

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 18 September 2019 16:27  
**To:** Broadband; NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** Kildare County Council - Broadband Connection Query  
**Attachments:** Re: Kildare County Council - Broadband Connection Query

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

**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.

Good afternoon,

I am submitting the attached e mail in relation to the Interactive Map - Conclusion of the mapping exercise on your website..

I recently received an e mail from a member of the public who lives in an area that was served by Eir 300K FTTH. The property in questions had no eircode at the time of the work but has since obtained an eircode.

However Eir have not returned to connect the property in question and the home owners have requested our assistance.

As per the attached e mail I contacted [REDACTED] and he replied to me suggesting it should be a relatively easy issue to resolve.

I e mailed [REDACTED] again today looking for an update but have not received a reply.

I would appreciate if you could investigate this issue for the home owner.

Please do not hesitate to contact me should you require any further information.

Regards

[REDACTED]  
Broadband Officer  
Roads, Transportation & Public Safety  
Kildare County Council  
Aras Chill Dara  
Devoy Park  
Naas  
Co. Kildare  
[REDACTED]

\*\*\*\*\*

Tá an ríomhphost seo príobháideach agus ní ceadmhach úsáid an ríomhphoist seo d'éinne ach don té ar seoladh chuige é. D'fhéadfadh go mbeadh eolas ann atá faoi phribhléid agus rúnda de réir an dlí. Munar duit an ríomhphost seo, déan teagmháil leis an seoltóir chomh luath agus is féidir. D'fhéadfadh nach iad tuairimí Chomhairle Contae Chill Dara na tuairimí atá curtha in iúl sa ríomhphost seo.

Déanann Comhairle Contae Chill Dara iarracht ríomhphoist a chosaint ó víris. Mar sin féin, moltar duit gach ríomhphost a scanadh, mar ní ghlacann an Chomhairle aon dliteanas i leith damáiste do do chórais.

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\*\*\*\*\*

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 September 2019 14:56  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Kildare County Council - Broadband Connection Query

[REDACTED]

It sounds like an indexing issue which might be relatively easy to resolve. I have asked a member of the network design team to take a look and I will get back to you on it.

Separately, I will send you an update on Kildare this afternoon in case that is helpful for other queries you are in receipt of.

Best,

[REDACTED]

On Wed 11 Sep 2019 at 14:25, Broadband [REDACTED] wrote:  
Good afternoon [REDACTED],

I am the broadband officer in Kildare and I get many queries from members of the public, business and elected representatives regarding broadband services in the County.

I recently received a query from a member of the public regarding a broadband connection as part of the 300k FTTH. The person lives in an area that was served/ completed by Eir as part of the 300K last year. Unfortunately their house was not connected while other houses along the road were.

The house in question has an Eircode of [REDACTED]

I would appreciate if you could investigate this issue and let me know your findings.

I am available to meet or speak with you at anytime.

Regards

[REDACTED]

[REDACTED]

Broadband Officer  
Roads, Transportation & Public Safety  
Kildare County Council  
Aras Chill Dara  
Devoy Park  
Naas  
Co. Kildare

[REDACTED]

\*\*\*\*\*  
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Le haghaidh eolas ar do chearta príobháideachta agus ar conas a bhainistimid sonraí pearsanta, logáil isteach ar [www.kildarecoco.ie/dataprotection](http://www.kildarecoco.ie/dataprotection)

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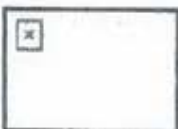
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Public Policy Manager

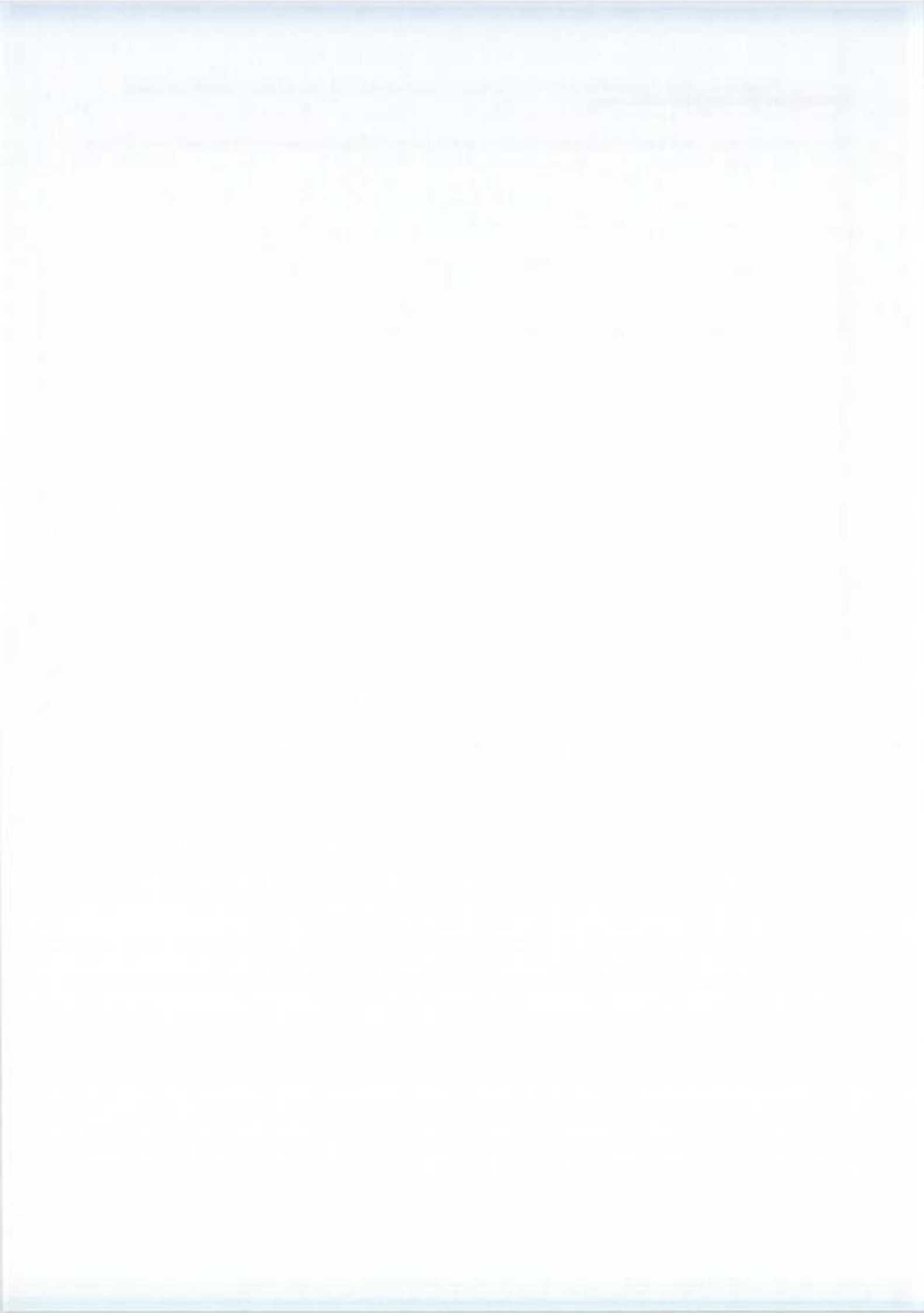
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[REDACTED]

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**From:** Broadband [REDACTED]  
**Sent:** 18 September 2019 16:53  
**To:** Broadband; NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** Kildare County Council - Submission Re: Request for Broadband connection  
**Attachments:** Fwd: FW: Request for Efiber connection Ballymore Road

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

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Good afternoon,

I am submitting the attached e mail in relation to the Interactive Map - Conclusion of the mapping exercise on your website..

I received the attached e mail from a group of residents requesting connection to an efiber cable outside of their premises in an amber area.

I am submitting the attached query on behalf of the residents for your consideration.

Please do not hesitate to contact me should you require any further information.

Regards

[REDACTED]

[REDACTED]  
Broadband Officer  
Roads, Transportation & Public Safety  
Kildare County Council  
Aras Chill Dara  
Devoy Park  
Naas  
Co. Kildare  
[REDACTED]

\*\*\*\*\*

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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 18 September 2019 15:21  
**To:** [REDACTED]  
**Subject:** Fwd: FW: Request for Efbre connection Ballymore Road

[REDACTED]  
Roads and Transportation,  
Kildare County Council,  
Aras Chill Dara,  
Devoy Park,  
Naas,  
Co. Kildare.  
[REDACTED]

>>> [REDACTED] 18/09/19 15:09 >>>

Good afternoon – Sometime ago I emailed [REDACTED] with the request for a connection to an EFibre line passing my gate. I did not receive any acknowledgement from her department regarding my request. I would like you to read my submission below and would be very interested in your reply. My Eircode is [REDACTED]. This is a formal submission from a group of Eir customers in need of a better broadband connection. I believe the cut off date for submissions is 20<sup>th</sup> September.

I await your findings.

Kind regards – [REDACTED]

[REDACTED]

---

T [REDACTED] E [REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 April 2019 11:50  
**To:** [REDACTED]  
**Subject:** Request for Efbre connection Ballymore Road  
**Importance:** High

Good morning [REDACTED] – I have been given your name as the best person to contact regarding our request. We are a group of 30 houses on the Ballymore road in Naas [REDACTED]. May I introduce myself as one of those residents and the person who has been given the task to gather all the email address of the people living on that road. We understand that Horse Racing Ireland has installed E Fibre into the racecourse in Punchestun running from the exchange in Naas along the road outside all of our homes on the Ballymore road. We as a group of 30 houses have a dreadful Broadband service. Our telephone lines are 40 years old and run straight from the exchange in the town out along the road and were not designed to take Broadband. Various residents on this road have requested a better service and every time we are told by Eir engineers that would it be

impossible given the type of telephone lines we have. My understanding is that a connection to this E Fibre line using the existing poles is possible and would need approval from someone such as yourself.

As a group of residents we have various needs for a better service, some of us work from home and cannot upload our work, some of us cannot complete simple tasks online – for example when the connection is poor we cannot even buy an airline ticket. We most definitely cannot watch movies or YouTube or use more than 2 ipads at a time. We are stuck in a time warp with a 40 year old line that served the community well as a phone line in the 1970's and 1980's and through to the 1990's, but now we are in the year 2019 almost 30 years later with different needs.

I personally have a security camera at home to monitor my 93yr old Mother. I have to go to work 1 hour away and need the security that my Mother is safe. My present Broadband connection won't allow me to check regularly. I can give you several other reasons from different households why they need a better Internet connection.

We are encouraged in this day and age to do so much online. Banking, paying bills, downloading books and newspapers, grocery shopping and quite honestly we rely on the Internet for everyday living. The Internet has become a necessity not a luxury. We are urged to become greener and more sustainable in our every day living and we can do this by doing more online.

We are asking for a connection to this new E Fibre line as a group of residents who have a desperate need for a better connection. Bearing in mind that E fibre is outside all our homes we ask you to please consider our request.

[REDACTED]

I do hope you can consider our request and I look forward to hearing your findings.

Kind regards – [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED] Broadband  
**Subject:** [REDACTED] High-Speed Broadband Availability  
**Date:** 19 September 2019 20:46:13

**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 a councillor for the [REDACTED] and I have received numerous indications that high-speed broadband availability is a problem in Foxrock, [REDACTED]  
[REDACTED]

Various providers affected include all of the established ones, be it Sky, Virgin, BT, Imagine etc. A factor of copper wiring prevalent within Foxrock has been mentioned, also some residents believe it is because [REDACTED] would be regarded as a comparatively low-density area. Nevertheless, as an urban suburb in South Dublin I don't believe these problems should be sustained for much longer in this modern era.

I have raised this with the Digital Strategy Officer of Dun Laoghaire-Rathdown County Council and even though an area shows up in the high-speed availability map as Blue the same problem persists.

I await your feedback soon after reviewing this,

Thank you.

Kind Regards,

[REDACTED]

**From:** [REDACTED]  
**To:** MBP Mapping  
**Subject:** 400m from FTTH Line  
**Date:** 15 September 2019 08:02:52

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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,

This Summer OpenEir ran fibre along the rural road near to us.

They did not run a spur down our lane and our Eircode is not in the system as available.

There are 4 houses eager to get FTTH. We are only 400m from the nearest DP box. It would be 3 poles and some duct to reach us.

Is there anything that can be done?

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](http://www.longfordcoco.ie)



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

**REF:- Consultation Email**

[https://www.dcaae.gov.ie/documents/NBP\\_MAP\\_COUNTY\\_Longford.pdf](https://www.dcaae.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], [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]

[REDACTED]

T: +3 [redacted] : + [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@dcca.gov.ie](mailto:nbpmapping@dcca.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,  
N39 NH56

☎ 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: 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 Eir Broadband we are getting 5 MBPS which is very poor. In Dublin it is 60 MBPS....

Kindest regards,

[REDACTED]

[REDACTED]

[REDACTED]

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



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: 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 Eirona 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]

[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]

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



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From: [REDACTED]  
Sent: 22 June 2017 12:09  
To: Broadband <[Broadband@DCCAIE.gov.ie](mailto:Broadband@DCCAIE.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/](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: [REDACTED]

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]

---

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 Government's 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,



Customer Care Team | National Broadband Plan  
Department of Communications, Climate Action & Environment  
29-31 Adelaide Road, Dublin 2, 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] Co. Longford. [REDACTED]

TO WHOM IT MAY CONCERN:

Business Owner [REDACTED] eircode [REDACTED] is 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 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

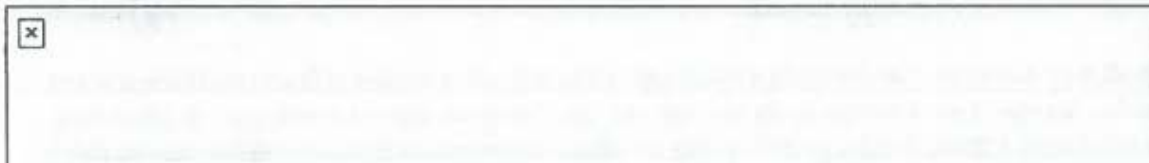
ICT Section,  
Longford County Council,  
Áras an Chontae,  
Great Water Street,  
Longford,  
[REDACTED]

☎ Telephone [REDACTED]  
☎ Fax no: + [REDACTED]  
☎ Mobile: + [REDACTED]  
✉ E-mail [REDACTED].ie  
🌐 Web Site [www.longfordcoco.ie](http://www.longfordcoco.ie)



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

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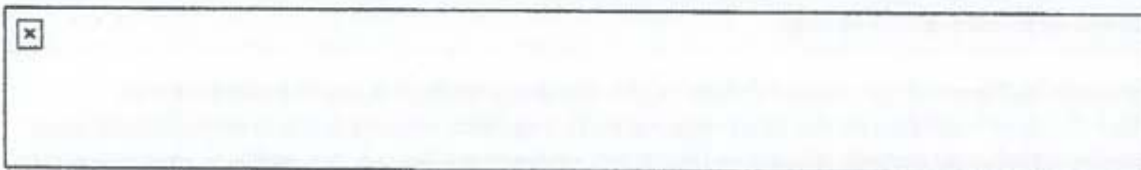
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[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 30 September 2019 18:55  
**To:** NBP Mapping  
**Cc:** Broadband  
**Subject:** Additional Submission re [REDACTED] Co. Monaghan

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There are a number of areas where broadband quality has developed significantly. These areas have been identified as blue areas on the DCCAE map, although some anomalies have since caused individual premises to become amber.

However when I look at examples from Ballybay for instance, I have several premises which test around 30mb. On tests today, 27 September in our public library, Ballybay [REDACTED] with a PC/laptop connected into the router, the speedtest ran at 30.48mb/7mb; 33.48mb/8.40mb; 24.16mb/8.61.

Another example is of a person at [REDACTED] [REDACTED] where the user is getting c27mb on speedcheck.

In other words, this did not consistently test at above 30mb download/ 6mb upload. In this instance, should this premises and premises like this be added to the broadband area or should this issue be sent towards Openeir to be rectified

To the best of knowledge these homes/ premises are being delivered broadband services via fibre to the cabinet. I am not aware of any plans by Eir to upgrade Ballybay to fibre to the home. What I do not want to see is that people within this area find that the service does not consistently deliver the minimum standard for the NBP unless there are specific plans and timescales in place to have this service upgraded

[REDACTED]

IS Project Leader  
Monaghan Co Co  
The Glen  
Monaghan

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** NBP – Conclusion of Mapping Exercise for the Intervention Area Pre Deployment [REDACTED]  
**Date:** 30 September 2019 13:28:17  
**Attachments:** [REDACTED]\_Broadband\_Summary\_V3.pdf  
[REDACTED].htm

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To: [REDACTED]  
National Broadband Plan Division  
DCCAE

Hello [REDACTED],

I am writing on behalf of the [REDACTED].

We have the classic problem that our estate was built in the 1970s with direct buried services for electricity and phone. Consequently the fibre providers cannot reach our homes from their (very) close by main trunks.

**We wish to have our estate of 43 houses re-mapped from BLUE to AMBER in the NBP map.**

We have already been in contact with your Department and with Wicklow County Council. We have not made political representations.

Please find attached a summary document with our submission. Included in the document are:

- Maps showing our estate
- Actions taken to date
- A complete list of 43 eircodes
- Correspondence with the broadband providers
- They have no plans for our estate

We would appreciate an acknowledgement of our submission.

Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

**"NBP – Conclusion of Mapping Exercise for the Intervention Area Pre Deployment" – Residents Association"**

This document outlines the current status of the Burnaby Park Broadband Upgrade project. Priority set by BPRA is to get high speed broadband as soon as possible.

**Update – 30<sup>th</sup> September 2019**

**Status:**

Both Siro and eir have fibre broadband passing the estate on Mill Road to the S and E. Each has confirmed they have NO plan to extend into Burnaby Park because we have direct buried services built in the 1970s.

Virgin Media have confirmed they have no plan to extend DOCSIS 3 to our estate.

**Request to NBP:**

We request Burnaby Park be changed to colour AMBER on the NBP Map.

**Burnaby Park**

This map shows the layout of Burnaby Park



**air infrastructure**

Green markers show the two eir street cabinets in the vicinity of Burnaby Park



**National Broadband Map**

High Speed Broadband Map



Blue marker on the map at Burnaby Park  
Although shown in the middle of the Blue Area in Greystones there is no high speed broadband service in Burnaby Park

**Options**

- Install Virgin Media copper coax
- Upgrade eir copper lines
- eir Fibre to the Home
- SIRO (ESB / Vodafone) fibre
- NBP fibre
- Wireless - LTE, Imagine, 5G

**The NBP Solution – 7<sup>th</sup> May 2019**

The appointed Bidder's solution is to set up a wholesale open access company dedicated to the rollout of a predominantly fibre to the premises (FTTP) network in the Intervention Area, which will be capable of delivering a future-proofed high speed broadband network, initially providing services of 150Mbps to the majority of houses and up to 1Gbps to heavy data users and Small and Medium size Enterprises.

The final bid provides for a reliable, very high-specification broadband supply in line with urban and international trends. This will provide fibre to 98% of all premises with speeds starting from 150mb/s, rising to 500mb/s in year ten for residential users and much higher speeds available for business.

**Actions to Date**

- Survey
- Desktop exercise
- Circular to residents
- circum
- DOCSIS Broadband
- Wicklow Co Co
- Virgin Media
- eir / openeir
- SIRO
- NBP Mapping (this doc)

- eircode listing, maps
- collate responses
- September 2017
- October 2017
- May 2019
- June 2019
- October 2017
- December 2018
- March 2019
- September 2019
- April 2019
- May 2019
- April 2019
- May 2019
- September 2019

**Circular to Residents**

**Broadband Upgrade**  
We would like to assess the interest of residents in upgrading their internet service so please let us know:

- do you have internet service in your home?
- who is your supplier?
- what download speed do you enjoy? (or suffer!)
- would you be willing to avail of a better service

has been making enquiries with the internet providers and with the authorities to see if the facilities serving the Park can be upgraded.

**Responses**

House	Internet	Supplier	Speed	Upgrade
█	Yes	Sky	10	Yes
█	Yes	eir	6.8 / 0.7	Yes
█	Yes	Vodafone	12 / 8	Yes
█	Yes	eir	2.4 G?	Adequate
█	Yes	eir	7	Yes
█	Yes	eir	7.2	Yes
█	Yes	Vodafone	3 - 6	Yes

**Next Steps**

- Await reply from Virgin Media
- Await reply from DCCAE
- Collect signatures from householders
- Contact TDs and Councillors
- Push eir harder
- Contact similar estates with direct buried services
- Apply to NBP to be changed to AMBER

Version	Date	Comment
1	Fri 10 <sup>th</sup> May 2019	First draft
2	Mon 13 <sup>th</sup> May 2019	Revised layout
3	Mon 30 <sup>th</sup> Sept 2019	Update

Elrcodes

[Redacted content]

From: zfr@hqueries

Subject: RE: Broadband upgrade for Burnaby Park, Greystones [ref.]

Date: 17 April 2019 at 16:04:38 IST

To: [Redacted]

Thank you for your email.

The estate is served direct from the Greystones exchange, not through any of the cabinets that were upgraded under the Fibre to the Cabinet (FTTC) program. Once we complete our current programme we will revisit areas that did not benefit from this upgrade, hopefully this area will be included.

The details (locations, dates etc.) of the program have not yet been finalised at this time.

Kind Regards,

From: Sales <sales@stro.ie>

Subject: RE: Broadband upgrade for Burnaby Park, Greystones

Date: 8 May 2019 at 10:26:06 IST

To: [Redacted]

Cc: [Redacted]

Many thanks for getting in touch with us.

We have reviewed our options for The Burnaby and at present there is no way to service your area since the ESB infrastructure is direct buried (i.e. we do not have access to service homes).

In the future it is possible we will revisit with an alternative build method to service the homes but not for the foreseeable future and not in 2019/2020.

You will see we are making a multi-million euro investment in Greystones and this continues apace – but this will not benefit you in the short term.

We'll keep your request on file and if there is an option to revisit we will let you know.

From: Broadband <broadband@DCCAE.gov.ie>

Subject: RE: Revision of NBP intervention areas in Greystones

Date: 8 May 2019 at 17:12:17 IST

To: [Redacted]

Thank you for contacting the Customer Service Team for the National Broadband Plan in the Department of Communications, Climate Action and Environment. We will respond to your query shortly.

From: [Redacted]

Subject: RE: Broadband upgrade for Burnaby Park, Greystones

Date: 13 April 2019 at 19:03:07 IST

To: [Redacted]

Cc: [Redacted]

Many sincere thanks for your mail. we will be back in contact shortly with a detailed update.

Regards



**From:** [REDACTED] >  
**Sent:** 11 September 2019 16:24  
**To:** NBP Mapping  
**Subject:** South Dublin - Broadband Officer

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

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Hi,

My name is [REDACTED], I am the Broadband Officer for South Dublin County Council.

I am receiving multiple queries on the broadband availability provided by Eir.

Many people have been 'passed' by Eir, yet lack the access to the high-speed broadband. However, they are in the blue area for the NBP map and as such will not be included in the NBP rollout. The following addresses are affected by this.

- [REDACTED] is an example of this, Eircode [REDACTED]
- A laneway off [REDACTED] accessed via a sharp uphill left-turn and perhaps not readily visible to Eir engineers.
- [REDACTED]
- [REDACTED]

I am also wondering if the residents of [REDACTED] who have no access to broadband, will be covered by the NBP?

Thank you.

Kind Regards

[REDACTED] | Broadband Officer | Economic, Enterprise and Tourism Development | South Dublin County Council | County Hall | Tallaght, Dublin 24 | Tel: [REDACTED] | ✉ e-mail: [REDACTED]

  
Comhairle Contae  
Átha Cliath Theas  
South Dublin County Council



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**From:** [REDACTED]  
**To:** [NIP Mapping](#)  
**Subject:** Access to HSB  
**Date:** 18 September 2019 05:35:09

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Dear Nuala Dormer,

I am writing to inform you that Eir has not connected mine and several other homes in the immediate area to HSB. Fibre broadband was supplied to two roads that connect with mine, close to [REDACTED], but NOT to ours. My post code is [REDACTED]. I feel totally left out and abandoned by this lack of social inclusion, I had understood HSB was to be provided to all rural areas...but this has NOT been the case in my area. Please acknowledge this feedback. Yours sincerely, [REDACTED]

**From:** [REDACTED]  
**Sent:** 30 September 2019 12:54  
**To:** NBP Mapping  
**Cc:** [REDACTED]  
**Subject:** Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

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

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Dear [REDACTED]

The Department's High speed broadband map is a useful tool for the public, however it is also a source of frustration for many property owners. There are numerous examples of premises in the dark blue areas that cannot access fibre service, I have included some examples below. Converting these premises to amber dots in a sea of blue is not the preferred solution for the premise holder. There are many Wireless Internet Service Providers operating in County Wexford, so the majority of premises have an option for a WISP, but the level of services can vary.

The examples below are all premises that cannot get access to Fibre, some of them are purple dots as per your consultation map but not all of them. This suggests there are more purple dot premises yet to be mapped.

Can priority be given to purple dot properties in the NBI roll out, as they have no service when their neighbours could have a choice of several fibre providers?

Figure 1 [REDACTED] not a purple dot, but no Eir fibre.



Figure 2 normal NDP map [redacted]

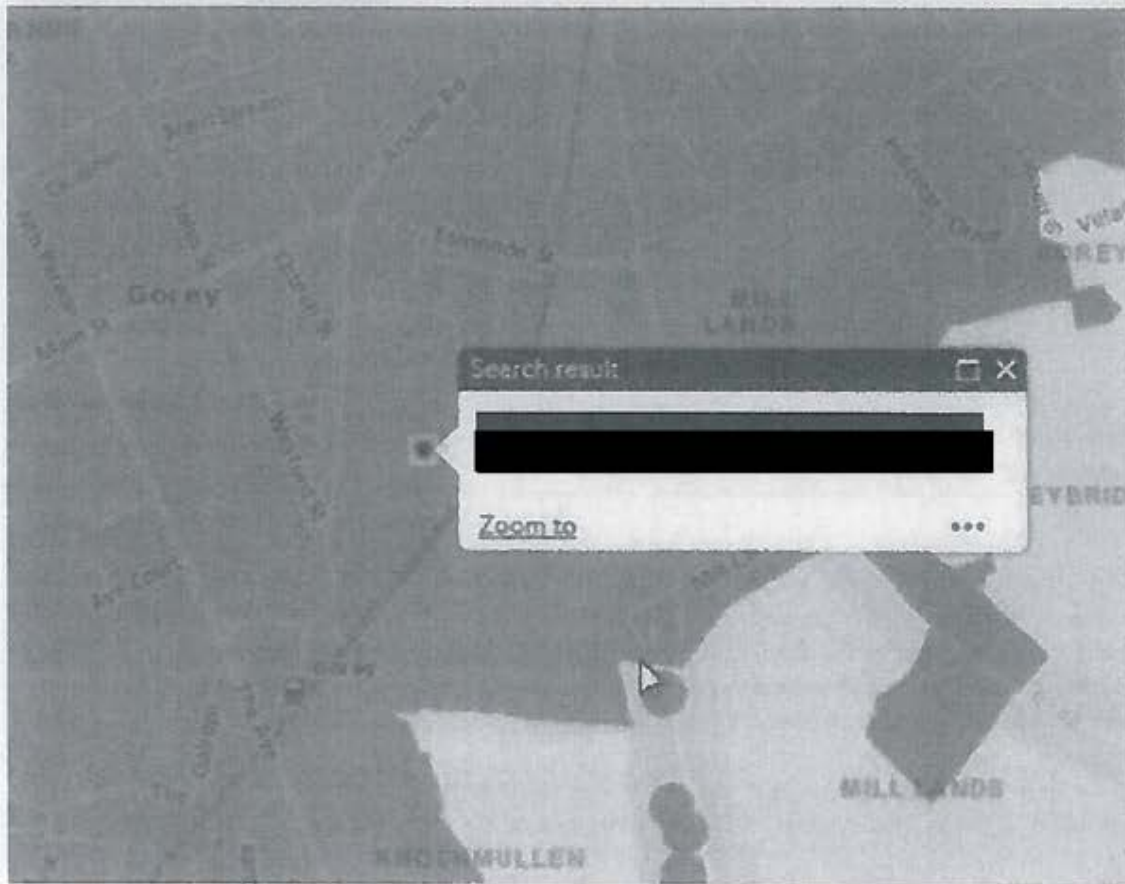


Figure 3 Wexford Town Blue

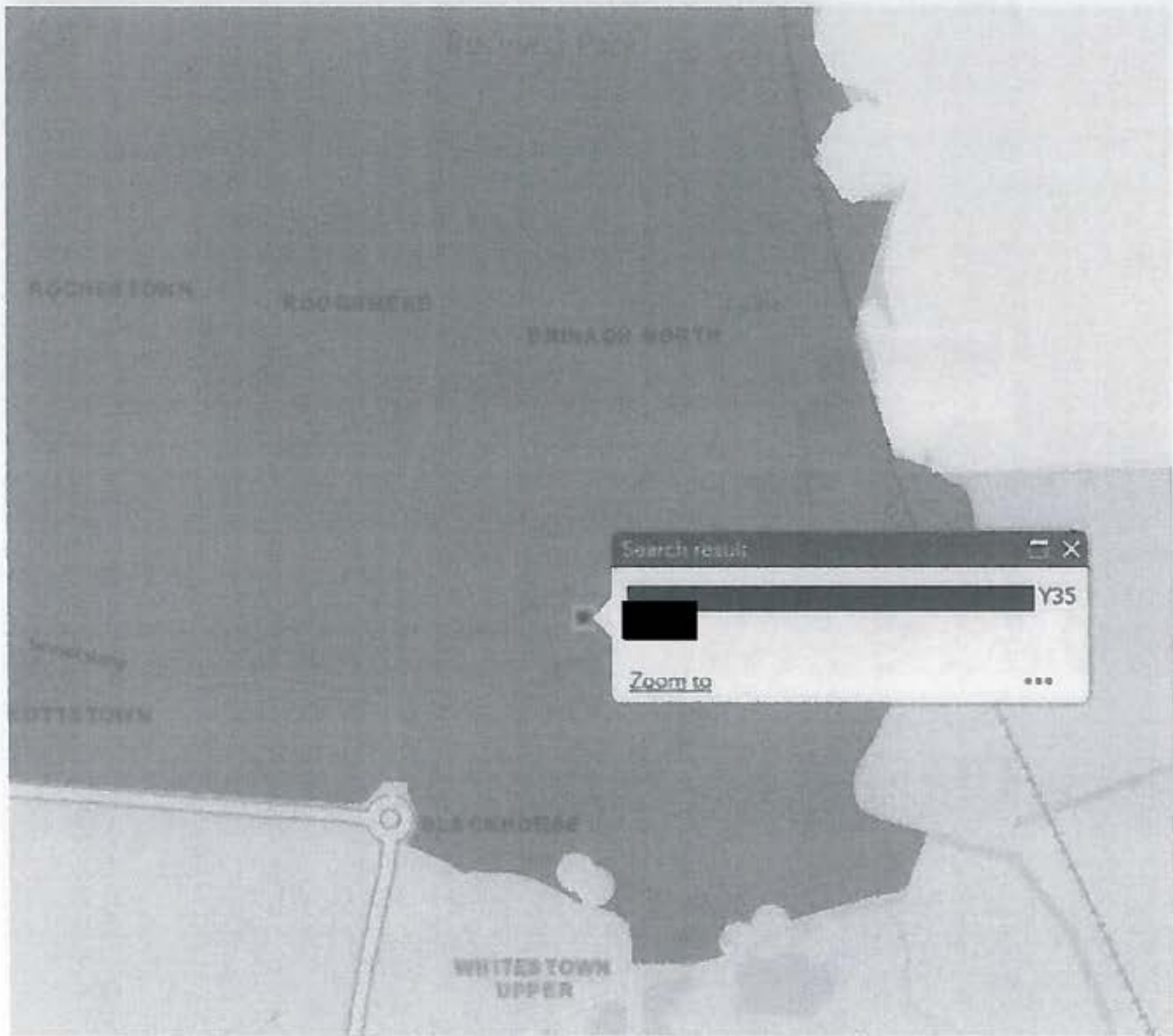


Figure 4 Wexford Town Central Blue no Fibre

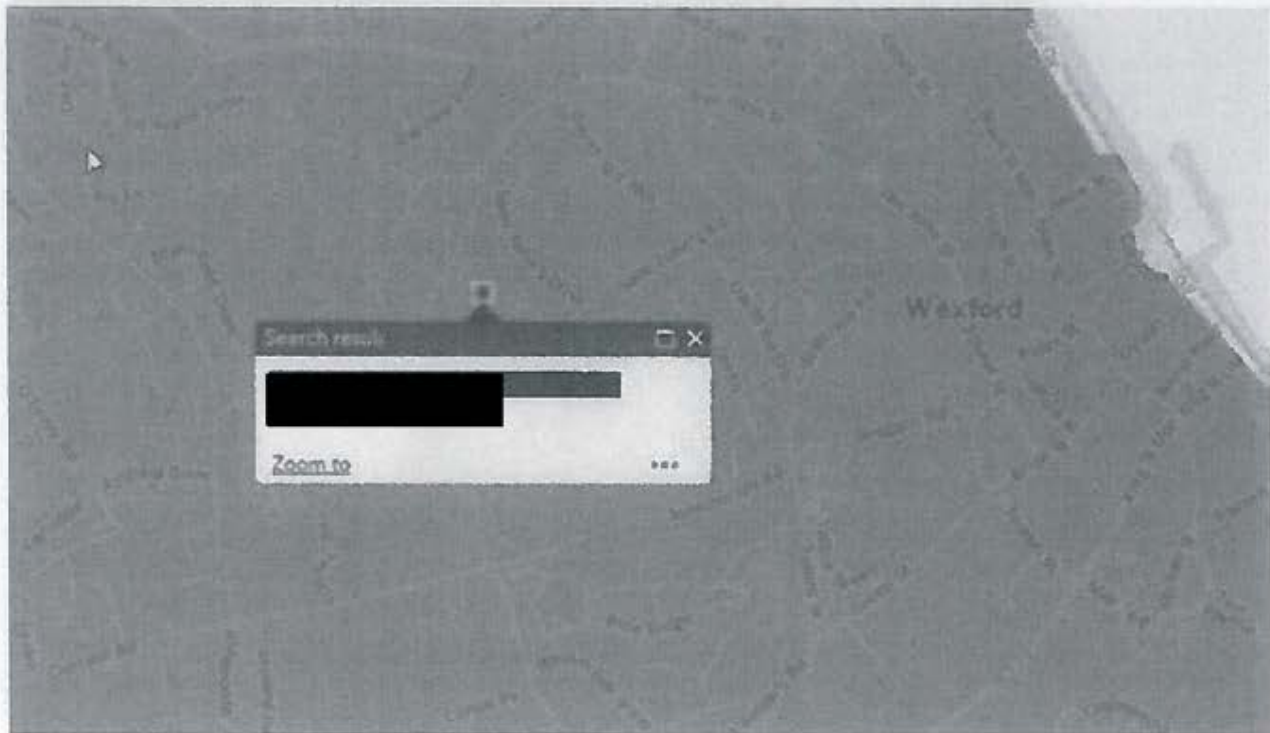


Figure 5 Industrial Estate Wexford Town, Council Depot

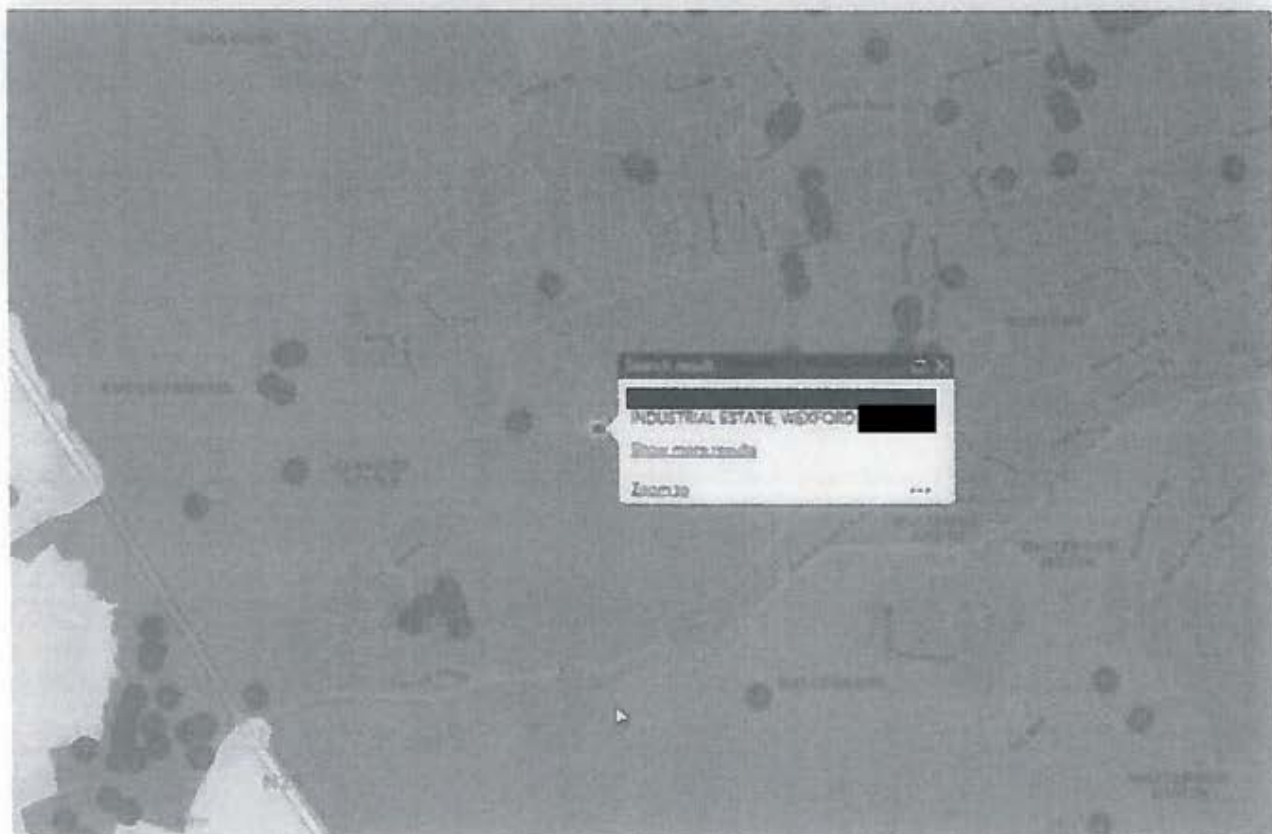


Figure 6 Amber dots in Blue area, Bunclody

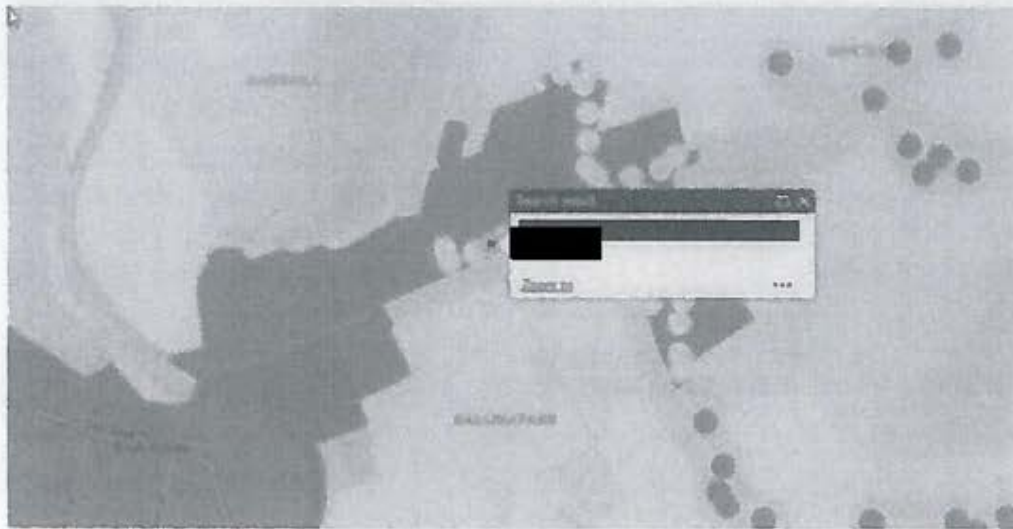


Figure 7 all premises amber in a Dark Blue area

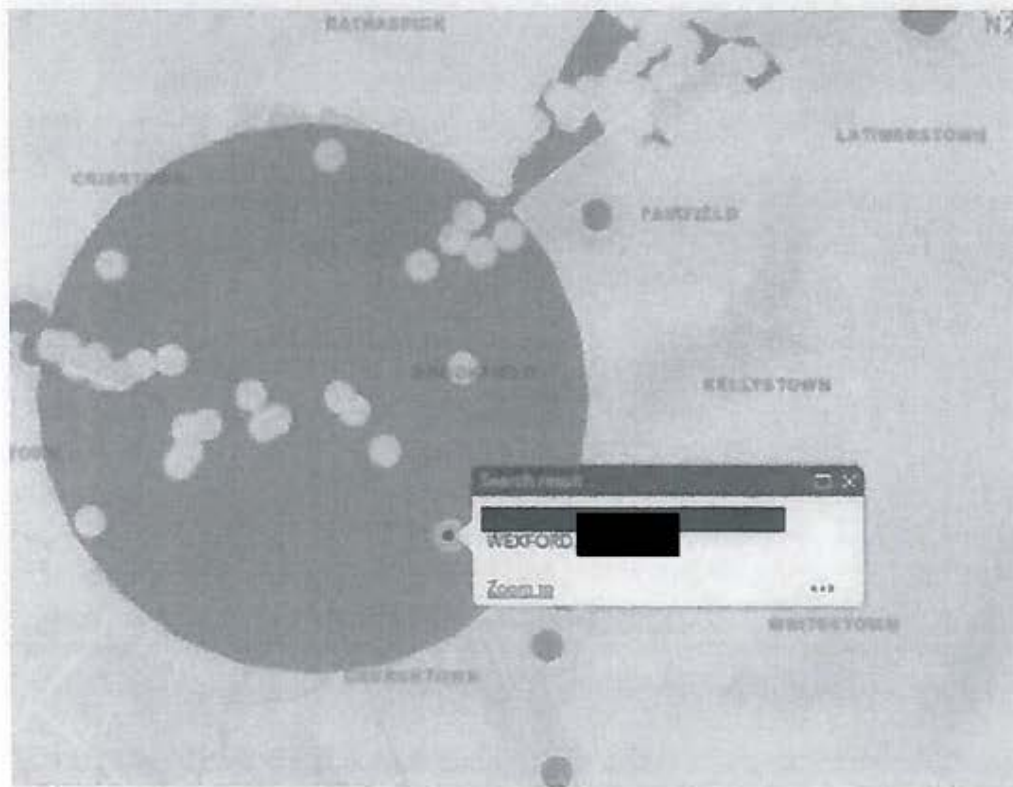


Figure 8 Five unhappy houses just outside light blue area

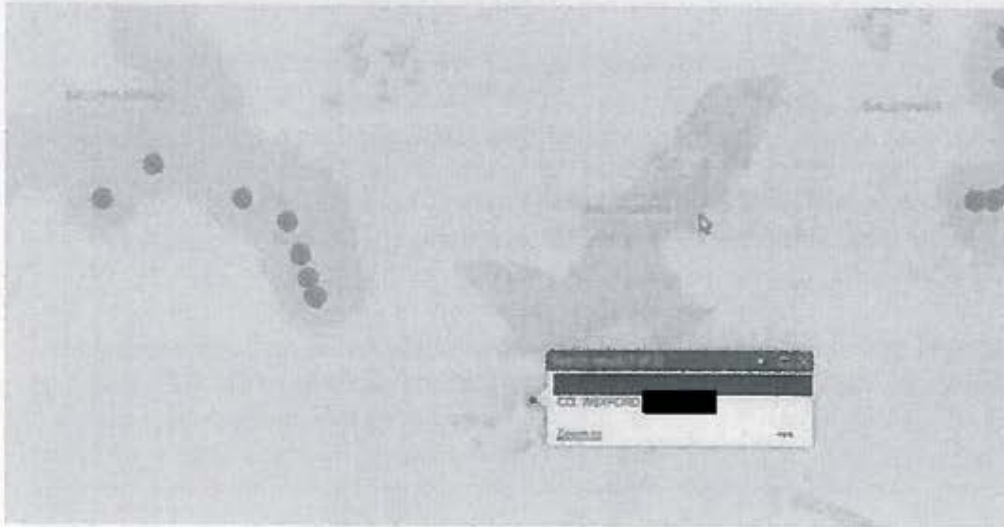
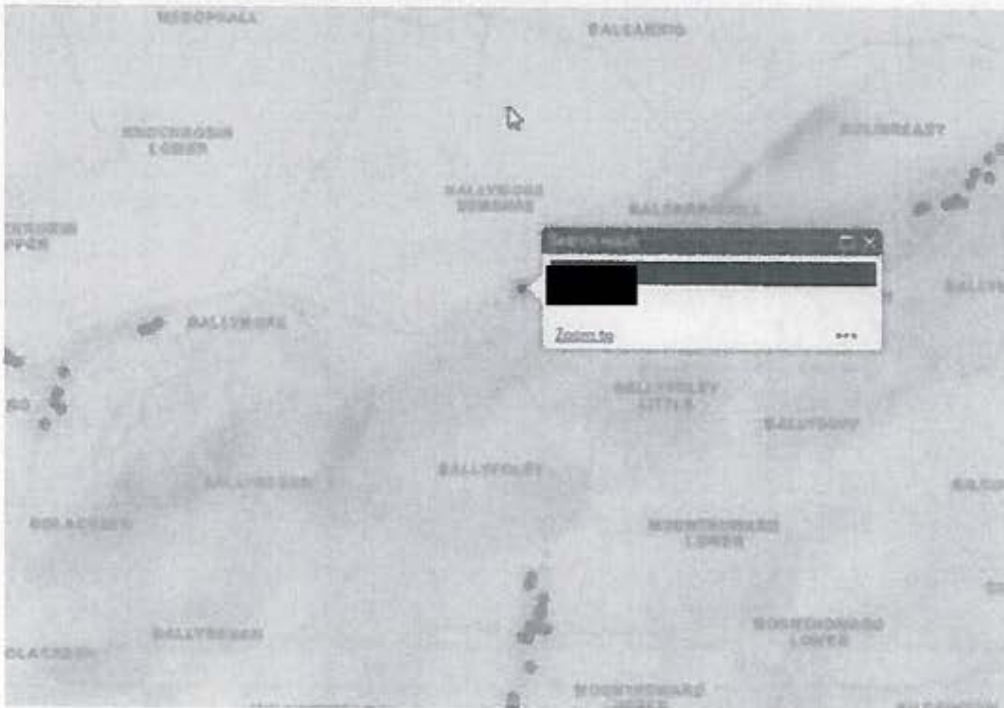


Figure 9 No Man's Land, fibre in all directions but no connection possible.



There are also premises that have fibre distribution points outside their property boundary, but are 150m+ from the distribution point so cannot be connected.

Best Regards

[Redacted]

Broadband Office  
Wexford County Council  
County Hall

[Redacted]

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T? an t-eolas sa r?omhphost seo agus in aon chomhad a ghabhann leis r?nda agus ceaptha le haghaidh ?s?ide an t? n? an aon?in ar seoladh chuige iad agus na h?s?ide sin amh?in. Is tuairim? n? dearctha? an ?dair amh?in aon tuairim? n? dearctha? ann, agus n? g? gurb ionann iad agus tuairim? n? dearctha? Comhairle Contae Loch Garman. M? bhfuair t? an r?omhphost seo tr? earr?id, ar mhiste leat ? sin a chur in i?l don seolt?ir n? le [customerservice@wexfordcoco.ie](mailto:customerservice@wexfordcoco.ie). Scanann Comhairle Contae Loch Garman r?omhphoist agus ceangalt?in le haghaidh v?reas, ach n? r?tha?onn s? go bhfuil ceachtar d?obh saor ? v?reas agus n? glacann dliteanas ar bith as aon dam?iste de dhroim v?reas.

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