

From: [REDACTED]  
To: [NAP Planning](#)  
Subject: [REDACTED]  
Date: 20 August 2019 16:42:18

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Dear team

I was advised to contact you

I live in [REDACTED] for 3 years now (that's Blue area in your map) and I am struggling to get any high speed broadband from any provider. Like I said, it feels that I am still forced to live in stone age, even though I am located 25 min drive from Dublin city center.

I have moved to this house in Oct 2016 and since then I am struggling to find high speed internet services for my house since then. That left me with only one option - even to date, for all those 3 years which I am living in [REDACTED] - I am using 4G sim in my iPhone as a hotspot for my house, as I don't have any alternatives.

First thing I tried to do when I moved to this house 3 years ago was to move my existing broadband contract with Virgin media. However I was told at the time that they are not providing services in my area, and I had to cancel my existing contract. At the time (in Nov 2016) I was told by Virgin that they will extend their services to my area by autumn 2017. So in Autumn 2017 I called them, and they said that nothing has been extended and that there is no plans (no due date) of when is going to happen... Whenever I tried to call someone from Virgin to reach anyone from their planning / development department - my calls were answered by Sales team instead, and they were all telling me same thing over and over again: No services available at your address and it is not known when services will become available. So same respond year after year. They are not able to tell concrete date of when they will expand the services to my area, and they do not leave any contact numbers of their development team. So it is only possible to speak with their sales or customer services - where both are useless in this case, as they don't know themselves what is planned.

I tried to speak with Eircom. That was even more ridiculous experience .. Their sales rep who sold me contract, assured me that I will get 70 Mbit/s broadband - which at this stage would suit me perfectly (even though 70 Mbit/s speed was considered as good 15-20 years ago and not in 2019).. Anyway, I was happy to hear 70 Mbit/s and signed contract with them. They few days later their technician who was meant to install internet, called to me and said that there is no way speed is going to be 70 Mbit/s, and it will be around 2-5 Mbit/s because of my landline cannot handle more or something like this (I am not technical person, so I cannot really explain why). Obviously I cancelled contract immediately after this confirmation as 5 Mbit/s is not promised 70 Mbit/s. It is not good enough and is even slower than my 4G sim internet.

Vodafone as far as I know is using eircom lines, so if eircom can secure just 5 mbit/s than I don't believe it will be any different for Vodafone. Right now, at the minute, their website shows that I can get 25mbit/s internet to my address, which is not good enough.

So my only hope is SIRO - but they are not available yet either, and no due date been announced for Rush area on their website.

I don't understand who owns fiber cabinets? are they built and owned by government? Or

by private companies, meaning that each company would have their own cabinets, e.g. Eir will have their cabinets, Vodaphone their, etc?

Also I am not sure how it works? Is internet in Ireland going just through landlines? Because I was told in the past by Eir that my landline cable is old or something, and cannot handle high speeds.. So are there any alternatives for high speed internet these days, which are not dependent on landline phone cable lines? Siro as far as I understand pull their cables via ESB network electricity boxes, but they are not providing services in Rush yet.

Kind Regards,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**From:** [REDACTED]  
**To:** [\[REDACTED\]](#)  
**Subject:** broadband  
**Date:** 30 September 2019 12:57:35

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dear sirs. we live in [REDACTED] i have just been made aware of the submission for areas with no broadband. my eircode as above receives extremely poor service. i have children in secondary school unable to do homework and school projects because of lack of broadband. when will this be remedied? why does broadband only comes as far as some of the houses in my area and not mine?

sincerely  
[REDACTED]

**From:** [REDACTED]  
**To:** [1007.1000@eir.ie](mailto:1007.1000@eir.ie)  
**Subject:** National broadband plan mapping consultation submission  
**Date:** 16 September 2019 20:55:04

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To whom it may concern,

I live in [REDACTED] on a road between 2 roads that are serviced by high speed broadband but Eir refused to bring the fibre down this road. Indeed they would not install a phone line to my house without putting a pole and wire across the front of my neighbours house. This was not acceptable and so not only do I not have access to fibre broadband I cannot get a landline.

My eircode is [REDACTED] I have several neighbours who would also avail of fibre broadband were it available but we have been left behind in the national broadband plan while our near neighbours on either connecting road enjoy high speed broadband. It seems most unfair and discriminatory to be left behind in this plan for no good reason.

Kind regards  
[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 September 2019 17:01  
**To:** NBP Mapping  
**Subject:** map  
**Attachments:** Roscommon County Council.docx; Roscommon.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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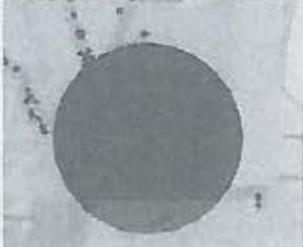
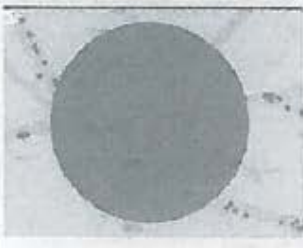



Please find details on Roscommon attached







Regards,



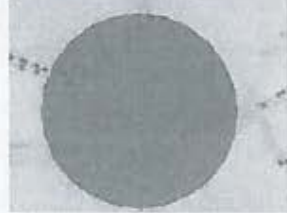

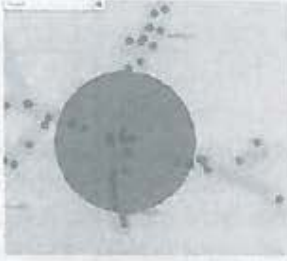

[REDACTED], Broadband Officer,  
Roads and Transportation Department, Roscommon County Council,  
Áras an Chontae, Roscommon, [REDACTED]



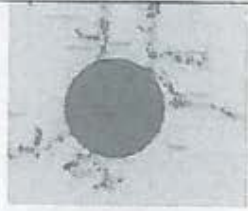
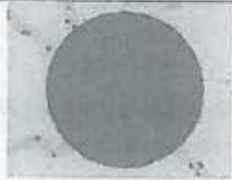




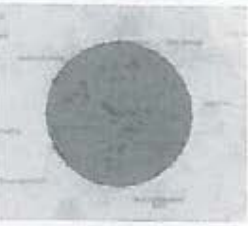
Roscommon County Council's submission on Consultation Map 20.09.2019








Locations	Maps	Comments
Arigna		As majority purple, all should be purple.
Athleague		I understand blue "dots" not covered under Eir's 300k but moderate broadband is available to premises within few 100m of fibre enabled cabinet
Ballaghaderreen		All streets or housing estates outside the core town centre which are partially amber or purple should be entirely purple. Unknown if town centre has high speed broadband. On Eir's list but they cannot tell me when it will be covered.
Ballinasloe (Roscommon side to east of River Suck)		half purple, likely all purple
ballinlough		As some premises are purple and amber, it's likely a larger area is not covered. However moderate broadband is available to premises within few 100m of fibre enabled cabinet

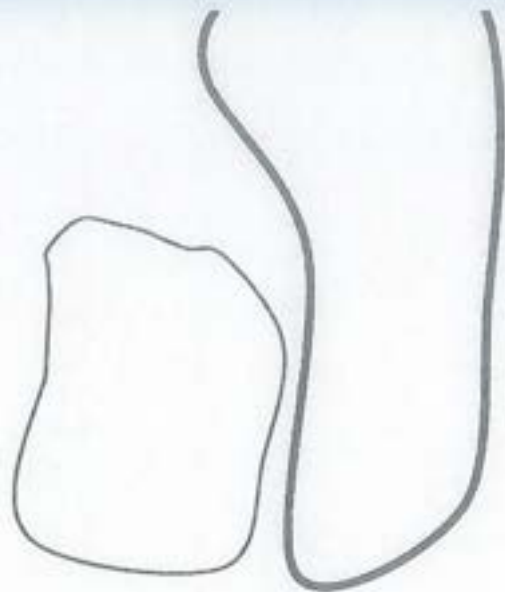
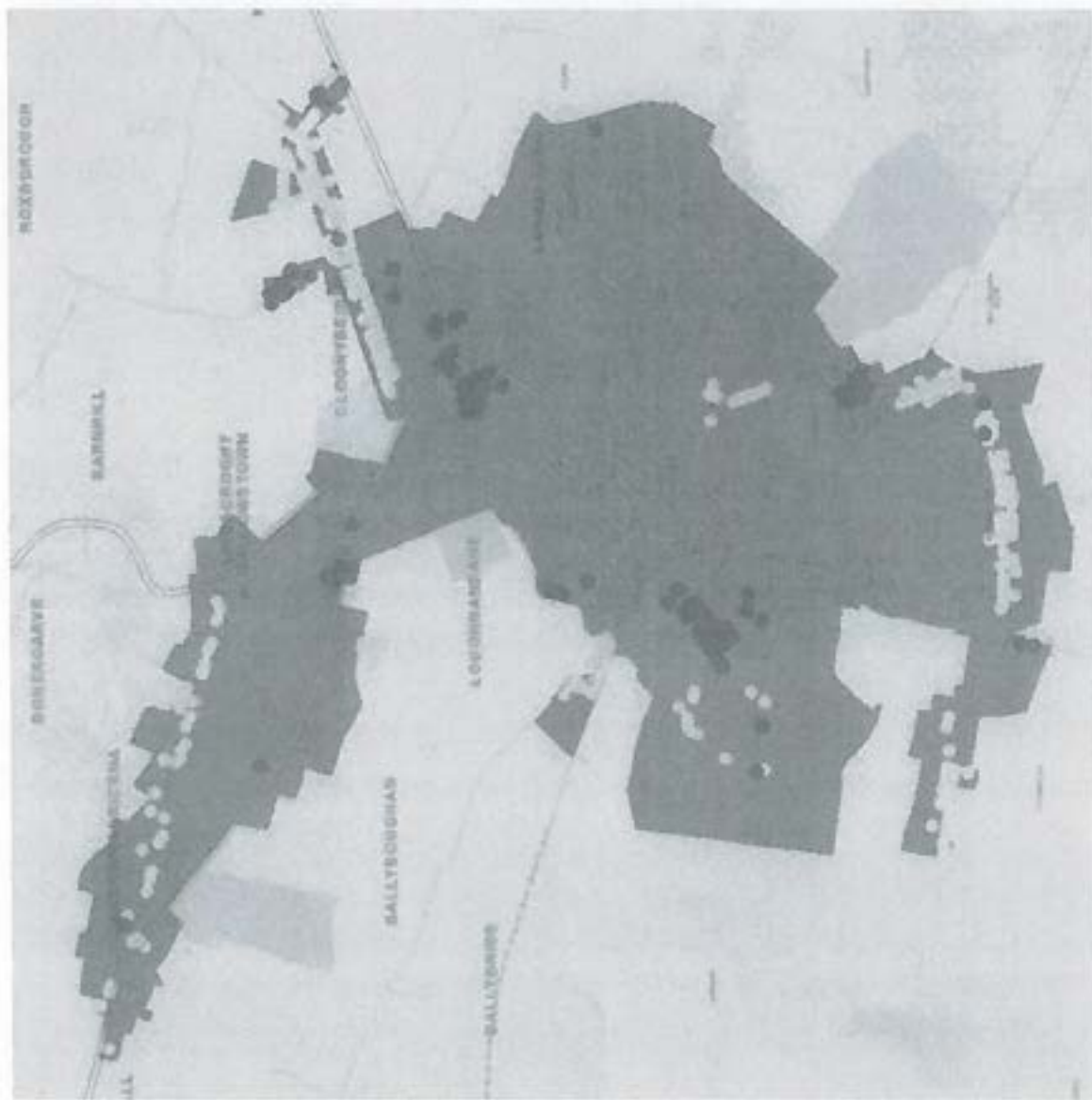
<p>Ballintober</p>		<p>All premises adjacent to purple should be purple</p>
<p>Ballydangan</p>		<p>all purple</p>
<p>Ballyleague / lanesborough</p>		<p>No issues</p>
<p>Ballymoe (Roscommon side)</p>		<p>All premises adjacent to purple should be purple</p>
<p>Barrymore</p>		<p>mostly purple, assume all other premises off the N61 must be purple. However moderate broadband is available to premises within few 100m of fibre enabled cabinet so N61 may be covered.</p>
<p>Bellanamullia / Monksland / Athlone</p>		<p>Some amber, any adjoining premises should be purple also.</p>

Boyle		<p>Any streets or housing estates off streets which are currently amber or purple should be entirely purple. Eir are currently working here but I cannot say if they will cover the entire area.</p>
Carrick-on-Shannon (Roscommon side)		<p>some purple so lightly surrounding areas are purple</p>
castleplunket		<p>All premises adjacent to purple should be purple</p>
castlerea		<p>all purple and amber, the whole town should be shown as purple except a short section on main street. On Eir's list but they cannot tell me when it will be covered.</p>
Churchstreet - west of Frenchpark		<p>all purple</p>
cloonfad		<p>premises adjoining purple and amber should be amber. However moderate broadband is available to premises within few 100m of fibre enabled cabinet</p>



cornafulla		2 purple
curraghboy		1 purple
donamon		All should be purple
Elphin		No amber shown
fourmile house		
frenchpark		some amber, not covered by 300k However moderate broadband is available to premises within few 100m of fibre enabled cabinet
Kilmore		Whole area should be purple.
kiltoom		Should be all purple.

		
<b>loughglynn</b>		<b>As one premises is purple, it's likely the whole area is not covered.</b>
<b>rooskey</b>		<b>Outskirts are amber, unknown if village covered</b>
<b>Roscommon</b>		<b>On Eir's list but they cannot tell me when it will be covered. Some areas on main street and galway road have high speed broadband but majority of town doesn't. all areas adjacent to amber and purple should be changed to purple</b>
<b>Scramoge</b>		<b>Unlikely to be covered</b>
<b>strokestown</b>		<b>Large areas adjacent to amber and purple should be changed to purple</b>
<b>Tulsk</b>		<b>Not covered. Should be all purple</b>





[REDACTED]

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**From:** [REDACTED]  
**Sent:** 16 September 2019 09:23  
**To:** NBP Mapping  
**Subject:** Architectural Conservation Area (ACA) not commercial area

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear NBP

The provision of high speed broadband in Architectural Conservation Area\* (ACA) throughout the country should be considered as non-economic or not commercially viable areas under the national broadband Plan. I've engaged with Siro and Eir on the provision of high speed fibre connections in these area and both companies have indicated unless they are allowed run cables on the Façade it's not commercially viable. Running cables on the façade will impact on the integrity of the area's. Commercial providers will be required to run cable underground and require an archaeologist to supervise the dig. This is a far higher cost to the providers and have outlined it will be unviable

To ensure these areas are provided with high speed fibre connections, ACA's should be included in the NBP plan. The ACA area in Galway city are available on line @ [ACA's Area Galway City](#)

Please contact me if you have any questions

Best regards

[REDACTED]  
*Head of Information Systems / Ceannasaí Córas Faisnéise*  
*Broadband officer / Oifigeach Leathanbhanda*  
*Galway City Council / Comhairle Cathrach na Gaillimhe*  
*College Road / Bóthar an Choláiste*  
*Galway / Gaillimh*

T: [REDACTED]  
[REDACTED]  
Email/Rphost: [REDACTED]

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**Galway European Capital of Culture 2020**

**[Galway2020.ie](http://Galway2020.ie)**

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**Tá fáilte roimh chomhfhreagras i nGaeilge nó i mBéarla.**

Correspondence is welcome in Irish or in English.

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 16 September 2019 09:37  
**To:** NBP Mapping  
**Subject:** [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear NBP Map

**Please include [REDACTED] and [REDACTED] area's of Galway City in the intervention area for the NBP Galway City. As a reference a resident at Eircode [REDACTED] has despite numerous attempts is unable to get High speed broadband connection.**

**Please contact me directly if you have any questions**

Best regards

[REDACTED]

[REDACTED]  
*Head of Information Systems / Ceannasaí Córas Faisnéise  
Broadband officer / Oifigeach Leathanbhanda  
Galway City Council / Comhairle Cathrach na Gaillimhe  
College Road / Bóthar an Choláiste  
Galway / Gaillimh*

[REDACTED]  
**T:** [REDACTED]  
**M:** [REDACTED]  
**Email/Rphost:** [REDACTED]

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 September 2019 08:39  
**To:** NBP Mapping  
**Subject:** Galway City residences unable to get access

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear NBP mapping

I can confirm residents at [REDACTED] in the [REDACTED] Galway City are unable to connect to high speed broadband and should be included in the intervention area. The residence had attempted to get access from various communication providers and made representations to local councillors but are still unable to get access.

I can confirm residents at [REDACTED] in the [REDACTED] Galway City are unable to connect to high speed broadband and should be included in the intervention area. The residence had made representations to local councillors but are still unable to get access.

Best regards

[REDACTED]

[REDACTED]  
Broadband officer / *Oifigeach Leathanbhanda*  
Galway City Council / *Comhairle Cathrach na Gaillimhe*  
College Road / *Bóthar an Choláiste*  
Galway / *Gaillimh*

[REDACTED]  
T: [REDACTED]  
M: [REDACTED]  
Email/Rphost: [REDACTED]

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 September 2019 09:14  
**To:** NBP Mapping  
**Subject:** Galway City residences unable to get access

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear NBP mapping

I can confirm residents at [REDACTED] Galway City are unable to connect to high speed broadband and should be included in the intervention area. The residence have attempted to get access from various communication providers and made representations to local councillors but are still unable to get access.

It my understanding a number of Locations in the area have difficulty getting High Speed broadband (over 30mb)

Best regards

[REDACTED]

[REDACTED]  
Broadband officer / *Oifigeach Leathanbhanda*  
Galway City Council / *Comhairle Cathrach na Gaillimhe*  
College Road / *Bóthar an Choláiste*  
Galway / *Gaillimh*

[REDACTED]  
T: [REDACTED]  
M: [REDACTED]  
Email/Rphost: [REDACTED]

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Correspondence is welcome in Irish or in English.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 September 2019 15:29  
**To:** NBP Mapping  
**Subject:** FW: Galway City residences unable to get access

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear NBP mapping

I can confirm residents at [REDACTED] [REDACTED] area Galway City are unable to connect to high speed broadband and should be included in the intervention area. The residence have attempted to get access from various communication providers and made representations to local councillors but are still unable to get access.

It's my understanding a number of Locations in the area have difficulty getting High Speed broadband (over 30mb)

Best regards

[REDACTED]

**Broadband officer / Oifigeach Leathanbhanda**  
*Galway City Council / Comhairle Cathrach na Gaillimhe*  
*College Road / Bóthar an Choláiste*  
*Galway / Gaillimh*

T: [REDACTED]  
M: [REDACTED]  
Email/Rphost: [REDACTED]

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## Conclusion of the NBP Mapping Exercise – Request for Submissions

### 1. Submissions from network owners or operators

In response to this aspect of the consultation, Vodafone is not represented on the NBP Map. Vodafone has ongoing plans for investment in our radio networks to deliver best in class wireless services to our customers. Similar questions around deployment to those raised in the Departments consultation have also arisen in recent ComReg consultation on the forthcoming Multiband Spectrum Award<sup>1</sup>.

In particular we note this important quote from ComReg's own analysis of the likely roll-out 'In the light of these cost estimates, Oxera estimates that there will likely be a commercial incentive to extend 30 Mbit/s MBB coverage to a level in the lower 90 percentile range of population in the period up to 2025. Oxera observes that policy or regulatory interventions could accelerate and/or extend coverage beyond these levels, to a certain extent, but this would require stakeholders to assess carefully the costs and benefits involved.'

In response to the consultation Vodafone noted the following 'From Vodafone's own analysis of coverage benefit we agree that there is no commercial incentive to roll-our coverage beyond a figure in the lower 90% range of population. Given the additional constraints imposed by Planning Permission refusal etc. a figure of 90% would be the likely final figure reached without intervention.'

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<sup>1</sup> ComReg Document 19/59

## 2. Submissions from Retail Operators

The consultation seeks detail as to whether Vodafone has experienced any issues in placing orders, or getting orders/connections implemented for confirmed orders placed to connect premise(s) with an NGA service.

Vodafone is aware of discussions at an industry level around potential DP issues and it is clear there are concerns about the number of DP issues. In its own recent analysis Vodafone identified a number of orders on our inflight order book which have stalled due to a DP issue. Analysis is ongoing and further detail can be shared, on a confidential basis, if required.