

[REDACTED]

From: [REDACTED]
Sent: 23 September 2019 16:16
To: NBP Mapping
Cc: [REDACTED]; [REDACTED]
Subject: NBP Mapping Consultation Submission - County Limerick

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.

Dear Broadband Mapping Team

In relation to the mapping exercise I would like to submit the following observations in relation to the blue or light-blue areas in County Limerick:

- There are instances where broadband services are hard to contract after the roll-out of fibre in rural communities. It has been reported that ICT systems report properties as not having services available even 6-8 weeks after the fibre roll-out passed a property;
- There are a number of properties, mostly in the blue area, where the quality of the service provide is very poor or it does not exist (see below). I believe this is not an exception and it is representative for many towns;
- The broadband speed advertised as "up-to xMbps" can be misleading without having a minimum guaranteed speed. e.g. services advertised as "up to 30Mbps" sometimes do not reach even 0.5Mbps;
- We had a situation where a property owner was promised by eir sales rep the upgrade to highspeed broadband if he signed up for a contract on the regular contract but the upgrade never occurred;

I list below the towns where there are reports of poor quality broadband service in the BLUE area.

Limerick City

Issue: Low speed, unreliable connectivity

Example: [REDACTED].

Abbeyfeale, Co.Limerick

Issue: Low speed (less than 30Mbps), low quality (ping time-out), connection is not stable and regular drops packets or drops out completely

Examp [REDACTED]

Askeaton, Co.Limerick

Issue: Needs review as the speed available is too low or no service available.

Example: [REDACTED], low speed, low signal quality

Castleconnell, Co.Limerick

Issue: Low speed (less than 30Mbps), low quality (ping time-out)

Example: [REDACTED], [REDACTED]

Caherconlish, Co.Limerick

Issue: Low speeds (less than 30Mbps), low quality (ping time-out)

Example: [REDACTED], [REDACTED], ping rates varying from 100ms to 700ms with packets dropped or lost.

Cappamore, Co.Limerick

Issue: Dropped connections, low speed, ping rates varying from 100ms to 700ms with packets dropped or lost.

Example: [REDACTED], [REDACTED]

Croagh, Co.Limerick

Issue: Needs review as the speed available is too low or not available.

Example: [REDACTED], CO. LIMERICK, No service available

Croom, County Limerick

Issue: Low speed or hard to access services

Example: [REDACTED], [REDACTED]

Foynes, Co.Limerick

Issue: Connections are not stable and regular drops packets or drops out completely

Example: [REDACTED], [REDACTED]

Pallasgreen, Co.Limerick

Issue: Needs review as the speed available is too low or no service available.

Example: [REDACTED], [REDACTED], Pallasgreen, Co. Limerick, [REDACTED], no service available

Patrickswell, Co.Limerick

Issue: needs review as the speed available is too low or no service available

Example: [REDACTED]

Rathkeale, Co.Limerick

Issue: Intermittent connections, ping failures, low speed (less than 30Mbps)

Example: [REDACTED], [REDACTED] or [REDACTED], Rathkeale, [REDACTED]

This list is based on issues experienced by me or reported to me as Broadband officer for Limerick City & County Council.

For any other queries I can be contacted directly.

Thank you!

Kind regards,

[REDACTED]

[REDACTED]
Head of Digital Strategy & EU Programmes
Broadband Officer

Limerick City and County Council
Corporate Headquarters,
Merchants Quay,
Limerick, [REDACTED]
IRELAND

P: [REDACTED]

M: [REDACTED]

www.limerick.ie | @LimerickCouncil



Comhairle Cathrach
& Contae Luimnigh

Limerick City
& County Council



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From: [REDACTED]
Sent: 23 September 2019 16:55
To: NBP Mapping
Cc: [REDACTED]; [REDACTED]
Subject: NBP Mapping Consultation Submission 2 - County Limerick
Attachments: Screen Shot 2019-09-23 at 16.51.39.png; Screen Shot 2019-09-23 at 16.51.57.png

Follow Up Flag: Follow up
Flag Status: Completed

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Dear Broadband Mapping Team

I would like to include in my previous submission the town of Kilmallock, Co.Limerick and in particular [REDACTED] where a number of companies including [REDACTED] provide local employment. Despite being included in the BLUE area the maximum broadband speed available for these businesses is advertised on the eir website as 12Mbps while the actual speed hardly reaches 8Mbps. Eir show that they have already upgraded their cabinets but the maximum speed that they can provide after this upgrade is 12Mbps (see attached). This is well below the 30Mbps that has been promised under NBP. Therefore I would request that [REDACTED] be included in the NBP/eir 300K area.

Thank you!

Kind regards,
[REDACTED]

[REDACTED]
*Head of Digital Strategy & EU Programmes
Broadband Officer*
Limerick City and County Council
Corporate Headquarters,
Merchants Quay,
Limerick, [REDACTED]
IRELAND

P: [REDACTED]
M: [REDACTED]
www.limerick.ie | @LimerickCouncil

 **Cornhairle Cathrach
& Contae Luimnigh**
Limerick City
& County Council


SMARTLIMERICK
Limerick City & County Council

From: [REDACTED]
Date: Monday 23 September 2019 at 16:16
To: "nbpmapping@dcae.gov.ie"

Cc: [REDACTED], [REDACTED]

Subject: NBP Mapping Consultation Submission - County Limerick

Dear Broadband Mapping Team

In relation to the mapping exercise I would like to submit the following observations in relation to the blue or light-blue areas in County Limerick:

- There are instances where broadband services are hard to contract after the roll-out of fibre in rural communities. It has been reported that ICT systems report properties as not having services available even 6-8 weeks after the fibre roll-out passed a property;
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Example: [REDACTED]

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Issue: Low speeds (less than 30Mbps), low quality (ping time-out)

Example: [REDACTED], ping rates varying from 100ms to 700ms with packets dropped or lost.

Cappamore, Co.Limerick

Issue: Dropped connections, low speed, ping rates varying from 100ms to 700ms with packets dropped or lost.

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Example: [REDACTED], CO. LIMERICK, No service available

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Issue: Low speed or hard to access services

Example: [REDACTED]

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Pallasgreen, Co.Limerick

Issue: Needs review as the speed available is too low or no service available.

Example: [REDACTED], Co. Limerick, [REDACTED], no service available

Patrickswell, Co.Limerick

Issue: needs review as the speed available is too low or no service available

Example [REDACTED]

Rathkeale, Co.Limerick

Issue: Intermittent connections, ping failures, low speed (less than 30Mbps)

Example: [REDACTED] or [REDACTED], Rathkeale, [REDACTED]

This list is based on issues experienced by me or reported to me as Broadband officer for Limerick City & County Council.

For any other queries I can be contacted directly.

Thank you!

Kind regards,

[REDACTED]

[REDACTED]
Head of Digital Strategy & EU Programmes

Broadband Officer

Limerick City and County Council

Corporate Headquarters,

Merchants Quay,

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P: [REDACTED]

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ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo. Más trí earráid a fuair tú an teachtaireacht leictreonach seo cuir, más é do thoil é, an té ar sheol an teachtaireacht ar an eolas láithreach. Deimhnítear leis seo freisin nár aimseodh víreas sa phost seo tar éis a scanadh. 



eir Fibre hasn't reached your address yet but we can offer you these brilliant broadband bundles

We checked [redacted]

Not your number? [Start again.](#)

Speeds of up to 12Mb are available at your home.

This checker is not a guarantee of availability. Actual availability will be determined at installation.

[Redacted] X

ICONS

- Fibre Cabinet
- Home

FIBRE STATUS

- Live
- Completed
- Planned

COVERAGE KEY

- Fibre Coverage Area
- Rural Fibre Routes

Map Legend + -

From: [REDACTED]
To: [NRP Mapping](#)
Subject: Fibre broadband
Date: 18 August 2019 19:45:39

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 Gary

My name is [REDACTED] and my family and I recently moved into a new build home in [REDACTED]. We got our eircode in may this year. I have asked eir, pure telecom, digiweb and sky to connect us with fibre broadband. They all say it is not available to us even though it is in the area. It is available to the houses on both sides of us ([REDACTED]) and across the road. We had engineers from kn group and openeir out to us and they both said it is available to us as the line is running past our house. As our house is newly built all that can be seen on the fibre rollout map is the foundations after they were poured last year.

We are seeking help to have our eircode recognised on the fibre rollout map and to get the fibre ordered for our home. Thanks in advance.

Regards [REDACTED]

--
[REDACTED]

From: [REDACTED]
To: NRP Mapping
Subject: Hi Speed Broadband fo [REDACTED]
Date: 30 September 2019 12:49:46

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] or to whom it concerns

I just visited the website and saw that today is the closing date for complaints etc.

We have been trying with the last number of months to get connected to the high speed broadband service which is in the process of being rolled out. We are living on the [REDACTED] All of the surrounding houses have been connected both on the main road and all the byroads around us. We are 100 metres from the nearest 'Broadband Black Box' on the pole which can be seen from our kitchen window.

Previously I contacted Eir, IFA Telecom, KN and got the mobile number of 2 OpenEir workers but to no avail. We spoke with the OpenEir van drivers/workers numerous times also but again to no avail.

We run a business from here and there are 2 houses in our yard with 2 phone lines:- [REDACTED]

Can we please speak to someone who can help get us connected or else tell us a valid reason why we cannot get connected. At the moment we are receiving less than 3 meg through our landline. we will have to remove our landlines from Eir if this matter is not sorted urgently.

We await your reply.

[REDACTED]

[REDACTED]

From: [REDACTED]
To: NBP Mapping
Subject: Submission to National Broadband Plan
Date: 16 September 2019 13:11:23

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.

On behalf of [REDACTED]
[REDACTED]

Dear Sir/Madam,

We note from your mapping system that [REDACTED] is located within the NBP Intervention area.

We are developing the [REDACTED] as a shared working space, arts and cultural centre and visitor attraction for the region. It is essential that we gain access to highspeed broadband if we are to realize the potential of the site.

The [REDACTED] is located within 1Km of the current broadband infrastructure. We would appreciate if the roll out to [REDACTED] could be prioritized given the business support and tourism services that will be provided at the facility.

Sincerely

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [NBP Mapping](#)
Subject: submission re NBP mapping exercise
Date: 26 September 2019 19:50:21

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Dear Sir/Madam

[REDACTED]

I would like to submit the following, summarising our current situation:
my husband [REDACTED] and myself [REDACTED] are both veterinary surgeons
and thoroughbred horse breeders. Our Location is [REDACTED]
[REDACTED] We run these two businesses from our home and farm at above
address. Even though being [REDACTED] we have been unable to obtain decent
Broadband service. But despite that we have been Broadband customers of Eircom and
subsequently Eir for over 20 years. We finally had to give up on a service that we paid for
over so many years as it did not provide a usable speed. The broadband line had so many
problems, being so slow (less than 1 Mps) was one problem but half the time it did not
work at all. Currently we have no phone landline even, because Eircom never addressed
our outstanding issues. I had to give up my additional part time job as a translator (I am
[REDACTED] and used this as additional income generator) because of the
lack of an efficient internet access and speed. Currently I am running our office with a
Vodafone mobile Broadband dungle with an download speed of ca 10 Mps. The upload
speed is still only 1.33 Mps. This is a data limited service and is costing 45 euro per
month.

We would very much appreciate any consideration given to address this issue in the future.
Kind regards,
Yours sincerely,

[REDACTED]

From: [REDACTED]
To: NRP Mapping
Subject: [REDACTED]
Date: 17 September 2019 19:52:01

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 recently moved into a new estate in [REDACTED] only to learn that we could be waiting up to 7 years for fibre broadband when most of the village got fibre installed by Eir a few months ago.

I've contacted Eir multiple times but I'm getting no where.

I am supposed to work from home but without fibre I can't do that and I have to commute every day to Dublin.

Its shocking that a new estate is built without these facilities. We can't even get a land line at the moment.

The address is [REDACTED].

From: [REDACTED]
To: NBP Mapping
Subject: [REDACTED]
Date: 30 September 2019 13:45:21
Attachments: [REDACTED] Office.JPG

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,

We run a Building company, [REDACTED] from [REDACTED]
[REDACTED] Cork.

We urgently need fibre broadband for the survival of our business.

As part of our business – we need to tender for government contracts and the speed of broadband that is available to us is not sufficient for this. We are in a low area so it is impossible to get good wifi here.

I attach a picture of the current roll out – you will see that it travels halfway down our road – but stops short of reaching us at the bottom of the road.

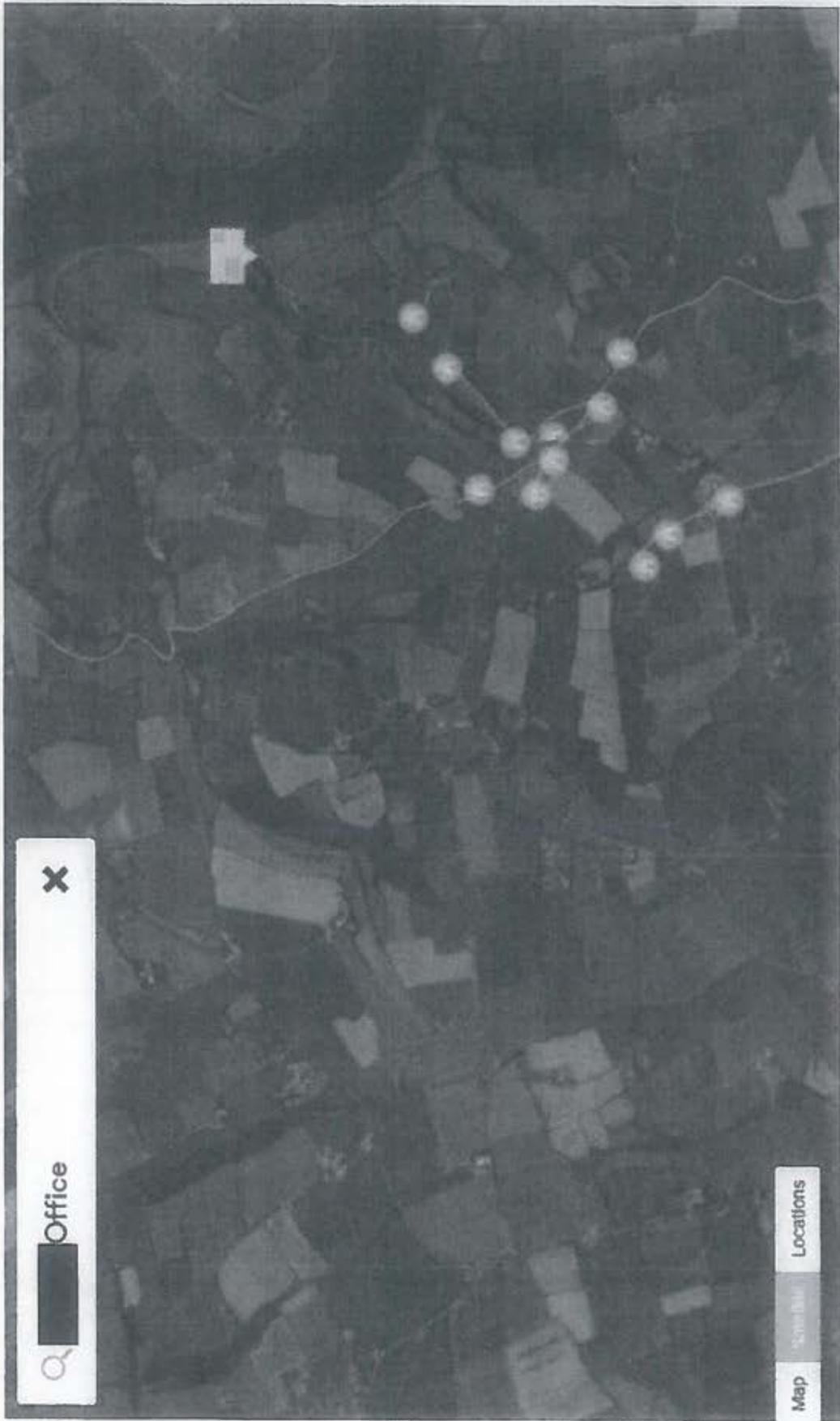
It is very important that we can get connected to the fibre broadband for the success of our business.

I hope this can be looked into.

There is also a second business being run down the same road. A similar submission will be sent from them – [REDACTED]

Kind Regards

[REDACTED]
[REDACTED]



From: [REDACTED]
To: NRP Mapping
Subject: [REDACTED]
Date: 30 September 2019 13:51:24
Attachments: [REDACTED].pdf

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.

To Whom It Concerns

I run [REDACTED] - [REDACTED], Co. Cork.

Our [REDACTED] situated, close to Kinsale – however we find the ability to provide decent broadband a huge problem for the business – and turns away many potential customers. I attach a picture of the current roll out – you will see that it travels halfway down our road – but stops before reaching [REDACTED].

It is very important that we can get connected to the fibre broadband for the success of our business.

I hope this can be looked into.

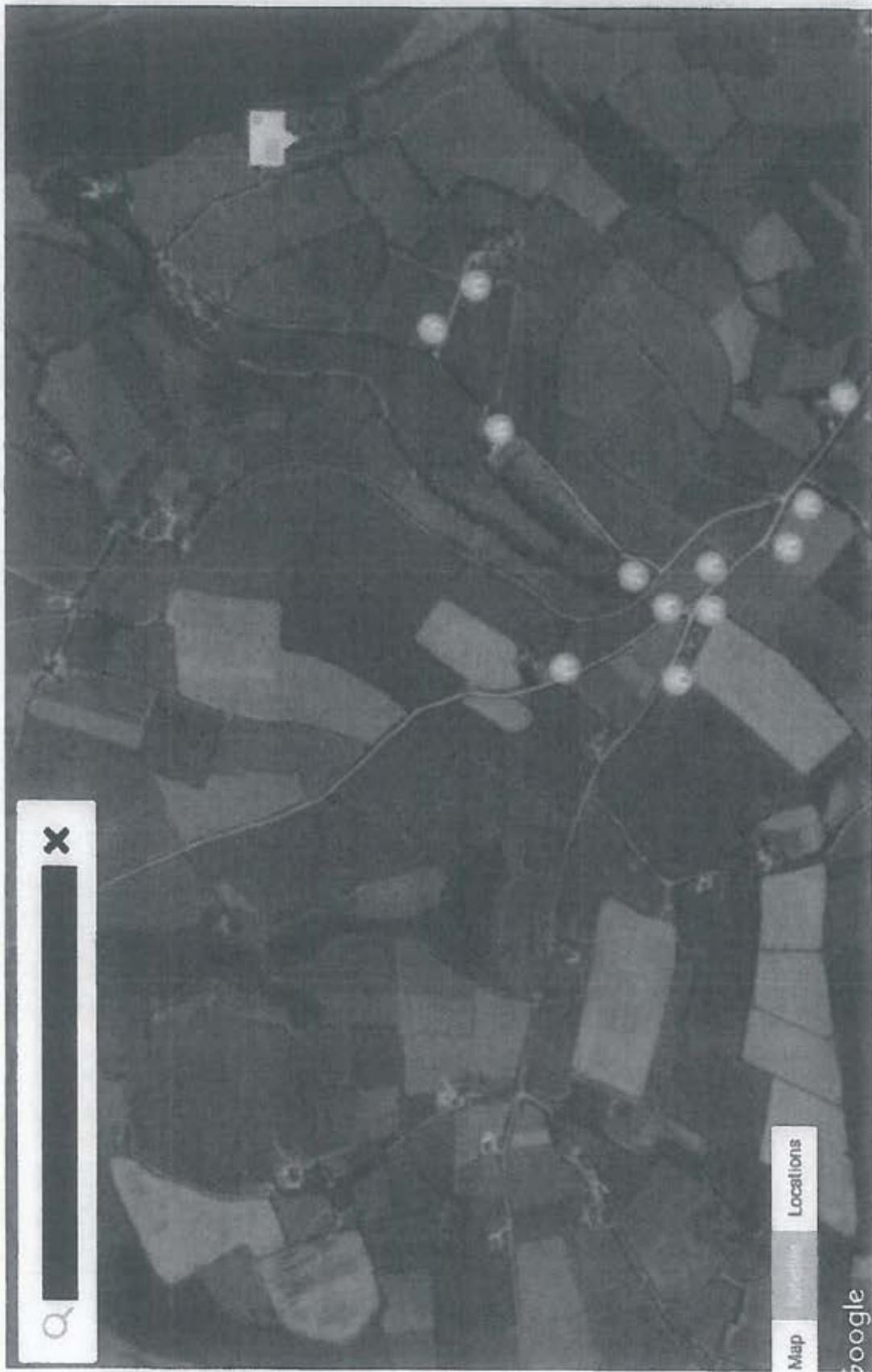
There is also a second business being run down the same road. A similar submission will be sent from them – [REDACTED]

Kind Regards

[REDACTED]
[REDACTED]

--

This message has been scanned for viruses and dangerous content by [REDACTED] and is believed to be clean.



Search bar with a magnifying glass icon on the left and a close button (X) on the right.

Map

Locations

Google

From: [REDACTED]
To: [NRP Mapping](#)
Subject: Broadband Speed - [REDACTED] - Limerick
Date: 26 August 2019 17:53:27
Attachments: [F54C22E0FA58484C9A214ACB98156F82.png](#)

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,

The "BEST" "SPEED" eir can give me [REDACTED] is 18mbps which is effectively 8/9mbps in reality.

We have a new business and upgraded our cameras and till system.

The current service is not workable.

I have explored other options, including SIRO who surveyed and said we can't get their service at the moment (through Vodafone).

Thanks,

[REDACTED]

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(Tel/Viber/WhatsApp)

[REDACTED]



MEMORANDUM

DATE

NO.

TO : [Faint text]

FROM : [Faint text]

SUBJECT : [Faint text]

[Large block of extremely faint, illegible text, possibly a table or detailed report content]

From: [REDACTED]
To: NRP Mapping
Subject: Broadband Fibre speed limited to 3MB/sec
Date: 13 August 2019 12:56:58

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,

As explained in my previous email to 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?

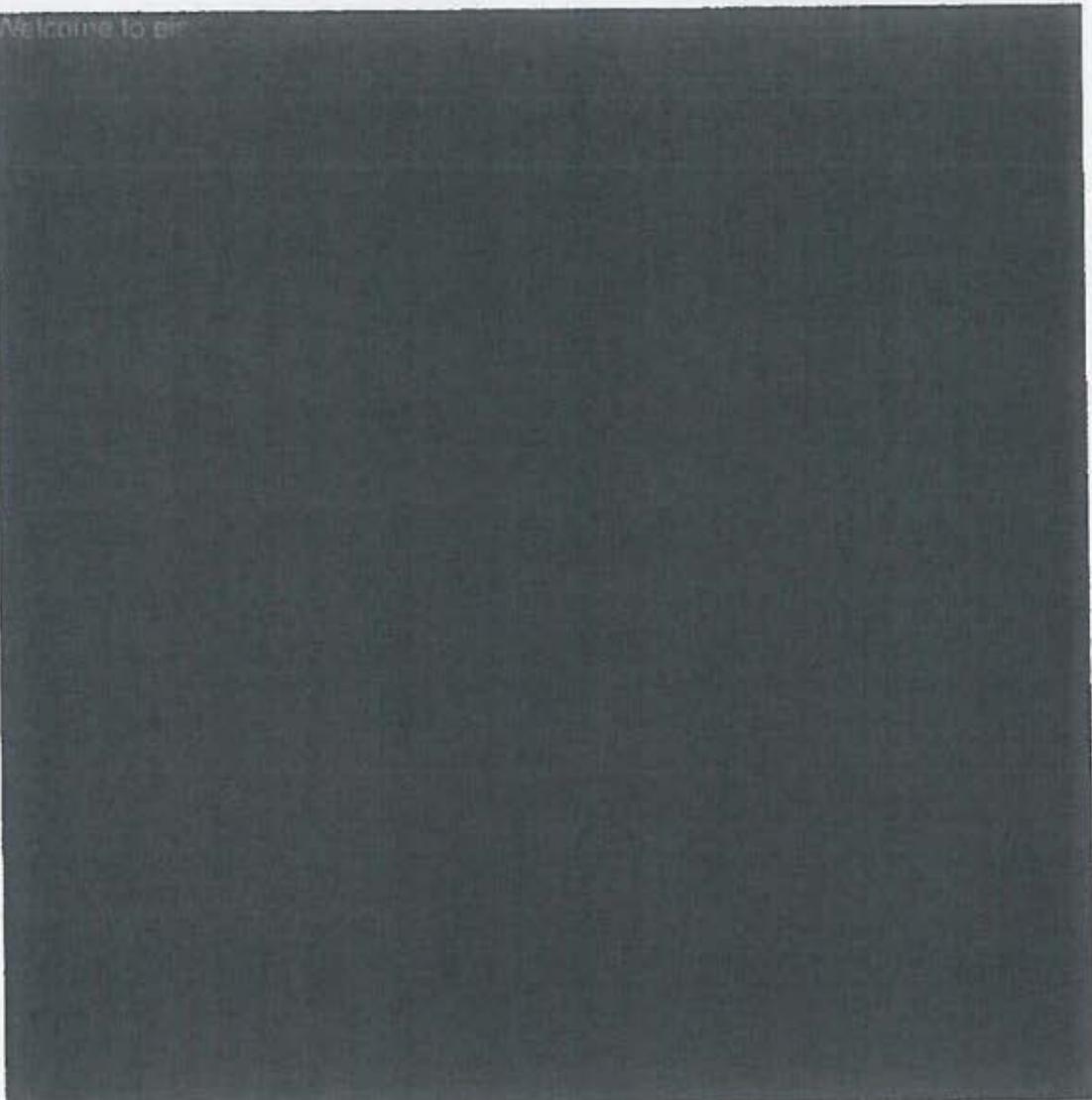
[REDACTED]
Thanks

Kind regards,

[REDACTED]
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] the details of your new eir service

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.

#

Download the My eir App

Manage Your Account

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.

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[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]

