From: [redacted]
To: NBP Mapping
Subject: Broadband Blue Area - No service
Date: 16 September 2019 13:12:52
[redacted]

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Hi there,

Following a discussion with the department of communication (Broadband@dccae.gov.ie), I have been advised to contact you regarding an issue with broadband in our area.

I moved 4 months ago in a new house and I am unable to access broadband since then.

I am located in the Blue area for broadband, according to the Department's High Speed Broadband Map.

However, despite several contacts with Vodafone and Eir, we are unable to receive broadband in our house.

[redacted]

Could you please advise on the next steps for us to be able to access broadband in our area, as being in the blue area, we should be entitled to it.

Should you require any further information, please do not hesitate to contact me. [redacted]

Thank you for your help.

Kind regards,

[redacted]

From: [redacted]
To: NBP Mapping
Subject: Adsl+ only in a blue area
Date: 12 September 2019 17:34:50

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,
[redacted] (which is in a blue zone) and the best internet I can get is 6MB.
I have been in touch with eir, Vodafone and until recently I had a connection with sky.
I have also been charged more than a fibre client because I have been told I'm on older infrastructure and the deals don't apply to me.
I understand that i fall outside the NBP and the current commercial operators roll-out plans and would love to hear from you on what options/plans there are for customers like me.
I would have expected it would be easier to fix houses like mine than roll out fibre to the middle of the countryside!
Any help would be appreciated.
[redacted]

[redacted]

From: [redacted]
Sent: 30 September 2019 18:37
To: NBP Mapping
Cc: [redacted]
Subject: DCCAE map consultation

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,
I am writing from Dublin City Council where we conducted a survey to map out connectivity blackspots in the Dublin City Council catchment area:
Here are the following submissions:

1. Submission from [redacted], [redacted] Along Dartry Road descending down to Milltown Bridge.
2. Submission from a member of the Public : [redacted], Emmet Road, Kilmainham
3. Submission from a member of the public [redacted]
4. Submission from a member of the public [redacted]
5. Submission from a member of the public: [redacted]
6. Submission from a member of the public: Cappagh Road [redacted] and Ratoath Road.
4. Submission from [redacted] : 5 houses located [redacted] in Dublin 7. Eircode [redacted]

If you have any further question please don't hesitate to contact me.
Best regards,

[redacted]
Smart City Engagement Lead
Dublin City Council| 3 Palace Street|
Comhairle Cathrach Baile Átha Chliath | 3 Sráid an Phálás
[redacted]
T [redacted]

From: [redacted]
To: NBP Mapping
Subject: [redacted] -No broadband acessible
Date: 30 September 2019 14:43:07

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,

I live in a [redacted]

At present it is not possible for me to access any broadband from my cottage. We literally have no broadband let alone fibre optic. This is very prohibitive , especially as I work for one of the large US tech companies in the docklands.

I have to use 4g signal , which makes doing any work from home very challenging .

We very much appreciate your support in getting this rectified as a priority as part of the NBP.

Best Regards

[redacted]

[redacted]

From: [redacted]
To: NBP Mapping
Cc: [redacted]
Subject: NBP – Conclusion of Mapping Exercise for the Intervention Area Pre Deployment [redacted]
Date: 14 August 2019 10:21:06
[redacted]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam,

According to the Department's High Speed Broadband Map, available at www.broadband.gov.ie, my premises is in a BLUE area. [redacted]

My current provider is Sky via old copper wire to house via existing phone line. See attached screen snip for current Sky product availability below. As of phone call 25th March and 26th June 2019, Sky have advised max speed attainable is 24mbs, despite being in a blue area. Reason explained was Eir owning the network and Sky having no mechanism to request Eir to upgrade facilities at the exchange. Sky representative as much as acknowledged I might have to transfer my custom to Eir in order to get this request for upgrade work facilitated. I don't want to transfer my broadband custom to Eir as I bundle my media services through Sky.

Inline Image

I also spoke with Digiweb (13th August '19). Their representative re-iterated the Sky position in that they as a service provider were powerless to request any upgrades to the network given Eir own the network. It was suggested I then contact Eir in order to request an upgrade at the exchange so that I can avail of a Fibre to the cabinet (FTTC) product.

I then contacted Eir via webchat. [redacted] the Eir sales agent seemed happy to sell me a Broadband product (slower than my existing Sky product, 8mbs vs 24mbs) and then as a kicker, informed me my service could be upgraded once I was an Eir customer. So I'm left feeling at the mercy of Eir, I can't upgrade my service, despite it being available, unless I become a customer of Eir. This is an unfair playing field for alternate service providers and sharp practice from Eir at best. This is not how a competitive marketplace should function.

All in all, my engagements with both Sky and Digiweb representatives was very positive, despite my obvious frustration at having a property located in a Blue area whilst not being able to avail of the High Speed product range. It seems to me, broadband service providers are hindered in their provision of service by the fact they have no facility for engaging with Eir, the network owner, in cases such as mine. All I wanted was my current provider to have a process to request an upgrade of facilities (by Eir, the network owner) to my home (or a timeline for this). Maybe I'm viewing this too simplistically but it seems very strange to me that properties in Blue area's as defined by the Department's High Speed Broadband Map have no options other than existing copper facilities available to them.

[redacted]

From: [redacted]
To: NBP Mapping
Subject: [redacted] - mixed broadband
Date: 19 September 2019 08:55:54

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello,

I believe you are gathering information about broadband in rural Ireland. We live [redacted] and have tried three providers. I work from home and need to download files for work so Wicklow broadband isn't suitable, though I hear it is amazing for low traffic internet. Imagine is the latest provider – it works amazingly for those with a view to the hills but not at all for the rest of us (~300m away). So we have Sky and coverage is mixed day to day – they constantly promise service upgrades etc but its still very intermittent. In summary, in this day and age, we should have much better broadband, particularly since we are relatively close to major towns and Dublin.

Best regards,

[redacted]

[redacted]

From: [redacted].ie>
Sent: 03 September 2019 09:24
To: [redacted]
Cc: NBP - Broadband & Digital; [redacted]
Subject: RE: BLUE AREA - [redacted], Co. Longford. - [redacted] [EXTERNAL]

Follow Up Flag: Follow up
Flag Status: Completed

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Hi [redacted]

Thank very much that's a great response.

Kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader
ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,
[redacted]

☎ Telephone [redacted]
Fax no: [redacted]
Mobile: [redacted]
E-mail [redacted]
Web Site www.longfordcoco.ie

From: [redacted]
Sent: 03 September 2019 09:04
To: [redacted]; nbpmapping@dccae.gov.ie
Cc: NBP - Broadband & Digital ; [redacted]
Subject: RE: BLUE AREA - [redacted], Co. Longford. [redacted] [EXTERNAL]

REF:- Consultation Email
https://www.dccae.gov.ie/documents/NBP_MAP_COUNTY__Longford.pdf
SEE EMAIL THREAD BELOW

Dear Sir/Madam (NBP Mapping)

I have been talking to several people since September 2016 to get a infrastructure in place at my property (subject address).
Communications with EIR, ESB Networks and Longford County Council has taken place but nothing was ever sorted. EIR along with sub-contracted ESB deemed it not 'economically viable' to hook up the nearest Longford exchange and to install x2 poles to serve a new landline to enable broadband. This has is a new build at 10 years old and has NEVER had a phone line linked in/connected to the property.

Broken promises from local authorities and convoluted discussions which always end in a blank.
Back in 16th June 2017 emails were sent to the Longford County Council contact, [redacted], to assist in the following, to which [redacted] has helped as much as possible;

- *Enquire about landline install*
- *Enquiries about availability*
- *Mapping discussion on my home location*
- **Investigate local area community with the same problems.*
- *Alternative methods of broadband – satellite line-of-sight (Imagine and Eurona-Brisknet)*

*I am not prepared to rally around the local [redacted], [redacted] and [redacted] areas to scope who is in my situation as I strongly feel this is not my responsibility at all, besides I do not have the time.

Currently, I am a customer of Eurona-Brisknet, but with a poor download speed of 5 mbps average and paying for Up to 50 mbps at 58 euros per month which is unacceptable **but the ONLY option available to my home and many in the area.** This line-of-site satellite broadband solution is only as good as the view to the transmitter in Roscommon, trees or other obstructions cause speeds to slow down to 5 mbps and the weather causes the most problems with atmospheric static conditions, heavy rain and indeed, transmitter failing sue to high winds and lightening strikes.

[redacted]

In accordance with the map link at the top of this email, I am in the blue area.
But with a poor line-of-site satellite broadband service, no landline, no fibre infrastructure, working from home as a profession [redacted] for [redacted] is being increasingly difficult.

So you see, my situation (case study) of my home is currently ridiculous when you consider;

- EIR declined to help
- ESB said it is too costly
- No fibre optic installation plan for blue and amber areas [redacted] [redacted] and [redacted]

I get 5 mbps, pay 58 euros for 50 mbps, yet in Dublin, they are rolling out up to 60 mbps to customers that already get 30 mbps.....the whole Broadband plan and infrastructure has already lost Ireland key sporting events due to this. Excuse my belligerence and lack of faith, but I have been asking for 3 years.

With the highest respect, I won't hold my breath for any progress.

Kindest regards,

[redacted]

T: +3[redacted] : +[redacted]

From: [redacted]
Sent: 02 September 2019 17:13
To: [redacted]>
Cc: NBP - Broadband & Digital [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford. [redacted] [EXTERNAL]

Hi [redacted]

Just following up from our phone call:

BLUE areas are parts of the country where commercial operators are already providing high speed broadband or have indicated future plans to do so. The Department defines high speed broadband as a connection with minimum speeds of 30Mbps download and 6Mbps upload.

Please note that the installation of telecommunications infrastructure and delivery of services via same is undertaken by private companies operating on a commercial basis in a liberalised market. The Department has no input in the planning of commercial operators and does not have access to their specific deployment plans.

The Department is currently engaged in a Consultation Process where consumers of broadband services that reside in areas marked as BLUE are being requested to submit information on the broadband service they are receiving. You have mentioned that the speed of your broadband connection is less than the minimum of 30Mbps. Please see the Consultation page on our website for further information. Please forward details of any correspondence with service providers where you requested a broadband service, the Eircode of your premises and any other relevant information to the email address referenced on the Consultation page which is nbpmapping@dccae.gov.ie.

Let me know if you have any further queries.

Kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader
ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,
[redacted]

☎ Telephone [redacted]
Fax no: +[redacted]
Mobile: +[redacted]
E-mai [redacted]
Web Site www.longfordcoco.ie

From: [redacted]>
Sent: 02 September 2019 11:46
To: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford. [redacted] [EXTERNAL]

Dear [redacted] –

Any updates on a better broadband service in [redacted] and surrounding villages in Co. Longford.
With Eurona Brisknet we are getting 5 MBPS which is very poor. In Dublin it is 60 MBPS....

Kindest regards,

[redacted]

From: [redacted]
Sent: 17 September 2018 15:27
To: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford. [redacted] [EXTERNAL]

Hi [redacted]

Just to let you know I followed up again with the Department in relation to your premise. The Department of Communications, Climate Action & Environment confirmed that they are currently engaged in a process to identify premises in the BLUE area which do not have access to a high speed broadband service. Should commercial operators' plans for these premises not materialise it may become necessary for the Department to intervene.

They are maintaining a database of such premises. Once the full extent of unserved premises in the BLUE area is apparent, the Department will engage with operators in order to resolve these issues on a commercial basis.

Ultimately the goal of the National Broadband Plan is that all premises will be able to access high speed broadband services as soon as possible. Should engagement with operators on unserved BLUE premises be unsuccessful the Department will consider their inclusion as part of the State led intervention.

Kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader
ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,

[redacted]

☎ Telephone +[redacted]
Fax no: +[redacted]
Mobile: +[redacted]
E-mail [redacted]
Web Site www.longfordcoco.ie

From: [redacted]
Sent: 10 September 2018 12:14
To: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford. [redacted] [EXTERNAL]

[redacted] hope you are well....
EIR refuse to help us, that is why we are paying €60 a month with Eurona Brisknet with a line of sight satellite link to their transmitting mask in Roscommon for 50mbps.
Rural areas of midlands Ireland will remain in the dark ages I think until Fibre optic is rolled out.
Sorry for being blunt, but it remains to be my opinion based on evidence.

Many thanks.

[redacted]

From: [redacted]>
Sent: 10 September 2018 11:58
To: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford [redacted] [EXTERNAL]

Hi [redacted]

Hope all good with you. Just checking to see have you been able to get HSB connection from Eir since?

Kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader

ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,
[redacted]

☎ Telephone +[redacted]
Fax no: +[redacted]
Mobile: +[redacted]
E-mai[redacted]
Web Site www.longfordcoco.ie

From: [redacted]
Sent: 22 June 2017 12:09
To: Broadband <Broadband@DCCAE.gov.ie>
Cc: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford [redacted]

Worth reading this email again from EIR.....the words "Unfortunately we have established that your property isn?t within range of our network infrastructure" stick in my throat. Therefore, NOT BLUE AREA!!!

Dear [redacted]

I am sorry for the delay in providing service to your premises.I have looked into your account and can see that it is closed on March 20, 2017.

Unfortunately we have established that your property isn?t within range of our network infrastructure and you have been previously advised that Wholesale have told eir that the only service we can provide is an FCS service. Under our Universal Service Obligation (USO) terms & conditions we are required to provide a customer with voice over service which is what we have offered you but broadband is not regulated or a guaranteed service

However, we can provide you with a product called FCS (Fixed Cellular Service). This is a solution we use in cases such as your own and it involves locating an antenna on the exterior of your property and providing you with a unit which is plugged into a power socket in your home through which you can make and receive calls.

Unfortunately, Broadband is not supported by this technology. As you may be aware the Government is rolling out a fibre investment programme which will be accommodated in the Government?s National Broadband Plan (NBP). Under the NBP the Government intends to ensure that high-speed broadband services will be made available everywhere. This is being done through a collaborative investment with the telecommunication industry and you can register your interest

http://www.dcenr.gov.ie/communications/en-ie/Broadband/Pages/home.aspx.

I am happy to confirm that we can offer an alternative in some cases (coverage dependent) of a product called Mobile Broadband (T&C's apply). This is an easy to use dongle that provides you with access to our superfast mobile broadband network.

Should you wish to avail of this product please contact our Customer Care Department on [redacted] to check your coverage and to receive further details and pricing plans. For further information please see https://store.meteor.ie/mobile-broadband-devices/bill-pay/huawei-e3272-stick#buy.

Meteor Broadband T&Cs are available at - https://www.meteor.ie/terms_and_conditions/bill_pay_mbb/

If you have any further queries please call our chat with us on www.eir.ie/chatnow or reply to this email and we will be delighted to assist you.

Regards,

[redacted]

Customer Care Administration Team

eir Limited, 1 Heuston South Quarter, St John's Road, Dublin 8| Tel number: 1901 E-mail: [redacted]
View your bill online:www.eir.ie/bill
Online Help and Support:www.eir.ie/support
Join our community: www.eir.ie/community

Kind Regards,

[redacted]

From: Broadband [mailto:Broadband@DCCAE.gov.ie]
Sent: 21 June 2017 12:47
To: [redacted]>
Cc: [redacted]>
Subject: RE: BLUE AREA - [redacted] Co. Longford. [redacted]

Dear Mr [redacted]

Thank you for your email in relation to high speed broadband provision in your area.

Due to the fact there are still a large number of areas across the country without access to high speed broadband, the Department carried out a mapping exercise as part of the NBP intervention. The map outlines current and planned broadband coverage across the country. On the map, premises are designated in Blue areas if they are to be addressed by commercial operators or Amber areas if they are to be addressed by the Governments NBP intervention. I have checked the eircode/address that you provided and can confirm your home falls within a Blue area.

The Department is aware that high speed broadband is still not available in some Blue areas around the country and I would like to thank you for highlighting the issues that you are encountering in your area. The Department will investigate your case in more detail. We are working in conjunction with commercial operators to find a resolution to broadband deficits in Blue areas and may need to pass on your details to operators. With this in mind I ask for permission to forward your details (name, address, eircode, phone number and details of your case) to the providers concerned to try to resolve your issue.

For further information about the National Broadband Plan including the interactive map, the Mobile Phone and Broadband Taskforce and other initiatives, please visit our website at www.broadband.gov.ie.

Kind Regards,

[redacted] Customer Care Team | National Broadband Plan
Department of Communications, Climate Action & Environment
29-31 Adelaide Road, Dublin 2, D02 X285, Ireland
www.dccae.ie | @dccae

From: [redacted]]
Sent: 16 June 2017 12:12
To: Broadband
Cc: [redacted]
Subject: BLUE AREA - [redacted] Co. Longford. [redacted]

TO WHOM IT MAY CONCERN:

Business Owner [redacted] eircode [redacted] s identified as been in the Blue Area of the National Broadband Plan Interactive Map. This Business Owner cannot get High Speed Broadband.

[redacted] has contacted numerous operators and has made every effort to a acquire High Speed Broadband but to no avail.

Here is a list of operators that this Business owner has contacted:

- Contacted EIR in early September when I was still living in UK, set up contract with customer no.
- EIR cancelled customer contract due to wrong exchange hook up, should have been Lanesborough, NOT Longford town.
- EIR refused to put poles up to supply us with the basic needs of a 'phone line', without any polite notification and after many expensive phone calls, I learnt that in March 2017, EIR cancelled our contract.
- Contacted Imagine *https://www.imagine.ie/* only to be told they are full of subscribers 400 off and there is a 2-5 year waiting list!!!
- Failed to make contact with Brisknet Eurona
- Contact Rural Wi-Fi – After much miscommunication, no sim card and expensive calls, the unit didn't work, could not pick up their Wi-Fi transmitter despite trying it in all areas of our house which is situated on top of a hill!!!! Sent unit back, which cost us postage!
- Contacted Brisknet Eurona again, they are sending out an agent on the 23rd June to do a house signal survey.

As you can imagine this is extremely frustrating and your urgent attention response to this matter would be great fully appreciated.

kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader

ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,
[redacted]

☎ Telephone [redacted]
Fax no: [redacted]
Mobile: [redacted]
E-mai[redacted].ie
Web Site www.longfordcoco.ie

teachtaireacht ar an eolas láithreach. Deimhnítear leis seo freisin nár aims odh víreas sa phost seo tar éis a scanadh.

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S◆ANADH: Is d'◆s◆id an duine/na ndaoine chuig a bhfuil s◆ seolta agus sin amh◆in at◆ an teachtaireacht seo. D'fh◆adfadh go bhfuil faisn◆is faoi phribhl◆id n◆ faoi r◆n de r◆ir bhr◆ an dl◆ is infheidhme inti. Mura tusa an seola◆ a bh◆ beartaithe, b◆ ar an eolas go bhfuair t◆ an r◆omhphost seo de bharr earr◆ide agus go bhfuil cosc iml◆n ar an r◆omhphost seo, n◆ aon chuid de, a ◆s◆id, a scaipeadh, a chur ar aghaidh n◆ a ch◆ipe◆il. M◆ fuair t◆ an r◆omhphost seo de bharr earr◆ide, t◆igh i dteagmh◆il leis an seolt◆ir chomh luath agus is f◆idir, le do thoil. N◆ g◆ gurb ionann na dearca◆ a l◆ir◆tear sa r◆omhphost seo agus dearca◆ Chomhairle Chontae an Longfoirt. T◆ aon iat◆in seice◆ilte ag scan◆ir v◆ris agus dealra◆onn s◆ go bhfuil siad glan. B◆ cinnte go nd◆anfaidh tusa scan◆il ar gach teachtaireacht chomh maith, le do thoil, mar n◆ ghlacann Comhairle Chontae an Longfoirt. dliteanas ar bith i leith ◆illi◆ n◆ d◆m◆iste do do chuid c◆ras.

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[redacted]

From:	[redacted]
Sent:	20 September 2019 15:50
To:	NBP Mapping
Cc:	NBP - Broadband & Digital; [redacted]
Subject:	Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area
Attachments:	consultation.docx
Importance:	High
Follow Up Flag:	Follow up
Flag Status:	Completed

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To whom it may concern:

Please find attached Longford submission to the **Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area.**

Kind regards,

[redacted]

[redacted]
Broadband Officer/A/Project Leader
ICT Section,
Longford County Council,
Áras an Chontae,
Great Water Street,
Longford,
[redacted]

☎ Telephone [redacted]
Mobile: [redacted]
E-mail [redacted]
Web Site www.longfordcoco.ie

AN LONGFORT CONNECTED
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Comhairle Chontae An Longfoirt
Longford County Council

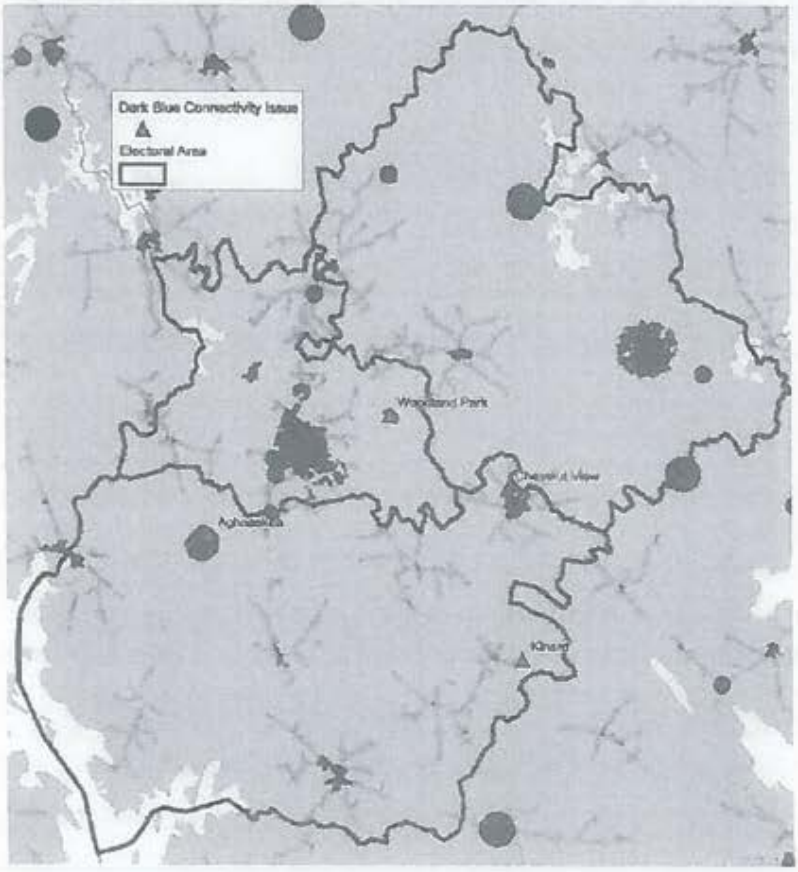
Longford County Council's submission to the DCCAE consultation on conclusion of the NBP mapping exercise for the intervention area (Blue Area)

20/09/2019

We are very concerned to the actual quality of service being received by consumers in the blue area in County Longford as follows:

The Local Enterprise Office are actively encouraging local businesses to access online opportunities for their business through the Trading Online Voucher Scheme. They have ongoing promotion of the vouchers through our own social media, newspaper advertisements and at local events. However, one of the issues that is constantly highlighted at our web clinics is the lack of infrastructure for online activity. Many of the businesses, located in the blue area in Longford do not have consistent broadband and are reluctant to invest in their online presence as they are often unable to access or service any orders. Some have resolved the issue by travelling into Longford town, downloading any orders etc. and processing from a location with better service.

Map highlighting some of the dark blue connectivity issues (mainly businesses):



One area that needs urgent attention is Edgeworthstown from Chestnut View all the way into the main town. Business and residential premises are suffering from the lack of HSB. A new library and digital hub are due to open in 2020. Longford County Council is very concerned over the lack of connectivity in Edgeworthstown.

Edgeworthstown:

Edgeworthstown has a population of 2,072 persons according to the 2016 census, which is almost a 19% increase in population from 2011. The town is located to the east of the county, close to the Westmeath boundary and is serviced by the National Road Network, including the N4 National Primary Route and the N55 National Secondary Route, as well as being a stop on the Dublin/Sligo rail line. Due to the presence of the rail station and the proximity to the Greater Dublin Area, many people from the town commute to Dublin on a daily basis, which negatively impacts on quality of life and sense of community within the town.

Edgeworthstown is well served by bus, rail and road links. The town has a railway station on the Dublin to Sligo railway line with 10 services daily to/from Dublin's Connolly Station. Large numbers of local people commute to Dublin on a daily basis, with the railway car park unable to cope with the numbers and significant numbers of cars belonging to commuters parked in the town centre daily. This negatively impacts on the quality of life of those people spending long hours commuting daily but also has a negative impact on the town centre as those cars parked all day, restrict parking for visitors to the town and thereby restricts economic activity within the town.

Longford Library Network – A welcome space for all

Our branch libraries are valued community spaces used by many not only for information but also to support learning and culture and to facilitate economic development. ICT advances including increased broadband speeds have allowed libraries to enhance access, use and expand programme delivery in all of these areas and the modern Irish public library is now seen as a " go-to-place" for a wide range of sustainable integrated public services. However high-speed broadband needs to be delivered equally so that rural libraries can offer and citizens in rural communities can avail of similar library services and programmes including increase opening hours through My Open Library, fast internet and WIFI access, access to the wide range of eService's now available as well as delivery of citizen centred IT learning programmes for adults and children.

Libraries:

Drumlish Library [redacted]	Download = 4.19Mbps	Upload = 0.38Mbps
Lanesboro Libra[redacted]	Download = 43.04Mbps	Upload = 2.32Mbps
Edgeworthstow[redacted]	Download = 3.13Mbps	Upload = 0.22Mbps

Primary Schools:

There is 27 Primary Schools in Longford in the blue area of which **15** are not receiving high speed broadband.

We recognise that access to HSB in primary schools will assist our young people to become engaged thinkers, active learners, knowledge constructors which will allow them to participate fully in society. It is essential to a modern learning creative environment. The primary schools listed below are missing out on all these digital opportunities and supports even from the simplest thing of using whiteboards. Lack of HSB creates inequalities amount our primary schools in Longford.

1	Longford Primary Schools				
2	Lenamore N S	Legan	Legan	B4	Ripplecom 12.0 Mbit/s
3	S N Mhuire	Cluain De Rath	Cluain De Rath	B5	Ripplecom 12.0 Mbit/s
4	Tashinny N S	Tashinny	Colehill	B5	Ripplecom 12.0 Mbit/s
5	St Columba's Mixed N S	Cloonagh	Dring	B5	Ripplecom 12.0 Mbit/s
6	Colehill Mixed N S	Colehill	Longford	B3	Ripplecom 12.0 Mbit/s
7	Cloontagh Mixed N S	Cloontagh	Killashee	B5	Ripplecom 12.0 Mbit/s
8	S N Naomh Treasa Killoe	Clontumpher	Ballinalee	B3	Ripplecom 12.0 Mbit/s
9	S N Naomh Mhuire	Baile Nua An Chaisil	Baile Nua An Chaisil	B4	Ripplecom 12.0 Mbit/s
10	Stonepark N S	Stonepark	Longford Town	B3	Ripplecom 12.0 Mbit/s
11	Naomh Earnain N S	Kilashee	Longford	B5	Digiweb W 16.0 Mbit/s
12	S N Naomh Colmcille	Aughnacliffe	Aughnacliffe	B3	Digiweb D 17.0 Mbit/s
13	St Emers	St Emers	Templemichael	B3	Digiweb V 25.0 Mbit/s
14	St Matthews Mixed N.S	Ballymahon	Ballymahon	B4	Digiweb V 25.0 Mbit/s
15	Scoil Mhuire N S	Newtownforbes	Newtownforbes	B3	Digiweb V 25.0 Mbit/s
16	Saint Mels	Saint Mels	Ardagh	B3	Ripplecom 8.0 Mbit/s

We are striving that all our citizen's in county Longford have equal access to the opportunities of a digital world we recognise that the lack of HSB in a rural county like Longford cases a lot of problems amount young and old.

We are looking forward to hearing from you and working together to eliminate these problematic areas in Longford.

Yours sincerely,

[redacted]

Broadband Officer

From: [redacted]
To: NBP Mapping
Subject: Connection to fibre broadband
Date: 19 September 2019 21:35:35

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

I wish to lodge an acknowledgment that I can unable to receive fibre broadband in my current residence , but those of my neighbor around me all have . The fibre box/ wire is running along my road [redacted] and beyond and as mentioned neighbours are all connected . I contacted EIR , current network provider who informs me that they do not know when or if I can be connected and make with what is available . Currently have no access to Tv either due to this , and the costing of SKY .
I am a new build in [redacted] . Neighbours also new build and has fibre ???

Can you advise re same

Regards

[redacted]

[redacted]

From: [redacted]
To: NBP Manning
Subject: Conclusion of Mapping and cleaning up the mess left behind by Eir.
Date: 20 September 2019 16:42:37

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

A Cháirde,

While the nominal rollout of some 300,000 premises is concluding, a lot remains to be done to ensure that services are actually available in this area as contracted.

1. A large number of Fibre Distribution points (DPs) are not lit/incomplete, quality control by Eir has not improved in this respect since the contract commenced. Nor is there a fixed resolution timeframe where one is claimed by Openeir as lit, and is not.
2. Areas are indicated as live when they are clearly lacking infrastructure. I have brought a number to the attention of the department, one of which was still not live 18 months after the department was notified by Openeir that it was and included it in its maps.
3. It remains difficult for someone constructing a new premises within the light blue zones along roads to

a) get an eircode in a timely manner. This is another departmental failing.
b) then get that eircode allocated to a DP, for ordering purposes inside a light blue area OR
c) get an extra DP(s) deployed if the existing DP density is insufficient to allow expansion inside that Light Blue zone.

In order to deal with 1 2 and 3 the department will need to maintain a watch over the Eir 300k rollout until all of the issues in 1 and 2 are verifiably dealt with and then, on a lesser scale, to further ensure that Eir complies fully with their obligations in the Light Blue areas which will clearly postdate this consultation and the award of the NBP contract.

I expect DCENR/Comms to publish a customer charter for the Light Blue areas setting out how DCENR/Comms intends to monitor compliance with the 300k contract going forward and I would note that this will be required whether or not an NBP contract is executed as the Light Blue areas are clearly external to the NBP areas and will be for the 25 year term of the NBP contract as I understand it.

You will likely have extra premises to monitor on top of the 300k as well. I have seen additional FTTH rollouts [redacted] in recent weeks.

Le Meas

[redacted]