

**From:** [REDACTED]  
**To:** [BBP.Mapping](mailto:BBP.Mapping)  
**Subject:** Broadband Fibre speed limited to 3MB/sec  
**Date:** 13 August 2019 12:56:58

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Hi,

As explained in my previous email to [Broadband@DCCAIE.gov.ie](mailto:Broadband@DCCAIE.gov.ie):

I pay Eir Fibre 55euros p/month and received 6MB/sec until this week. It's now limited to 3MB/s (maximum speed according to Eir customer service is now 4MB/s).

So it's worst week after week and this prevent me to request work from home and that's very low speed for the services i pay for.

Eir Support doesn't care. Many contacts have been done.

I contact you because it seems that my Internet disappears week after week and this house deserves to receive an appropriate speed (as the other household).

Is there anything you can do or I can do to get a normal fibre speed in my house ?

[REDACTED]  
Thanks

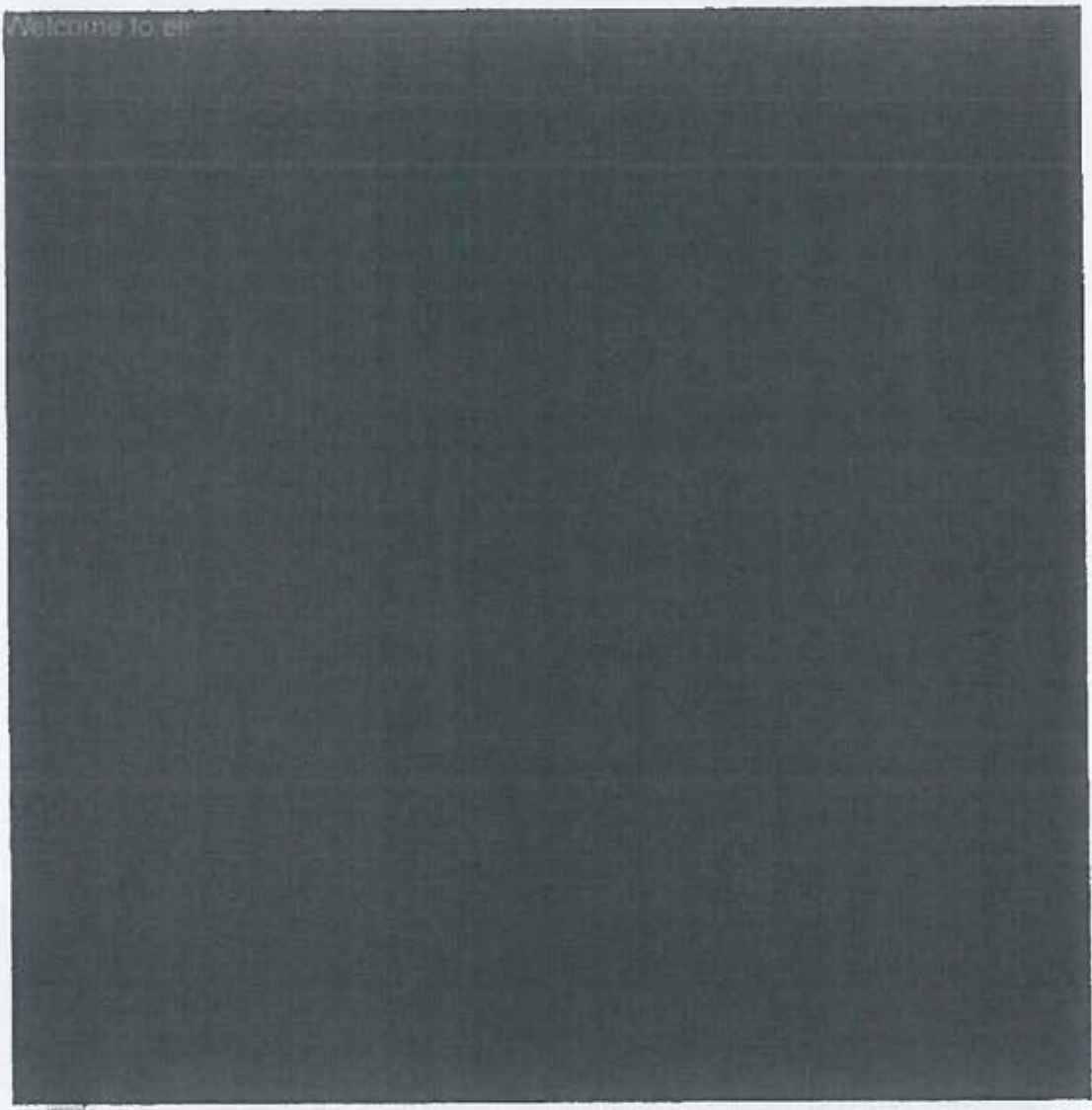
Kind regards,  
[REDACTED]  
[REDACTED]

You'll find below the initial correspondence about the contract

Hi [REDACTED] thank you for choosing eir, here's your order confirmation.



Welcome to eir



Dear [REDACTED]

Thank you for choosing eir. We look forward to connecting you to the people and things that matter most to you - family and friends, work and play, technology and innovation.

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] the details of your new eir service [REDACTED]

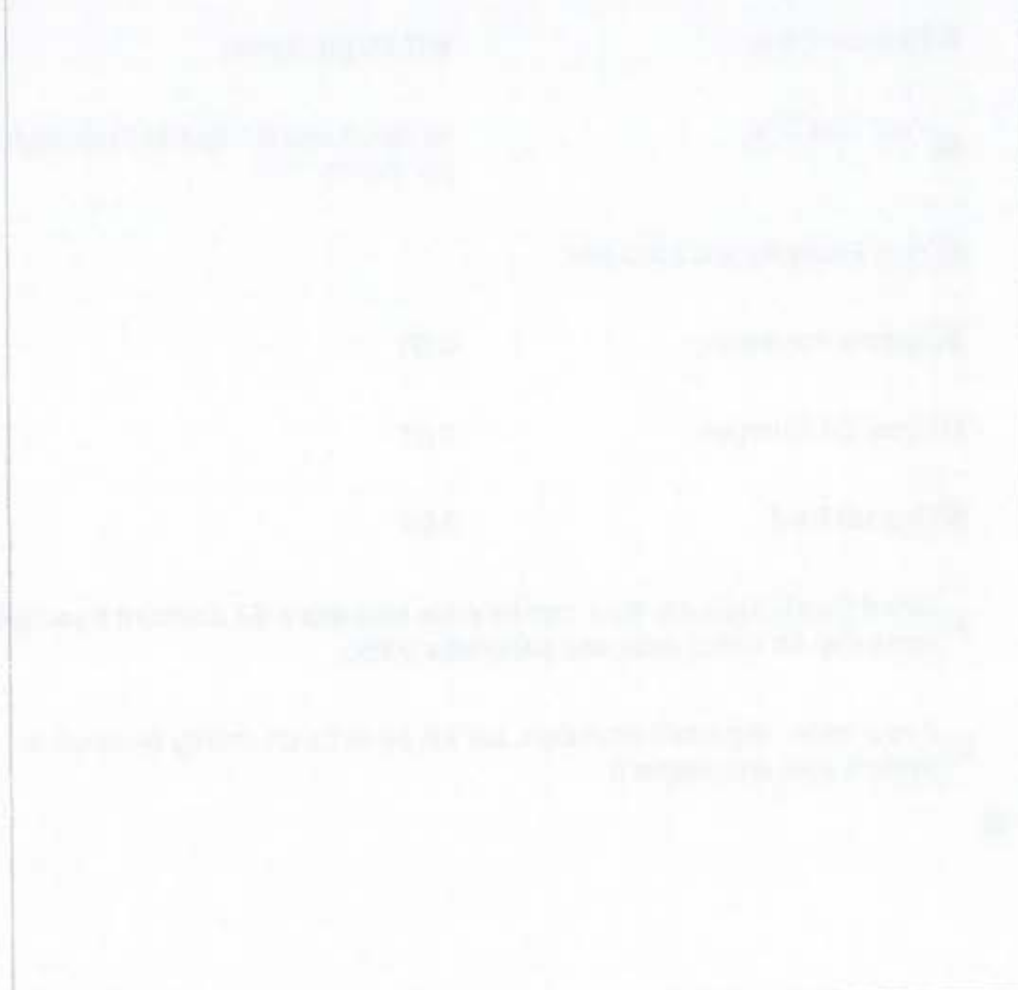
**Bundle Name:** eir Complete Broadband & Phone

**Your Bundle Includes:** eir Talk  
eir Fibre

**Contract Length:** 18 Months

- Promotional Price: €50.00 per month
- 
- Regular Price: €52.00 per month
- 
- Your Add Ons: eir Sport and BT Sports Pack €0.00 per month
- 
- Your Promotional Discounts:
- 
- Upfront Payments: 0.00
- 
- Once Off Charges: 0.00
- 
- Deposit Paid: 0.00
- 
- Direct Debit Discount: Your bundle price includes a €2 discount if you are signed up for direct debit and paperless billing.
- 
- If your order requires installation, we will be in touch shortly by email to confirm your appointment.
- 
-

#



### Manage Your Account

Manage your account the easy way with [My\\_eir](#)

My\_eir is the handy way to manage your eir account. View your balance and recent bills, check your current usage, pay your bills 24/7, manage paperless billing and direct debit and much more. You can do all this on the go with the My\_eir App.

[Download the My\\_eir App](#)

Registering for [My\\_eir](#) is easy

Make sure to have your account number (from your bill) and telephone number handy.

[Register Now](#)

Your first bill and when your charges apply



Your first bill will arrive 4 weeks from your order date - there will be part-period on this bill.

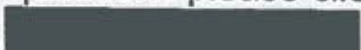
#### What is a "part period" charge?

When you join us or change your service before your next bill, "part period" charges will apply from the date your service was connected to the date your bill is sent to you.

#### Paperless Billing

Your bill will be paperless, unless you specified otherwise, and you can view it online at [My.eir](#).

Any questions? Just ask us:

If you need help or have any questions please click here for ways to contact us 


Thank you once again for choosing eir.  
We hope you enjoy your new eir service.

The eir team

eir

[Click here to read our terms and conditions.](#)

#### Our 14-day cooling off period

You have the right to cancel this contract within fourteen days without giving any reason. Your contract commences upon receipt of the goods or installation of the service. In the case of a bundle, the cancellation period will expire 14 days from the date of provision of the final element of the bundle. To exercise this right you must inform us of your wish to cancel this by calling us on . This is the only communication you need to do if you wish to cancel within the cooling off period. If you cancel your contract we will refund all payments to you including the cost of delivery, (standard, or non-standard) without undue delay, no later than 14 days from the date of cancellation. We will refund your payment by the same method you used for the initial transaction unless you expressly ask us otherwise. Whatever refund method you choose, you will not incur any fees. If we have supplied goods to you, you

will bear the costs of returning the goods. You may also be liable for any diminished market value of the goods.

For further information see <https://www.eir.ie/opencms/export/sites/default/content/pdf/terms/eir-cooling-off-period-text.pdf>

[REDACTED]

[REDACTED]



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[REDACTED]

**From:** nbpmapping@dcae.gov.ie  
**To:** [NBP Mapping](#)  
**Subject:** New Submission  
**Date:** 17 September 2019 15:18:10

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**Conclusion of the Mapping Exercise**

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[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

[REDACTED]



**National Broadband Plan**

**Conclusion of the Mapping Exercise**

**Submissions:** [nbpmapping@dcae.gov.ie](mailto:nbpmapping@dcae.gov.ie)

The Department of Communications Climate Action and Environment is running a consultation on the National Broadband Plan Map.

We would like to hear from you if you have a problem accessing a high speed broadband service for your home or business.

Issues may include placing an order, getting connected, and/or getting the service you have ordered.

**Name:**  
[REDACTED]



[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

Location on NBP Map  
Amber

**Detail of correspondence with service providers:**

I have attempted to communicate with Eir at various times. The most recent eir email address I used (fibrepower@openeir.ie) is no longer active.

**Detail of issue experienced:**

I can't get FTTH.

In some cases queries may need referral to operators after the consultation has concluded.

Has permission been given to pass on details supplied to the relevant operator(s) in the course of investigating any issues?

Yes

*Responses to this consultation are subject to the provisions of the Freedom of Information Act 2014 and Access to Information on the Environment Regulations 2007-2014. Confidential or commercially sensitive information should be clearly identified in your submission, however parties should also note that any or all responses to the consultation are subject in their entirety to the provisions of the FOI Acts and are likely to be published on the website of the Department of Communications, Climate Action and Environment.*

*By responding to the consultation, respondents consent to their name being published online with the submission. The Department will redact personal addresses and personal email addresses prior to publication. We would draw your attention to the Department's privacy statement:*



*The Department of Communications, Climate Action and the Environment requires responders to provide certain personal data in order to provide services and carry out the functions of the Department. Your personal data may be exchanged with other Government Departments and Agencies in certain circumstances, where lawful. Full details can be found in our Data Privacy Notice which is available on our website or in hard copy on request*

**Department of Communications, Climate Action and Environment**  
**An Roinn Cumarsáide, Gníomhaíthe ar son na hAeráide agus Comhshaoil**

**From:** nbpmapping@dccae.gov.ie  
**To:** NBP Mapping  
**Subject:** New Submission  
**Date:** 19 September 2019 12:32:58

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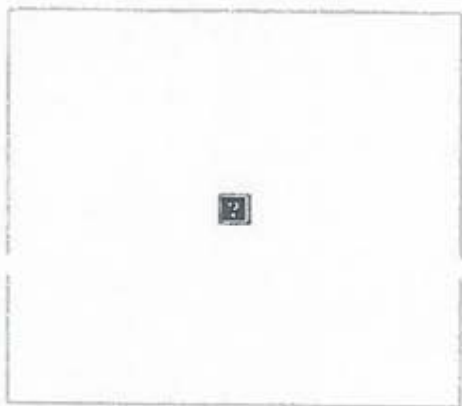
**Conclusion of the Mapping Exercise**

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[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[REDACTED]



[REDACTED] Broadband Plan

**Conclusion of the Mapping Exercise**

Submissions: [nbpmapping@dccae.gov.ie](mailto:nbpmapping@dccae.gov.ie)

The Department of Communications Climate Action and Environment is running a consultation on the National Broadband Plan Map.

We would like to hear from you if you have a problem accessing a high speed broadband service for your home or business.

Issues may include placing an order, getting connected, and/or getting the service you have ordered.

Name:  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

Location on NBP Map  
Amber

**Detail of correspondence with service providers:**

With Permanet. Current service is 17Mbps. Data speed reasonably happy. Voice is not good.

**Detail of issue experienced:**

Eir 300k is passing road 100m away. Duct in place to house. Tourism business requires faster speed.

In some cases queries may need referral to operators after the consultation has concluded.

Has permission been given to pass on details supplied to the relevant operator(s) in the course of investigating any issues?

Yes

*Responses to this consultation are subject to the provisions of the Freedom of Information Act 2014 and Access to Information on the Environment Regulations 2007-2014. Confidential or commercially sensitive information should be clearly identified in your submission, however parties should also note that any or all responses to the consultation are subject in their entirety to the provisions of the FOI Acts and are likely to be published on the website of the Department of Communications, Climate Action and Environment.*

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**Department of Communications, Climate Action and Environment**  
**An Roinn Cumarsáide, Gníomhaíthe ar son na hAeráide agus Comhshuí**



From: [REDACTED]  
To: NBP Mapping  
Cc: [REDACTED]  
Subject: NBP mapping [REDACTED]  
Date: 01 August 2019 10:31:08

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To [REDACTED] National Broadband Plan Division,

Thank you for inviting comments on the NBP intervention area mapping - for review later this month.

Our property at [REDACTED] is in an AMBER area, however when the NBP map was drawn up it was a derelict building, uninhabited for decades. It was renovated in 2017.

An OpenEir rural FTTH area ([REDACTED]) covers this area, including all of our near neighbours.

The NBP map for this townland should be reviewed in light of the property being completed - I believe it was omitted from the OpenEir plans only because it was derelict, and the map has not been updated since.

I contacted OpenEir ([REDACTED]) who stated "I will endeavour to have your eircode indexed to the nearest fibre box" on 1 Nov 2018 - I have not received a response to any enquiries since.

The property is a vibrant vacation rental, registered and approved with Failte Ireland and [REDACTED] to a part of Ireland that is off the mainstream tourist trail. Our guests have slow intermittent internet access only.

Thank you again for inviting comments, and for considering our situation.

Regards,

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 10 September 2019 16:25  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** FW: Broadband major problem

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

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Hi

Just as a follow up to my submission dated the 22/08/2019 I am forwarding the email below from [REDACTED] reference was made to this in the previous submission.

This is reflective of the position faced by very many property owners in County Westmeath and I am forwarding this just by way of example.

You will note from the Eircode that the property in question is located in a dark blue area of North Athlone. I have been encouraging residents in dark blue areas to check their speeds and refer back to the DCCAE where speeds are deficient. As you will see a large number of properties in north Athlone have reverted to amber, the same holds true for other towns across the county. Notwithstanding those who have carried out speed checks to date there is a concern that there are very many more property owners who have not taken action in regard to this matter.

There is very real frustration being expressed currently at the failure of commercial operators to deliver high speed broadband services in dark blue areas as indicated on the interactive map page.

Of particular concern is the mention of recent deterioration in mobile and broadband coverage/speeds.

Instances of poor or no responses from providers adds to the frustration.

Kind Regards

[REDACTED]

[REDACTED]

Broadband Officer  
ICT Section  
Westmeath County Council / *Comhairle Chontae na hIarmhí*,  
Áras an Chontae,  
Mullingar / *An Muileann gCearr*,  
Co. Westmeath / *Co. na hIarmhí*.

[REDACTED]



Phone: [REDACTED]  
email: [REDACTED]

---

From: [REDACTED]  
Sent: 10 September 2019 15:40  
To: [REDACTED]  
Subject: Broadband major problem

Hi [REDACTED]

Further to our telephone conversation on the 8th August 2019 and today I wish to outline our difficulty with our broadband speed at the following address

[REDACTED]  
[REDACTED]  
[REDACTED]

Our broadband speed has always been poor but in the last few months it has completely deteriorated to 0.53 of a speed .We have contacted our service provider Sky who in turn contacted Eir and they said we were too far from the box.We contacted Eir ourselves to try and resolve this and they would not engage with us at all.We are paying huge money a month for a service we are most certainly not receiving and Eir should be made accountable as they are the provider of the service and responsible for the maintenance of the service.

Also our mobile phone coverage as deteriorated also in the last couple of months , we are with Vodafone. At certain times we are not contactable at all.

We are very frustrated in all the avenues we have explored no one has contacted us to give us any explanation to the DISGRACEFUL service we are PAYING for. Also we know FIBRE is available a few hundred yards from us

Kind regards

[REDACTED]  
Mobile [REDACTED]

Sent from Outlook

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 18 September 2019 17:59  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** NBP Mapping Co Westmeath  
**Attachments:** Mapping County Westmeath 17th Sept 2019.docx

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

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Hi

Review of deficient broadband speeds in dark blue zones, Co. Westmeath.

Regards

[REDACTED]

[REDACTED]

Broadband Officer  
ICT Section  
Westmeath County Council / Comhairle Chontae na hIarmhí, Áras an Chontae, Mullingar / An Muileann gCearr, Co. Westmeath / Co. na hIarmhí.

Phone: [REDACTED]  
email: [REDACTED]

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## **County Westmeath**

### **Deficient broadband supply in dark blue areas in County Westmeath**

[nbpmapping@dccae.gov.ie](mailto:nbpmapping@dccae.gov.ie)

Properties located in Lir Park Castlepollard.

Properties located along the R195 to the east of Castlepollard.

Substantial number of properties in Delvin north and Delvin south east.

Properties at Killucan/Rathwire south close to the Correlstown Road

Kinnegad, substantial number of properties affected to the north east of the town close to the R148

All properties in the Rahanine Manor Area, Rochfortbridge

Properties at Tyrrellspass North and South

Properties at Mullingar Road, Kilbeggan

Properties at Moate North, Moate West and Moate East

#### **Athlone Properties at:**

Hillquarter and Coosan

Cornamagh Road

Athlone West

Golden Island

#### **Mullingar Properties at:**

Petitswood

Curraghmore

Ardmore Road

Hill View and Lynn Road

Rathcoleman and Ballymahon Road

Irishtown

Robinstown

Marlinstown Lawns

There are potentially more properties located in dark blue areas of County Westmeath that have not carried out speed checks.



[REDACTED]

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**From:** [REDACTED]  
**Sent:** 22 August 2019 17:56  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** DCCAE consultation on conclusion of the NBP mapping exercise

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

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Hi

From the anecdotal evidence I have available there is a lot of frustration right across the county about the standard of the service in the amber area's and in some of the blue area's also.

Following on from previous efforts we made to encourage people in the blue areas to carry out speed checks a substantial number have reverted from blue to amber in the towns.

I have also been made aware of numerous cases where poor speeds have been reported by the householder to the DCCAE but the colour remained blue.

There is real frustration concerning this as there was an expectation that properties in the blue areas would be brought up to speed by their existing providers, this does not appear to be happening.

By way of example I have recently had a call from a householder in north Athlone (a blue area that reverted to amber) her speed is currently 1mbs.

Unfortunately it is impossible to quantify the actual situation, not least because some properties appear to experience fluctuations in speeds.

Any further query give me a call.

Kind Regards

[REDACTED]

[REDACTED]

Broadband Officer  
ICT Section  
Westmeath County Council / Comhairle Chontae na hIarmhí, Áras an Chontae, Mullingar / An Muileann gCearr, Co. Westmeath / Co. na hIarmhí.

Phone: [REDACTED]  
email: [REDACTED]



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[www.westmeathcoco.ie](http://www.westmeathcoco.ie) | [www.mullingar.ie](http://www.mullingar.ie) | [www.athlone.ie](http://www.athlone.ie) | [www.belvedere-house.ie](http://www.belvedere-house.ie) | [www.midlandsireland.ie](http://www.midlandsireland.ie)

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\*\*\*\*\*

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 30 September 2019 18:25  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** Broadband deficiency in Mullingar

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.

Please see communication received from property owner in [REDACTED] Mullingar. This property is located in the centre of a dark blue area.

Regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 September 2019 11:02  
**To:** [REDACTED]  
**Subject:** Re: FW: No Internet in Central Mullingar

Dear [REDACTED]  
Thank you for the phonecall on Friday. I have summarised the situation to date below and would be delighted if you could use our situation as an example of how progress is not moving as swiftly as we would like.

Our eircode is [REDACTED]

We are in the centre of a new estate built in 2003 in central Mullingar. We purchased the property in the town having been assured that internet connection was guaranteed by multiple providers service providers and estate agents. Our situation is not uncommon in that we are a family of four with two young adults, one doing junior certificate and the other doing leaving certificate this year. My husband is not working at the moment as I am working in Dublin and we need someone to look after the children. Ideally I would love to work in Mullingar, but having just moved to Ireland due to Brexit ([REDACTED]), there was a necessity to get work and Dublin offers many opportunities for people with my skill sets and education.

We have now failed with 2 service providers to get any internet service.

Digiweb

- Engineer arrived after 6 weeks and informed us that there is not enough switches / connections in the fibre cabinet for the estate and would have to look at alternative provider recommending vodaphone as they are the siro providers with ESB. Closed the job and said they could not provide the service. Digiweb said they could offer siro via vodaphone but we decided to go direct.
- if digiweb engineer are to be believed there are only 250 connections to 320+ houses on this estate and the broadband rollout map suggests that there should be full coverage. Should this not have been part of the original planning approval consent conditions and do they have the option to just opt out?

Vodaphone (Customer number - [REDACTED])

- after 5 weeks an engineer had visited and said the blockage was on our site [REDACTED] so we gave consent for the digging work to be done -last Tuesday they visited again and tried to run the cable but now decided that the blockage is too big or if could be on [REDACTED] so it is not commercially viable (verbal conversation)



- vodaphone has not provided any details but asked if we could get the council to look at the blockage in the road as it is too expensive for them (the cost of shutting down the road) to run the cable.  
- It is difficult to know who to believe when the information is limited and never written down. The last written conversation is given below

We are going to try Eircom next as a last resort as they own the switch box, so if you can provide us with any advice I would be grateful yours sincerely [REDACTED]

[REDACTED]  
Broadband Officer  
ICT Section

Westmeath County Council / Comhairle Chontae na hIarmhí, Áras an Chontae, Mullingar / An Muileann gCearr, Co. Westmeath / Co. na hIarmhí.

[REDACTED]  
Phone: [REDACTED]  
email: [REDACTED]

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 19 September 2019 17:58  
**To:** NBP Mapping  
**Subject:** Lack of fibre broadband

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

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Hi

Yes I'm with eir at the moment who provides fibre broadband in my area but when I built a new house and went to get it installed I was told I can only get 4 or 5 mb because the fibre cabinet which is 200 meters from my house is full .

That was 12 months ago and still haven't got an answer to when I can get a slot. I was told by eir to cancel my bill and place a new order in the hope of a slot being available in the day of insulation. What a joke.

I've tried to switch to Vodafone but as the broadband would be on the same eir line they will not even take me as a customer.

Regards

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]  
To: [REDACTED] NBP Mapping  
Cc: NBP - Broadband & Digital; [REDACTED]  
Subject: RE: BLUE AREA - [REDACTED] [REDACTED] (EXTERNAL)  
Date: 03 September 2019 09:04:03  
Attachments: image001.jpg  
image002.jpg

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**REF:- Consultation Email**

[https://www.dccae.gov.ie/documents/NBP\\_MAP\\_COUNTY\\_Longford.pdf](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 16<sup>th</sup> 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] 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] 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]

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]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

T: + [REDACTED] | M: + [REDACTED]

[REDACTED]

---

**From:** [REDACTED]

**Sent:** 02 September 2019 17:13

**To:** [REDACTED]

**Cc:** NBP - Broadband & Digital

**Subject:** RE: BLUE AREA - [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](mailto: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-mail [REDACTED]  
Web Site [www.longfordcoco.ie](http://www.longfordcoco.ie)  
icc\_logo\_colour

**From:** [REDACTED]  
**Sent:** 02 September 2019 11:46  
**To:** [REDACTED]  
**Subject:** RE: BLUE AREA - [REDACTED] [EXTERNAL]

Dear [REDACTED]  
Any updates on a better broadband service in [REDACTED] and surrounding villages in Co. Longford. With Eir Broadband we are getting 5 MBPS which is very poor. In Dublin it is 60 MBPS....  
Kindest regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
T: [REDACTED]  
[REDACTED]

**From:** [REDACTED] >  
**Sent:** 17 September 2018 15:27  
**To:** [REDACTED]  
**Subject:** RE: BLUE AREA - [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](http://www.longfordcoco.ie)



**From:** [REDACTED]  
**Sent:** 10 September 2018 12:14  
**To:** [REDACTED]  
**Subject:** RE: BLUE AREA - [REDACTED] [EXTERNAL]

[REDACTED], hope you are well...  
EIR refuse to help us, that is why we are paying €60 a month with Eircom Brisknet with a line of sight satellite link to their transmitting mast 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]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 September 2018 11:58  
**To:** [REDACTED]  
**Subject:** RE: BLUE AREA - [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-mail [REDACTED]  
Web Site [www.longfordcoco.ie](http://www.longfordcoco.ie)



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**From:** [REDACTED]

**Sent:** 22 June 2017 12:09

**To:** Broadband <[Broadband@DCCAE.gov.ie](mailto:Broadband@DCCAE.gov.ie)>

**Cc:** [REDACTED]

**Subject:** RE: BLUE AREA - [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 01- [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/](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](http://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: [canwehelp@eir.ie](mailto:canwehelp@eir.ie)

View your bill online: [www.eir.ie/bill](http://www.eir.ie/bill)

Online Help and Support: [www.eir.ie/support](http://www.eir.ie/support)

Join our community: [www.eir.ie/community](http://www.eir.ie/community)

Kind Regards,

[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Main: [Redacted] | Desk: [Redacted] | Fax: [Redacted]

---

**From:** Broadband (<mailto:Broadband@DCCAE.gov.ie>)

**Sent:** 21 June 2017 12:47

**To:** [Redacted]

**Cc:** [Redacted] >

**Subject:** RE: BLUE AREA - [Redacted]


Dear [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](http://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, [Redacted] Ireland  
[www.dccae.ie](http://www.dccae.ie) | @dccae

---

**From:** [Redacted]

**Sent:** 16 June 2017 12:12

**To:** Broadband

**Cc:** [Redacted]

**Subject:** BLUE AREA - [Redacted]

TO WHOM IT MAY CONCERN:

[Redacted] eircode [Redacted] is identified as been in the Blue Area of the



National Broadband Plan Interactive Map. [REDACTED] cannot get High Speed Broadband. [REDACTED] has contacted numerous operators and has made every effort to 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 [REDACTED], 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 Eirona
- 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 Eirona again, they are sending out an agent on the 23<sup>rd</sup> 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]

[REDACTED]

[REDACTED]

[REDACTED]

🌐 Web Site [www.longfordcoco.ie](http://www.longfordcoco.ie)

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