- The location of the connection points **will be decided in consultation with the network partner**. For operational and safety reasons, we do not place connection points in areas that are difficult to access such as crawl spaces, vertical shafts, above false ceilings, etc. The connection points must be easily accessible 24 hours a day.
- The base unit will be **placed separately for each customer**, usually in the storage room.
- **Do not place the base unit in communal areas of the building**, such as the cellar. This ensures that access to the apparatus is restricted to the end user and the Telenet technician.



These guidelines apply to:

- Multi-family homes
- Apartment buildings
- Commercial buildings
- Independent businesses
- Combinations of the above

More information about internal installation >

Always contact the network partner that manages the network in the municipality of the connection.

Contact the network partner >

Who does what?

To make it easy for you, we make a distinction between what your network partner does and what you must do yourself.

What does the network partner do?

- Network calculation based on the available plans
- Supply and installation of electronic material (connection point and boosters)
- Putting the building's distribution network into service
- Grid placement and adaptations to public land
- Putting the connections into service
- Supply of the distribution cable from the first connection point in the building to the connection box (excluding excavation work on private property)

What do you do?

- Supply and install cables from the connection point to the interior base unit(s)
- Label all cables with house or apartment number
- Supply and install indoor cabling in residential sections
- Supply and install the distribution cable to the various connection points in the building
- Supply and install wall sockets
- Seal holes in walls where necessary
- Excavations on private property

To minimise excavations on public land, the connection cable must be placed as close as possible to the connection box.

More information about internal installation >



Excavations on public land

The network partner always carries out excavations on public land. To perform these excavations, we must have the necessary permits. If special permits are required, this can take up to three months, **so the sooner you contact us, the better we can serve you.**

The connection point

The way in which connection to the coaxial network takes place depends on the location of the connection point in the distribution network: in a pavement box, on the facade, on a pylon or inside the building.

First carefully examine the situation in the street


Look carefully at the situation in the street, as you must have sufficient connection cable of the correct type. **Note the information** that applies to you and give this information to the network partner when you call to make an appointment.

The connection point



The connection point is the element in the distribution grid where the network partner makes the connection to a customer. There are connection points with 2, 4 and 8 outputs.




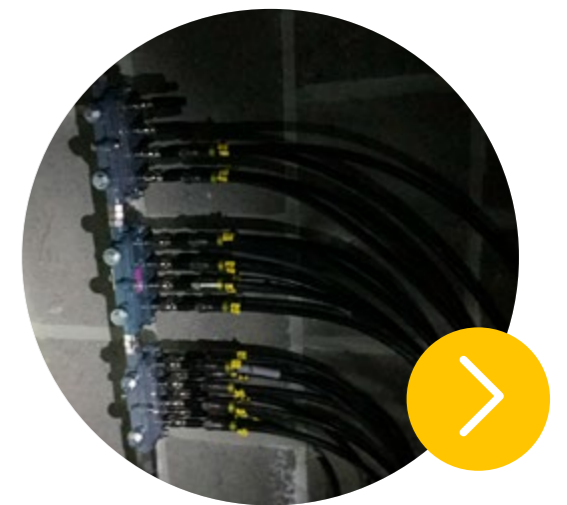
 Connection point in a pavement box



 Connection point on the facade



 Connection point on a pylon



 Connection point within the building



Connection point in a pavement box

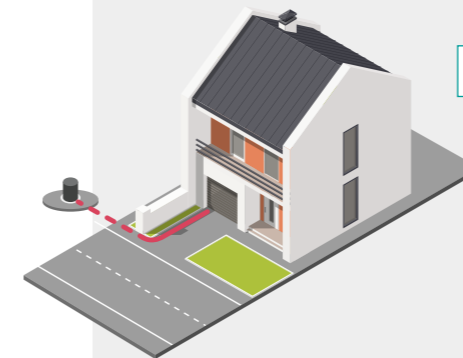
Are there pavement boxes in the street?

- 1 Measure the **distance** from the point where you will place the base unit in the building to the nearest pavement cable box.
- 2 Add an **extra 3m** to the measured length of **cable** needed.
- 3 Supply the **full length** of the connection cable:
 - Lay the section of the cable that will run over your property at a **depth of at least 60cm inside a conduit with 50mm diameter**. Lay the cable up to the boundary of the plot, as close as possible to the pavement box.
 - Leave the remaining cable, which leads to the pavement box, at the boundary of the plot closest to the box.
- 4 **Our colleagues will connect the cable to the pavement box.** Any excavation on public land will be carried out by the network partner.

Information for the network partner



- The pavement box is **level with your plot**, level with your neighbour's plot, level with your fence or up to 1.5m from the fence.

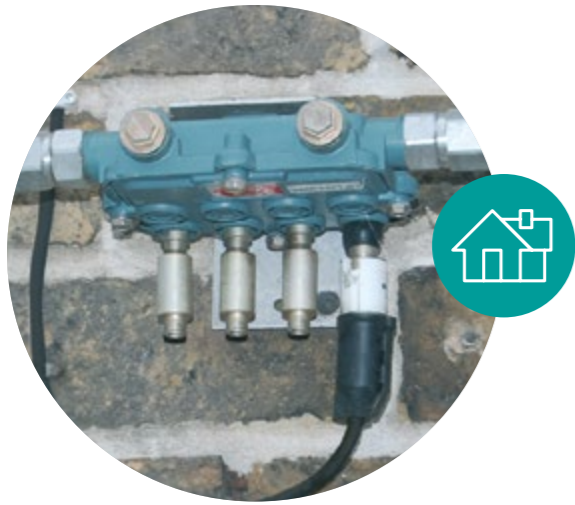


- The pavement box is on **your side of the street, on the public land** and more than 1.5m from your fence.
How far?



- The pavement box is on the **other side of the street**.

— Cable to be laid by you - - - Cable to be laid by network partner
 ● Connection point



Connection point on the facade

A connection point on the facade is clearly visible: usually level with the first floor or beneath the gutter.


- 1 Measure the **distance** from the point in the building where you will place the base unit to the connection point on the facade.
- 2 Add an **extra 3m of cable**. There may be another building between the connection point and the building in which you are carrying out the installation. In that case, make sure you have enough cable!
- 3 Supply the **full length** of cable.
- 4 **Drill a hole** for the cable to pass from inside to outside.

Information for the network partner



The connection point is on your own facade or on the dividing wall.

The connection point is further away than the dividing wall.
How far?

— Cable to be laid by you - - - Cable to be laid by network partner
 Connection point



Connection point on a pylon

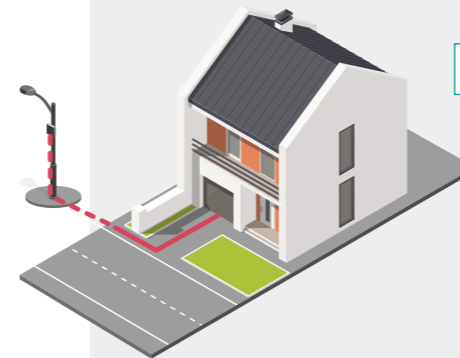
Is the connection point on a wooden or concrete pylon in the street?

- 1 Measure the **distance** from the point in the building where you will place the base unit to the foot of the nearest **pylon with a connection point**.
- 2 Add an **extra 11m** to the length of cable you will need.
- 3 Supply the **full length** of the cable:
 - Install the section of cable that runs over property to be connected at a **depth of at least 60cm inside a conduit of 50mm diameter**.
 - Place the remaining section, which will lead to the pylon, on the property boundary closest to the pylon.
- 4 **Our colleagues will then connect the cable.** Any excavation on public land will be carried out by the network partner.

Information for the network partner



- The pylon is on your property, on your neighbour's property or on the boundary.




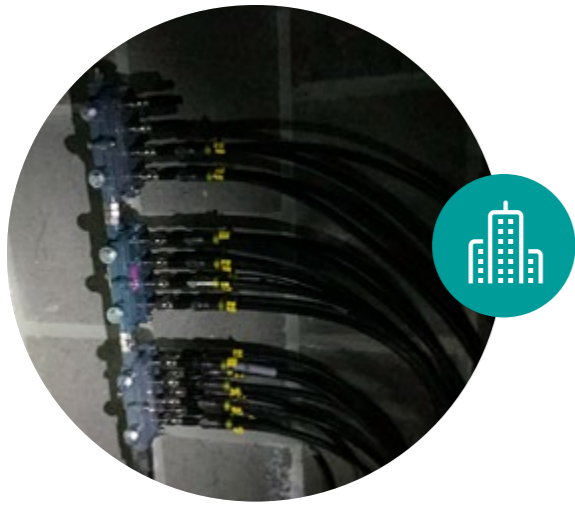
- The pylon is on your side of the street, further than the boundary.

How far?



- The pylon is on the other side of the street and there are NO pipes running across to your side of the street.

— Cable to be laid by you - - - Cable to be laid by network partner
 Connection point

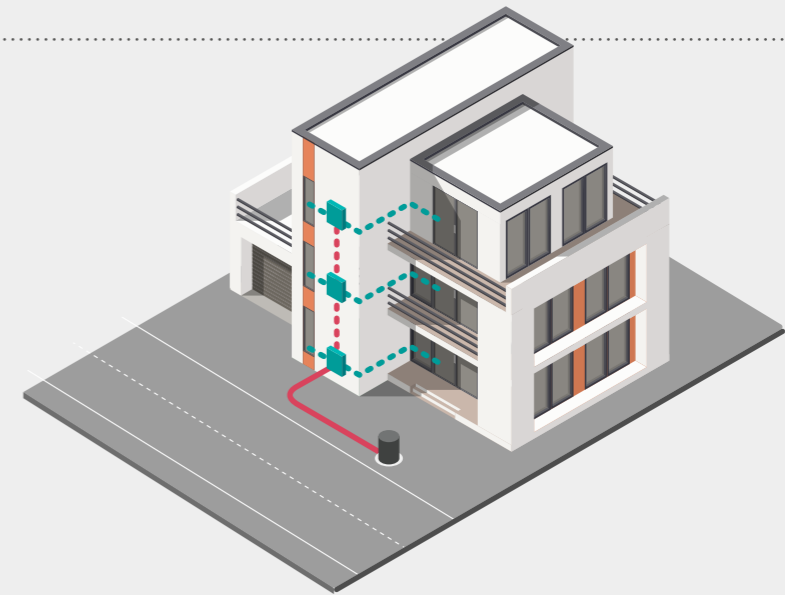


Connection point inside the building

Does your building have 9 or more individual connections? Then the connection points will be inside the building, in 1 or more easily accessible cellars or technical rooms.

- 1 Your network partner will supply and install the distribution cable from the public land to the **first connection point in the building**.
- 2 The site manager, in discussion with the network partner representative, will provide a **conduit with a diameter of 125mm at a depth of 60cm** (if underground), for the entire distance to be covered on private property.
- 3 The **site manager supplies and installs distribution cables** to the various connection points in the building. These cables must be clearly labelled.
- 4 Once the cabling is complete, the **network partner can carry out the assembly** of the connection points.

Information for the network partner



- The connection point inside the building is in a **basement or technical room**.
Which room?
- How far away is the connection point on the street from the **first connection point inside the building**?
Distance?
- **Where** is the connection point on the street?
 - In a pavement box
 - On the facade
 - On a pylon

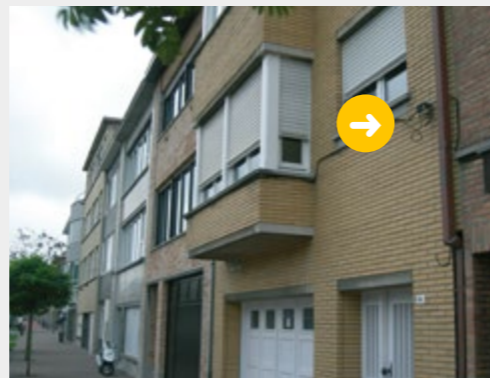
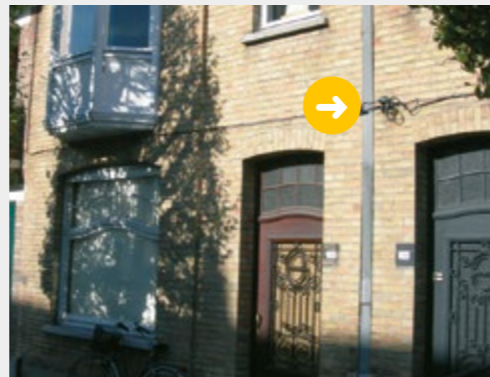
— Distribution cable - - - Connection cable
 Connection point  Interior connection point

Overview of connection points

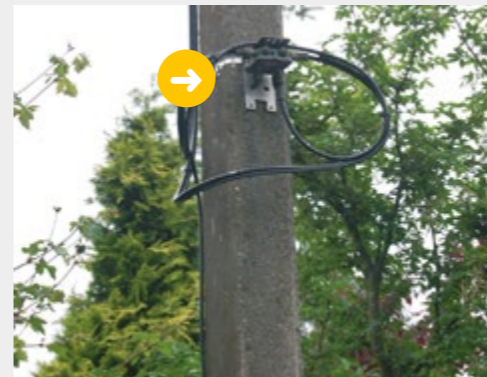
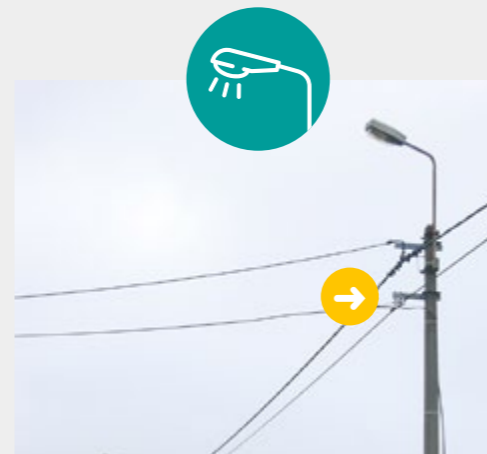
Pavement boxes



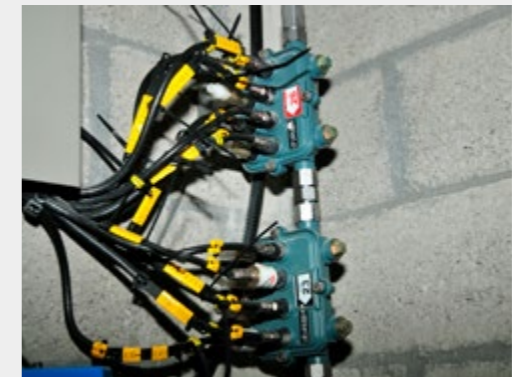
Connection points on facades



Connection points on pylons



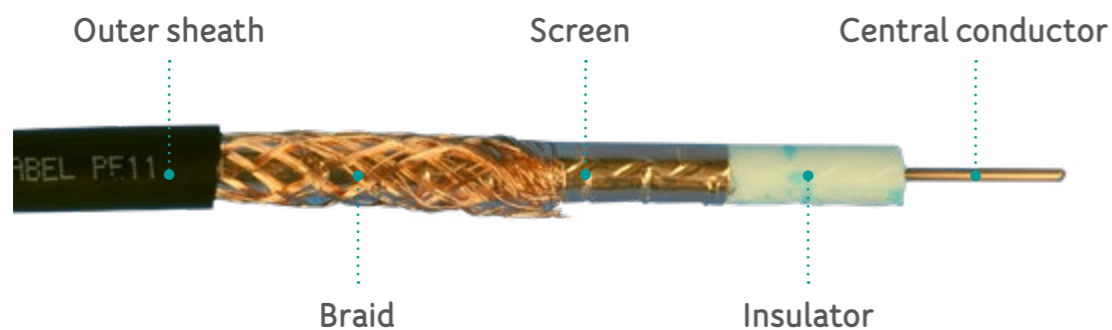
Connection points inside buildings



The connection cable

The connection cable is the link between the connection point on the street and the installation in the building. All Telenet services are offered via this cable. Various applications can use the cable's bandwidth at the same time, without losing quality or speed.

Components of the connection cable



Useful information

- For the best quality of service, **use cables and materials approved by Telenet-Interkabel**. Does it say 'Telenet-Interkabel' on it? Then you've definitely got the right one.
- Always run the cable inside a **conduit**, to prevent problems with changing the cable later.
- It's useful to **indicate the location of the connection cable on a plan**. Then you (or the building occupant) will know later exactly where the cable can be found. Photos are also a useful reference.
- **Don't pull the cable too tight** when installing it.
- **Don't bend the cable too tightly**: a kink is irreparable. Bear in mind the following permitted bending radii: 8cm for PE6 cables and 12cm for PE11 or PE14 cables. When dismantling the cable, don't cut into the braid, screen or central conductor.
- **Avoid damaging** the outer sheath. A cable with a damaged sheath is susceptible to moisture (oxidation).
- Always fasten the coaxial cable **using suitable clamps**. Too small a clamp causes irreparable damage to the cable, leading to malfunction.
- A damaged or badly installed coaxial cable can lead to a **disrupted signal**.

Different types of connection cables

The total length of cable you need to connect the connection point with the base unit dictates the type of cable to be used. This is very important, because the longer the cable, the lower the signal strength. Therefore there are, depending on the length of the connection, different sorts of connecting cables. If the distance between the base unit and the connection point is greater than the length of the cables in the table below, contact your network partner.

Only use the connection cables in this table

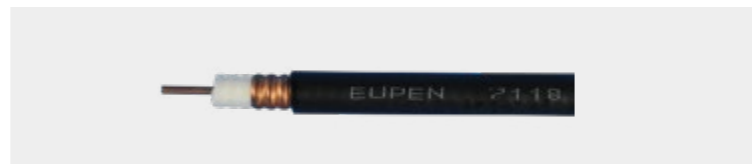
Telenet-INTERKABEL PE6 (or PE TRI6)
black smooth (up to 30m)



Telenet-INTERKABEL PE11 (or PE TRI11)
black smooth (30 to 50m)



Telenet-INTERKABEL PE14
black ridged (50 to 80m)



Telenet-INTERKABEL PE14 in green tube



Note: Long connections

Connections **longer than 80m** are non-standard and must be installed differently. These connections have a significant impact on the distribution network, so precise calculation is needed to implement them.

































If the length of the connection exceeds 80m, **please contact your network partner** and they will work with you to investigate the situation and propose the best solution.

Contact details >

The type of connection cable is dictated by the lengths of:

- The connection cable itself
- The longest cable from the base unit (longest interior cable)

Longest interior cable (metres)

Connection cable (metres)	Longest interior cable (metres)							
	<1	5	10	15	20	25	30	35
<1	PE6	PE6	PE6	PE6	PE6	PE6	PE6	PE6
5	PE6	PE6	PE6	PE6	PE6	PE6	PE6	PE14
10	PE6	PE6	PE6	PE6	PE6	PE6	PE11	
15	PE6	PE6	PE6	PE6	PE6	PE11	PE14	
20	PE6	PE6	PE6	PE6	PE11	PE14		
25	PE6	PE6	PE6	PE11	PE11	PE14		
30	PE6	PE11	PE11	PE11	PE14	PE14		
35	PE11	PE11	PE11	PE11	PE14			
40	PE11	PE11	PE11	PE14	PE14			
45	PE11	PE14	PE14	PE14				
50	PE11	PE14	PE14	PE14				
55	PE14	PE14	PE14	PE14				
60	PE14	PE14						
65	PE14	PE14						
70	PE14							
75	PE14							
80	PE14							

PE6 Connection cable PE6 (or PE TRI6)

PE11 Connection cable PE11 (or PE TRI11)

PE14 Connection cable PE14

 Contact your network partner for the correct cable type

Example

Your connection cable is 25m long and your longest interior cable is 20m.


You can find the right type in the table: PE11 (or PE TRI11).



Note: FRNC6 (or FRNC TRI6) for indoor connections

To join connection points inside the building, use the Telenet-Interkabel fire-resistant cable conforming to AREI.

Caution: FRNC cable (Flame Retardant Non Corrosive) must never be used outside.

More information about interior installation 

Special circumstances

Facade renovation

First contact Telenet

Contact Telenet (015 66 66 66) as soon as you submit your application, at least 8 weeks before the work begins.

One of our colleagues will visit and propose a temporary solution.

They will also discuss with you the options for placing the cable in or on the facade after the work is complete.

How to replace the distribution cable after the works?



On the facade

In most cases, the cable can be neatly replaced on the facade after the work is complete.



Via a tube in the facade

Sometimes it is impossible for practical reasons (such as the materials used) or undesirable for aesthetic reasons to place the cable on the facade. In that case, you can choose to work the cable into the facade. During the building works, place a tube in the facade and we will run the cable through this tube for free.



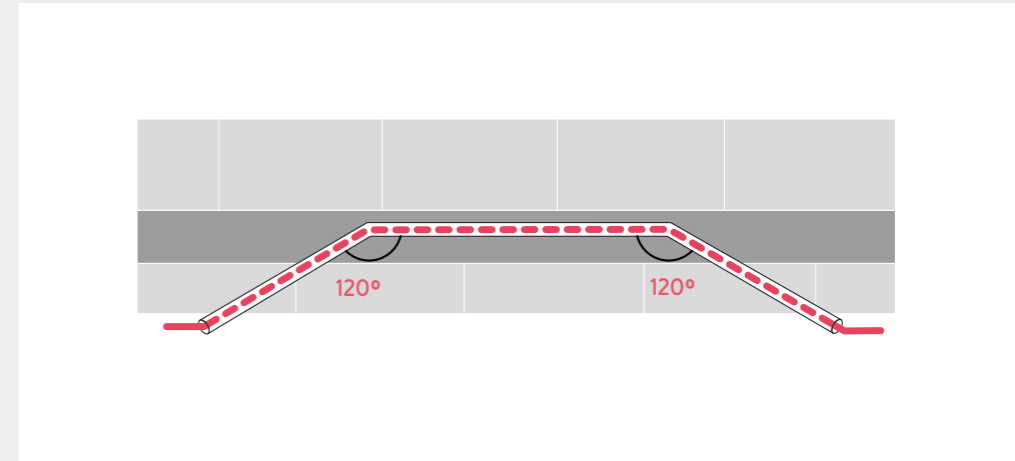
Contact Telenet at least 8 weeks before the work begins.

Which type of tube to use?



- The tube must be **straight** and consist of a **single piece**.
- It must have **protected ends** to prevent water entering.
- It must have a **smooth inner wall**.
- It must be fitted with a **pull wire**.
- The **outside diameter** must not be less than 40mm.
- The tube must **not be longer than 16m** (for facades longer than 16m, our colleague will find another solution for you).

How to place the tube?



- The point where the tube enters (or exits) the facade must be **30cm from the beginning (or end)** of the facade.
- The ends must be **slightly sloping** so that no water can enter the tube.
- The tube must not have any bends of **less than 120°**.

There can be a maximum of 2 cables in each tube. If more than 2 connection or power cables are needed, you must install a second tube of 40mm diameter.

If you do not follow these instructions carefully and the distribution cable is damaged as a result, you will be charged for the repair costs.

Demolition work

First contact Telenet

Contact Telenet (015 66 66 66) as soon as you apply for a building permit, at least 8 weeks before the work begins. One of our colleagues will visit and propose a temporary solution. They will also discuss with you the options for placing the cable in or on the facade after the work is complete.

How to replace the distribution cable after the works?

Do you plan to build on the site after the demolition work? If so, bear in mind that the cable will have to be reinstalled. If you do not have plans to immediately rebuild and will leave the site undeveloped for some time, discuss this with our representative before the work begins.

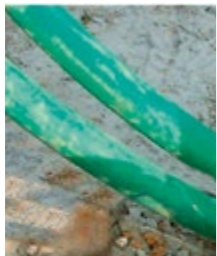


Do you want the cables to be permanently removed?

Discuss this with our representative before the work begins. When removing the cables, **you must bear the costs for any changes to the network**. Bear in mind that the removal of the cables, depending on the location of your building and the situation on site, is not always possible.

Reporting damage

Conduit with coaxial cables



- Green
- Yellow
- Yellow with green stripes

Coaxial cables without casing



- Black, in the ground
- Black, under floorboards

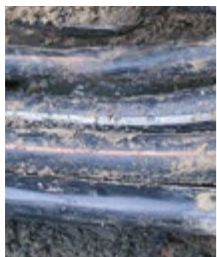
Box for underground connections



Cabinet for network apparatus



Tubes for glass fibre



- Black with grey or orange stripes
- Yellow with or without green stripes
- With the label Telenet, UPC or Codenet

Hole for glass fibre conduits



A damaged Telenet cable, tube or cabinet?

Contact the network partner as soon as possible to report the damage!

- 1 Call the emergency number for reporting damage.

Telenet – 015 66 65 55

Available 7 days a week from 8.00-22.00.

Fluvius – 078 35 35 34

Available Monday-Friday from 8.00-20.00 and Saturdays from 9.00-13.00.

- 2 Indicate what the damage is. Use the photos on this page as an aid. Give the location of the damage (address, municipality, reference). That way we can take the right action and quickly repair the damage.

- 3 In the event of **disruption** to our customers or traffic, we will come immediately.

- 4 Ensure there is someone on site when we come, to avoid extra costs.

Request location plans

To request the locations of cables and pipes **on Flemish territory**, contact the Cable and Pipe Information Portal (KLIP). KLIP plays a central role within the activities of the Flemish government to more efficiently provide information about cables and pipes. It contributes to the prevention of excavation damage to cables and pipes on the territory of the Flemish Region. For more information, [see the KLIP website](#).

For requests **on territory in Brussels and Wallonia**, contact the network partner. For more information, visit www.klim-cicc.be/information.



KLIP

KLIP plays a central role within the activities of the Flemish government to more efficiently provide information about cables and pipes

INTERIOR INSTALLATION

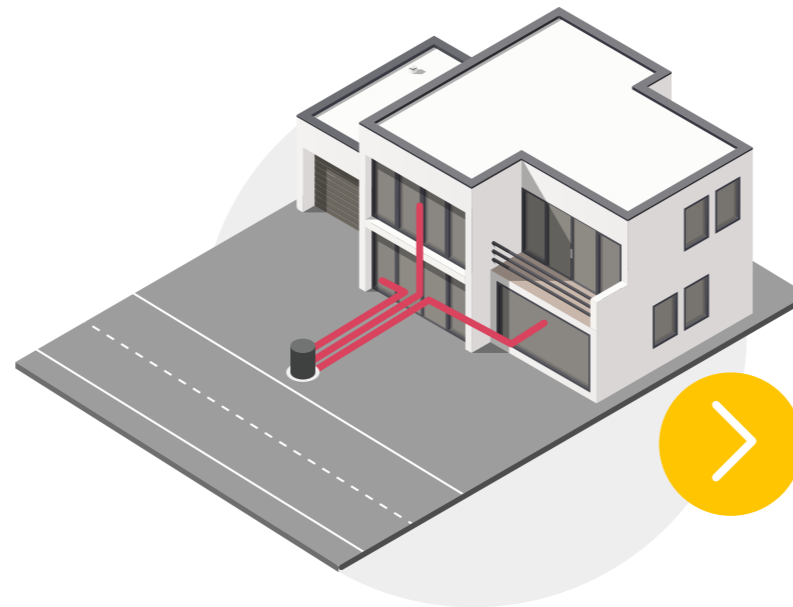
In this chapter we describe the base unit of the cable connection.
We also give you some tips for choosing the right materials.

Attention

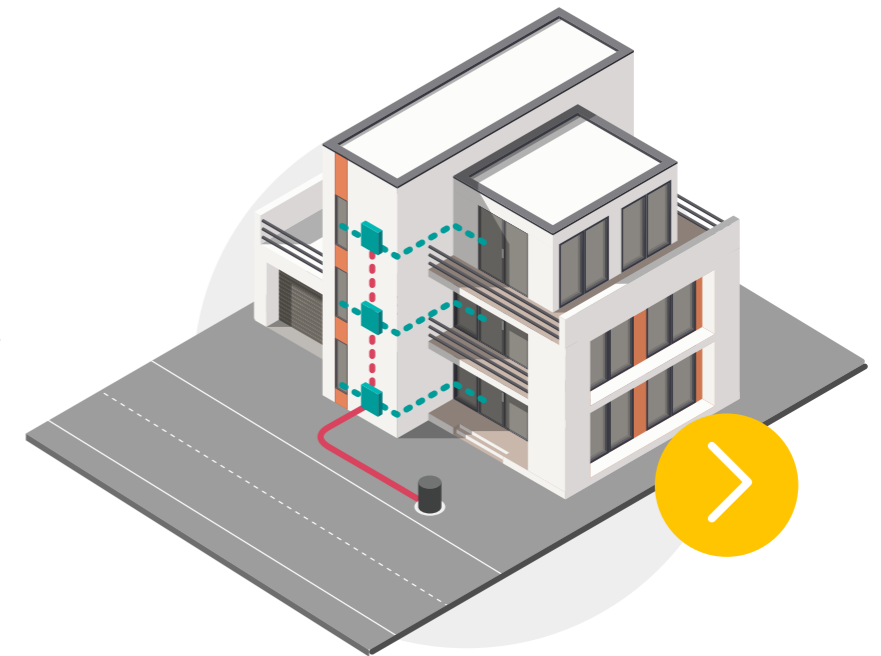
Don't forget to think about the future interior setup. By installing the necessary infrastructure now (for example, a connection in every bedroom), you avoid having to drill through the walls later in order to place new cables.



1 Buildings with 1 connection



2-8 Buildings with 2 to 8 individual connections



8+ Buildings with 9 or more individual connections

The base unit

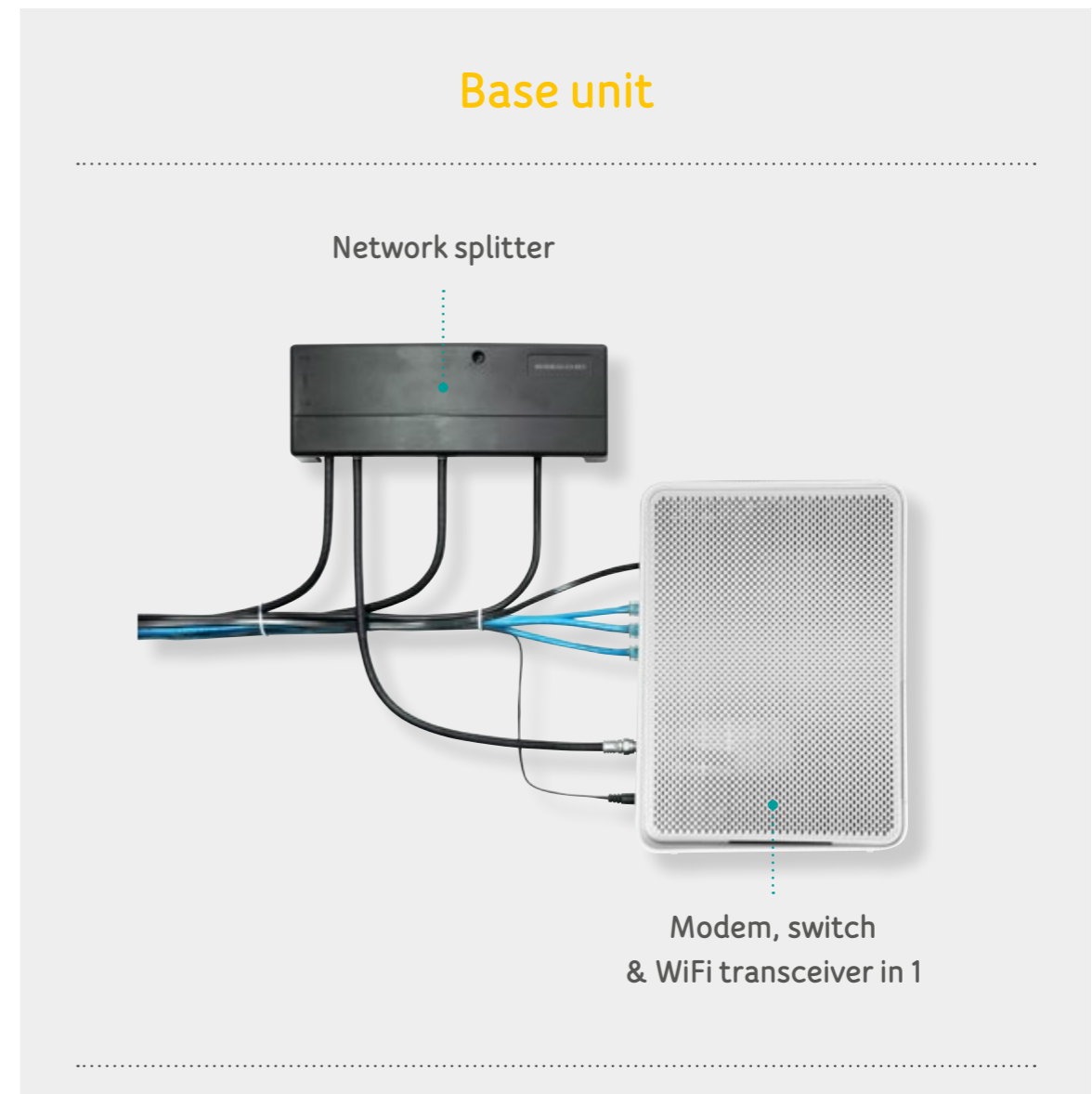
Apparatus

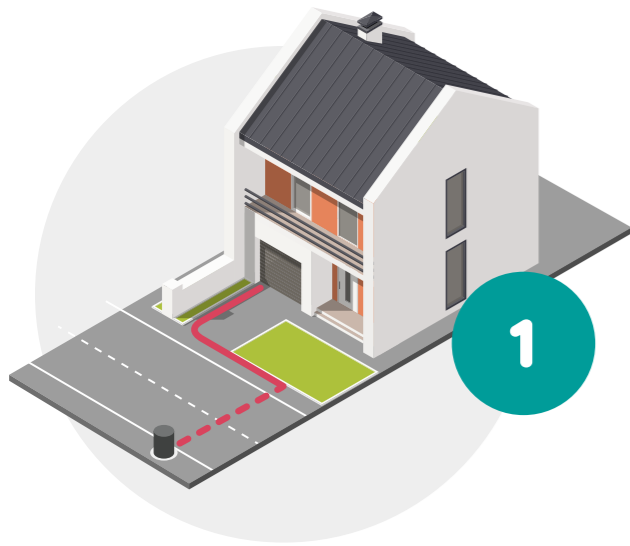
Each Telenet connection consists of a base unit with the following components:

- a **network splitter (NIU)**, which distributes the signals, allowing you to simultaneously make telephone calls, use the internet and watch digital television;
- a **modem**, which ensures data traffic in two directions.

Bear in mind:

- Provide **enough room** for a possible expansion of the base unit, for example with a switch or WiFi transceiver.
- Ensure there are **enough sockets** for the base unit: 4 grounded sockets at 230V.
- Provide a **wooden plate** of at least 50x50cm and 1.8cm thick on which to place the unit.

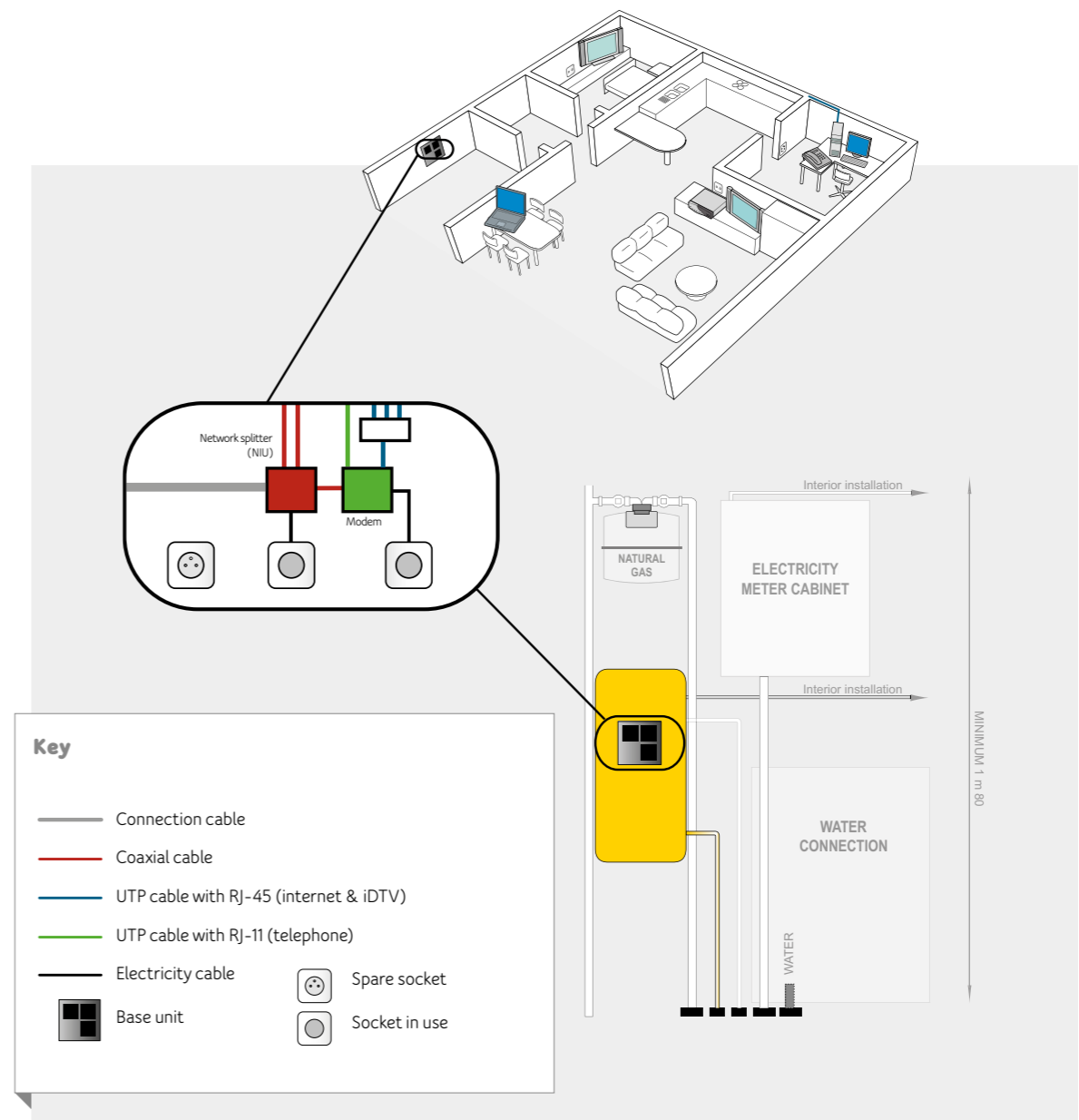




1 Buildings with 1 connection

These are primarily houses but can also be small businesses, bases for the self-employed, liberal professionals, catering etc.

- The Telenet technician will install the base unit in the place **where the connection cable enters the residential unit**, preferably close to the electricity, water and gas meters: in the cellar, in the garage, in a cabinet in the hallway, etc.
- The place where the installation will happen must **not be damp**.
- Before the installer arrives, place a **wooden plate** (the connection plate) of at least 50x50cm on the wall at eye level.

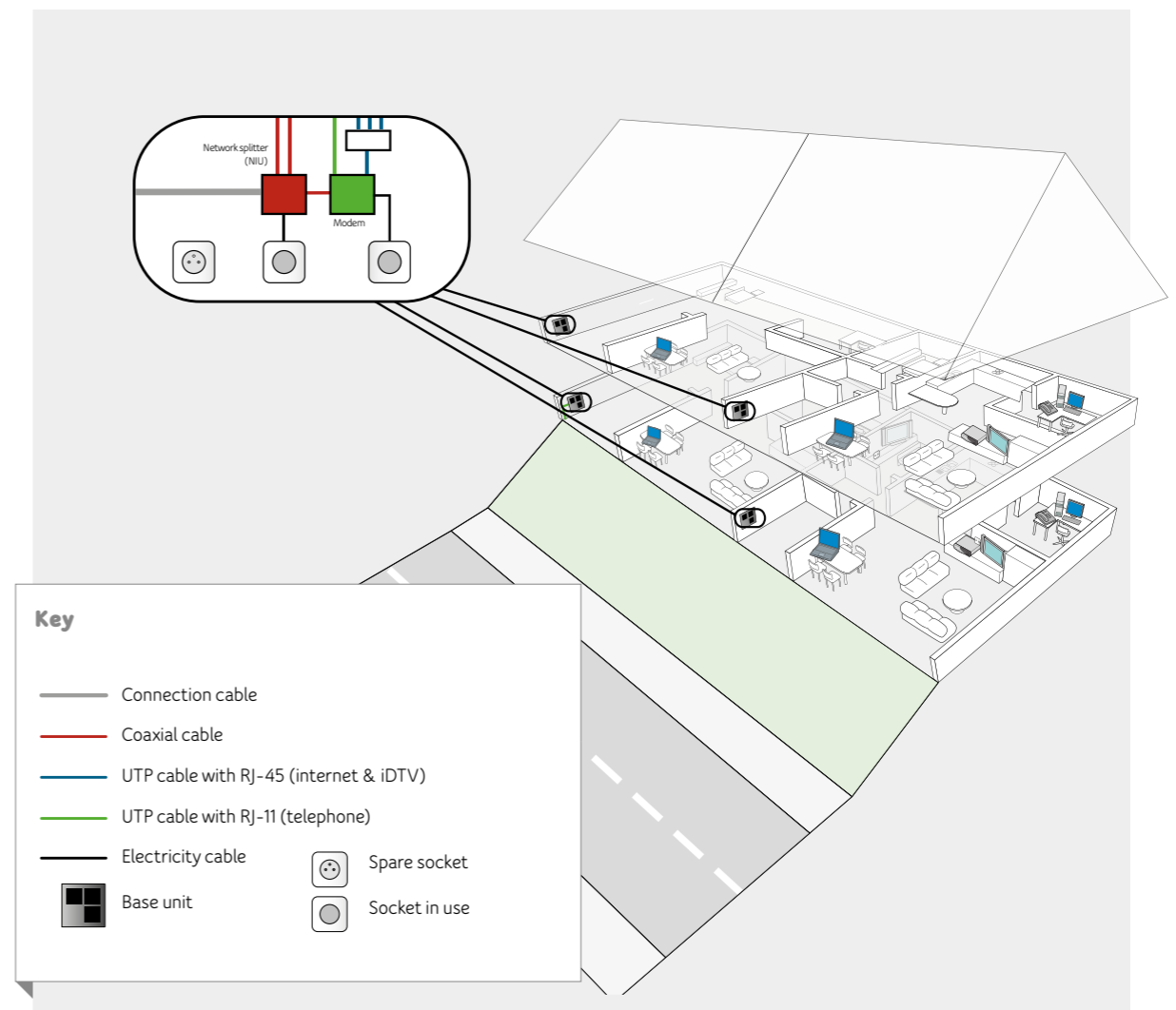


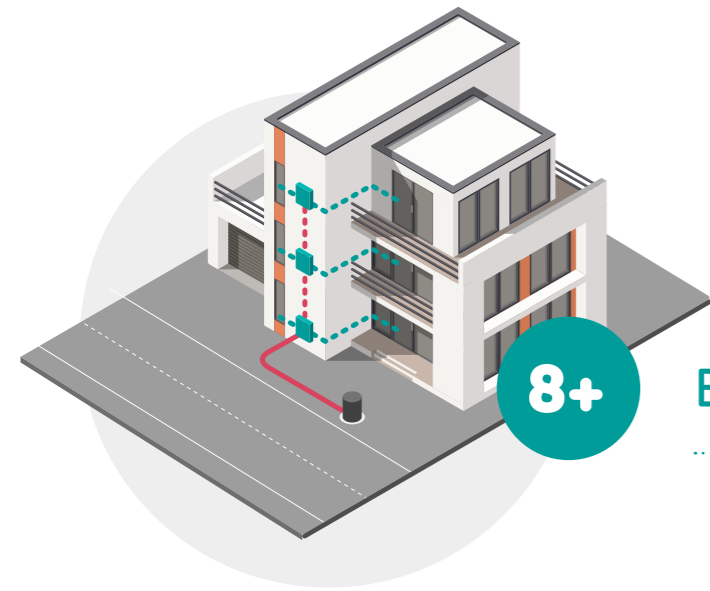
2-8

Buildings with 2 to 8 individual connections (projects)

Primarily apartment buildings with individual flats, lofts, furnished rooms or studios, but may also be buildings that combine residential and commercial units.

- The technician installs the base unit **where the connection cable enters each apartment**, preferably in a storage area by the fuse box.
- The base unit must **not be placed in communal areas** or in the building's basement.
 - Access must be as easy as possible for the end user and the Telenet technician.
 - For security reasons, the base unit must be placed in the individual home or workplace.
 - That way you can also restrict the interior cabling (which comes out of the base unit).
- The site of the unit must **not be damp**.
- Before the technician arrives, place a **wooden plate** (the connection plate) of at least 50x50cm on the wall at eye level.

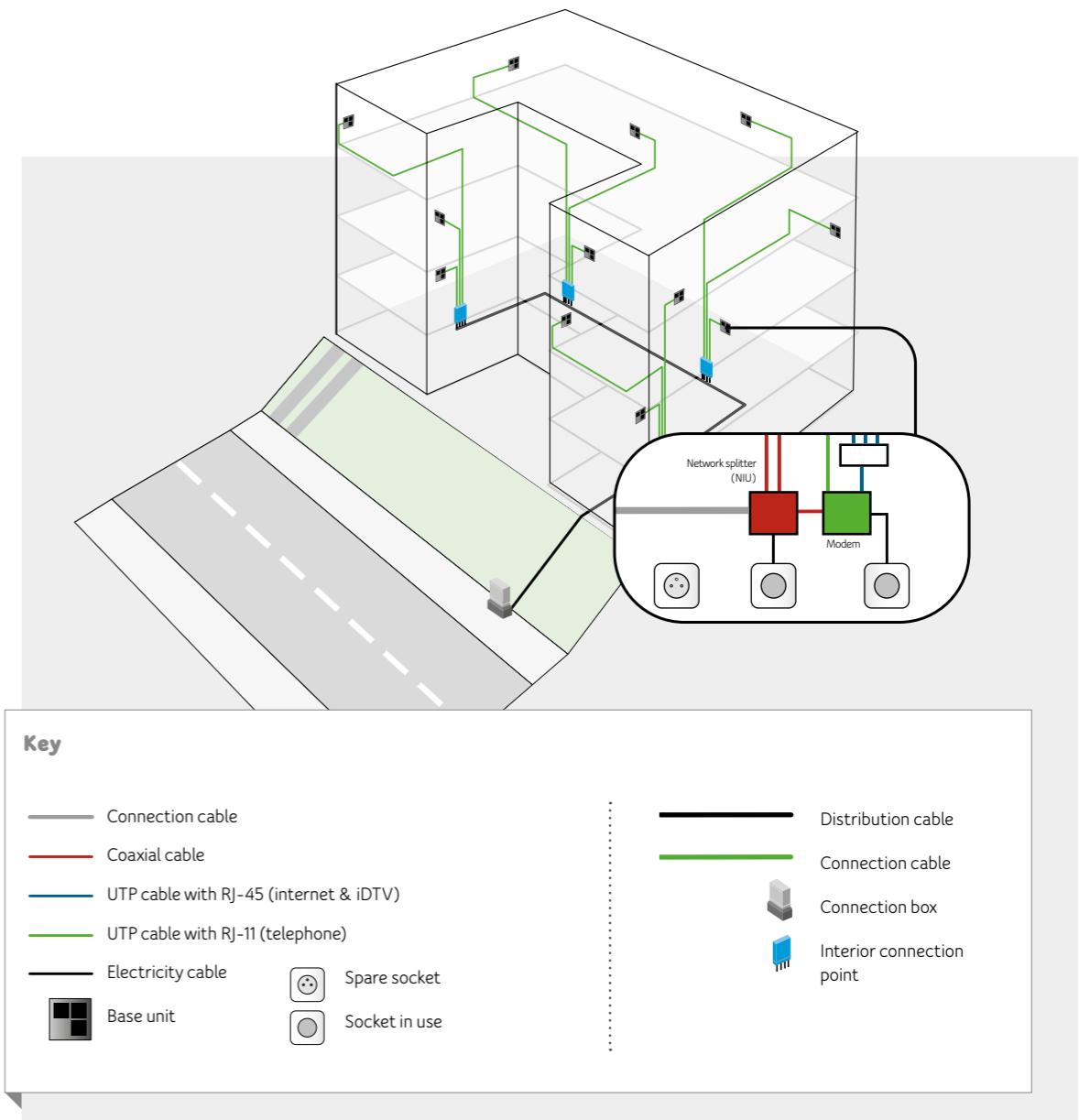




Buildings with 9 or more individual connections

Primarily apartment buildings with individual flats, lofts, furnished rooms or studios, but may also be buildings that combine residential and commercial units.

- The technician installs the base unit **where the connection cable enters each apartment**, preferably in a storage area by the fuse box.
- The base unit must **not be placed in the communal areas** or in the building's basement.
 - Access must be as easy as possible for the end user and the Telenet technician.
 - For security reasons, the base unit must be placed in the individual home or workplace.
 - That way you can also restrict the interior cabling (which comes out of the base unit).
- The site of the unit must **not be damp**.
- Before the installer arrives, place a **wooden plate** (the connection plate) of at least 50x50cm on the wall at eye level.



Interior cabling

You can carry out the interior cabling yourself or you can have it done for you. Always use the correct materials. Decide first where your appliances will be located: only when you are sure of the location for the base unit, you should start the cabling.

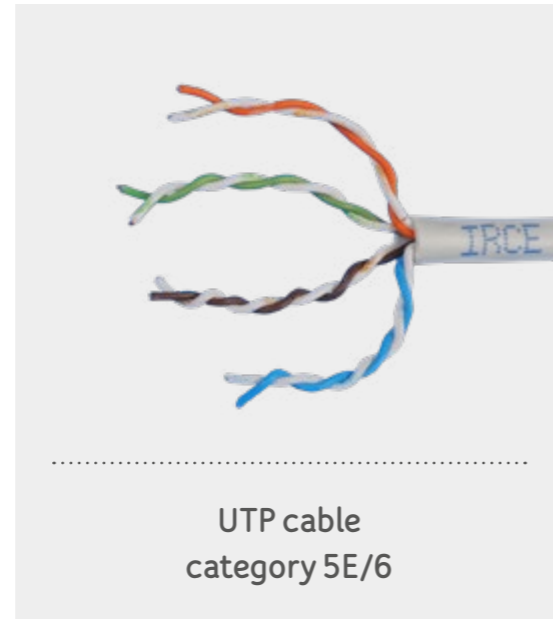
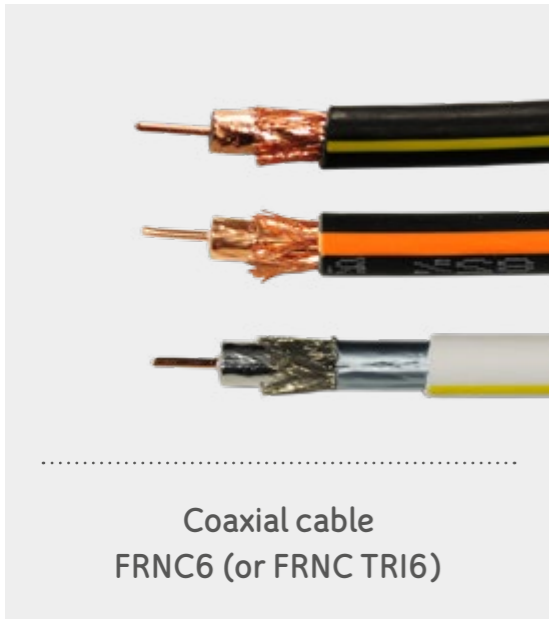
- Provide **enough space to connect** televisions, computers and/or telephones. Bear in mind that in future people will be using more appliances, and, if you are carrying out the installation in a residence, children will likely want televisions, computers and telephones in their bedrooms. Ensure therefore that you have the necessary cables and connection points now, so there will be no need for complicated work later on.
- **Always place both the coaxial network and the ethernet network in a star shape.** In other words: make sure that all cables start from the base unit. You must provide all cables and wall sockets yourself.

The right material at a glance

Use only approved materials (Telenet-Interkabel certified) of the types listed in this table:

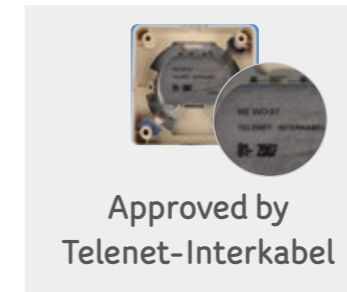
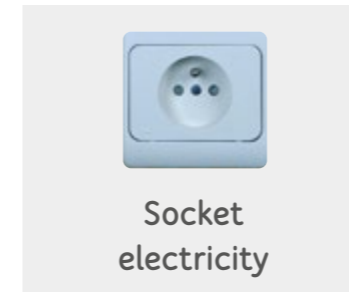
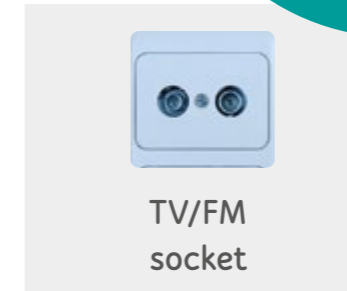
	Telephone	Internet
Cables <ul style="list-style-type: none"> • Coaxial cable FRNC6 (or FRNC TRI6), FRNC11 (or FRNC TRI11) or FRNC14 Telenet-Interkabel certified available separately or in preflex tube • UTP category 5E/6 Telenet-Interkabel certified available separately or in preflex tube 	UTP category 5E/6	UTP category 5E/6
Sockets <ul style="list-style-type: none"> • TV socket (Telenet-Interkabel certified) 	RJ-11 or RJ-45	RJ-45
Appliance lead <ul style="list-style-type: none"> • TV lead (Telenet-Interkabel certified) 	UTP category X with RJ-11	UTP category 5E/6 with RJ-45

Cables



- Always use the **correct cables**, as shown in the table.
- Bear in mind that the length of the **coaxial cable** FRNC6 (or FRNC TRI6) in the interior installation is limited to 20m from the NIU.
- For the **UTP cable**, a maximum length of 100m from the modem is permitted.
- You must **provide and place all the cables** necessary for the interior installation **yourself**.
- Opt for **recessed cabling**, in which all cables and sockets are placed in the wall.
- Remember that for **digital television**, you will need both a UTP category 5E/6 cable and a coaxial cable FRNC6 (or FRNC TRI6)

Recessed wall sockets



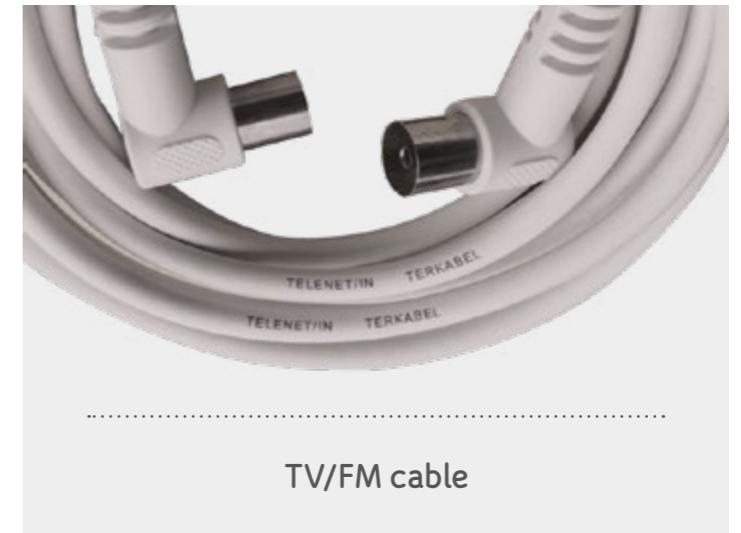
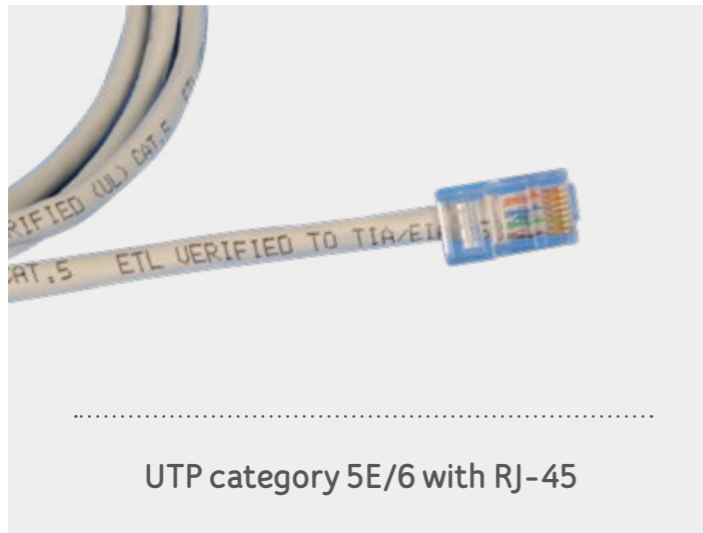
Attention

Opt for approved TV/UTP sockets with the Telenet-Interkabel label.

- For each connection point, use the **appropriate socket**, as shown in the table.
- For **digital television**, as well as the TV socket you will also need a UTP socket with 1 UTP connection per appliance (preferably a combined TV/UTP socket).
- You must **provide and place all the sockets** necessary for the interior installation **yourself**.

Cables

To connect your devices to wall sockets, use different types of connection cables.



Special circumstances

Coupling point for your own television signal

This section applies to large buildings with many TV connections (such as hospitals, care homes, holiday villages and hotels). A coupling point makes it possible to inform all users at the same time about events in the building or on the site.

The site's own television signal is compiled at a central location. A modulator and a coupling point ensure this signal is transported over the internal network, at a frequency that will be assigned by your network partner.



Contact your network partner. A colleague will explore the situation with you and propose the best solution.

Contact the network partner >

Loop networks in apartment buildings

Loop networks are only found in a number of apartment buildings that are older than 30 years. They are a result of the takeover of private internal networks of old antenna installations from the former distribution network. These old networks run in a circle from one apartment to another. Two-way distribution is not possible on loop networks.

That means occupants of such apartment buildings currently have no access to Telenet's interactive digital television, internet and telephone services.







In the case of a loop network, contact your network partner. A colleague will explore the situation with you and propose the best solution.

Contact the network partner >




CONTACT DETAILS

Telenet

Grid installation

-  Liersesteenweg 4
2800 Mechelen
-  015 66 66 66
Ask for Coax Build Support
-  Coax.Build.Support@telenetgroup.be
-  www2.telenet.be/en



Telenet Business

-  Liersesteenweg 4
2800 Mechelen
-  0800 66 066 for commercial requests
0800 68 000 for customer service
-  via the online contact form
www.telenet.be/business

Land division

-  Telenet bv, Verkavelingen
Liersesteenweg 4, 2800 Mechelen
-  015 66 66 66
-  verkaveling@telenetgroup.be
-  www.telenet.be/netaanleg



Reporting damage

-  Telenet bv, Schadegevallen
Liersesteenweg 4, 2800 Mechelen
-  015 66 65 55

Requesting location plans Flanders

-  www.klip.be
Cable and pipe information
portal (KLIP)
-  planaanvragen@telenetgroup.be

Requesting location plans Wallonia & Brussels

-  Telenet bv
Location plan service
Liersesteenweg 4
2800 Mechelen
-  www.klim-cicc.be/information

CONTACT DETAILS

Network partner

Fluvius

-  078 35 35 34
Weekdays 8.00-20.00
Saturday 9.00-13.00
-  www.fluvius.be
www.fluvius.be/contact

Find an office




-  www.fluvius.be/klantenkantoren

Connections

-  www.fluvius.be/kabelaansluitingen

Distribution company

Brutéle

-  Napelsstraat 29 B
1050 Brussels
-  02 500 99 11
-  www.brutele.be

