

From: [REDACTED]
To: [IBP Marketing](#)
Subject: Fibre in my area [REDACTED]
Date: 23 September 2019 17:15:21

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Hi

I have been asked to send this information on to you after contacting the IBP team for advice.

I currently have a 4Mb broadband line through the copper phone lines. I have had so many issues with the line being bad because the phone lines in this area are so rotted and degraded. I have had an eir engineer onsite at least 4 times to repair it and I don't even have it a year. The last time they were here the engineer said that eir are not putting any money into the copper lines here as there is fibre running right outside. After a bit of digging for info I realised that we are in their blue area and we should have access to fiber. I have been chasing them for weeks and finally got eir to confirm that fiber is running by our house but they have been chasing Open eir for information as they don't see an exchange to connect me to. They have asked for further clarification but have said that they can't guarantee that they will be able to help me as the infrastructure may not be there.

I feel very stuck and have real issues trying to work from the house. We have recently been approached by Imagine as they are rolling out their 5G (which is really 4G) service in the area but we are going to be about 5k from the mast. They also want us to sign up for 24 months and I don't really feel like that is fair but I don't seem to have much of an option. I think this is why they are doing it, to lock out the competition for the next 2 years.

Can you let me know if there is anything you can do to help.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Broadband
Date: 19 September 2019 21:41:09

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To whom it concerns:

With regard to the below document, I note that submissions are requested from consumers regarding the rollout of broadband and service issues.

I live in [REDACTED] and have an account with Eir which claims to offer 1Mbps speed. Eir's broadband rollout map advises: "Broadband is not currently available at your address. However your address is on open eir's rural fibre rollout programme offering speed of between 30Mb/s and 1000Mb/s. We estimate fibre broadband will be live in your area during the first half of 2019.

Speed tests on internet connectivity yield results of 0.6, rather than 1Mbps. It is not possible to work or study from home, as the service is extremely poor. It is not possible to view video / audio recordings due to frequent stoppage and buffering, whilst this also affects download of pages for standard sites.

Essentially, our household pays eir €53 per month for an extremely poor /non-existent service.

Regards

[REDACTED]

<https://www.dccae.gov.ie/en-ie/communications/consultations/Pages/Conclusion-of-NRP-Mapping-Exercise.aspx>

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 07 August 2019 10:03
To: NBP Mapping
Subject: Response to NBP Mapping Consultation 2019- Developments in Blue areas with out high speed broadband
Attachments: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]
Follow Up Flag: Follow up
Flag Status: Completed
Categories: [REDACTED] is dealing with this

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Hi [REDACTED]

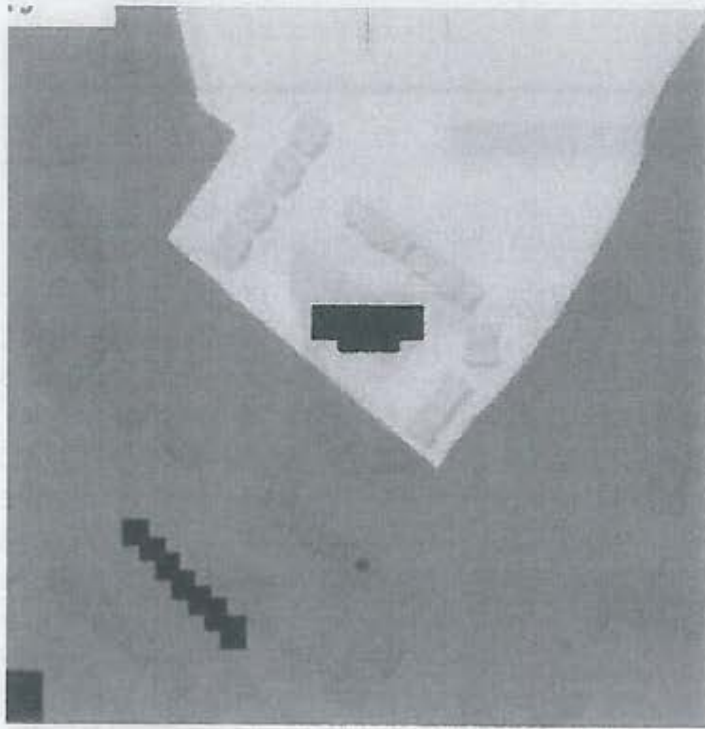
In response to your consultation on the revised Map I've attached some properties below where I know open eir have no plans to provide services. There are other developments in construction that I hope will get connected but open eir are slow to connect.

I am concerned about new social housing developments in some locations outside major towns. The first estate on my list [REDACTED] [REDACTED] is one where open eir have no plans to deliver- see attached email. Other developments currently in planning I believe will run into the same situation. I have recommended to our housing team that open eir be challenged to commit to connecting within a tight time frame or we install the network and charge a supplier access. This way they could be added to the intervention area if necessary.

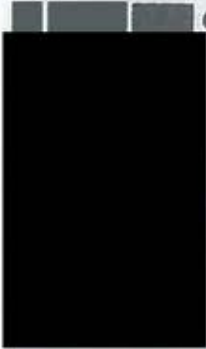
The main estates that come to mind are:

[REDACTED] [REDACTED] [REDACTED] Co. Meath
[REDACTED]

Remainder of the estate is in the intervention area:



Co. Meath e.g.:



Co. Meath



Co. Meath



Best regards,

| Broadband Officer

Community Team

Meath County Council, Buvinda House, Navan, Co Meath

T: | M: | E: @ .ie | Web: <http://www.meath.ie>



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Buvinda House,
Dublin Road,
Navan,
Co. Meath [REDACTED]**

[REDACTED]

From: [REDACTED]@ [REDACTED]
Sent: 21 August 2018 09:22
To: [REDACTED]
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]
Attachments: ATT00001.bt; ATT00002.htm; image001.jpg.htm; image003.jpg.htm; image004.jpg.htm

[REDACTED]

I am going to have to try and get the housing estate section to deal with these queries as I have no view at all of those programs. I will ask for someone to be your main point of contact.

Regards

[REDACTED]

From: [REDACTED]
Sent: 14 August 2018 09:32
To: [REDACTED]
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Thanks [REDACTED]

Have the housing estate section responded on [REDACTED] yet? Could they also confirm if [REDACTED] is now fully completed and available for residents to get connected?

Best regards,

[REDACTED] | Broadband Officer
Community Team
Meath County Council, Buvinda House, Navan, Co Meath [REDACTED]
T: [REDACTED] | M: [REDACTED] | E: [REDACTED]@ [REDACTED].ie | Web: <http://www.meath.ie>

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From: [REDACTED]@ [REDACTED]
Sent: 13 August 2018 12:25
To: [REDACTED]
Cc: [REDACTED]@ [REDACTED]
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

[REDACTED]

There is no T300 FTTH or FTTC work in progress in the area.
There is a works order for that estate but it is non-fluid since 25/01/2016. The Housing Estate section will follow up on it.

Regards

From: [REDACTED] [mailto:[REDACTED]@[REDACTED].ie]

Sent: 10 August 2018 14:22

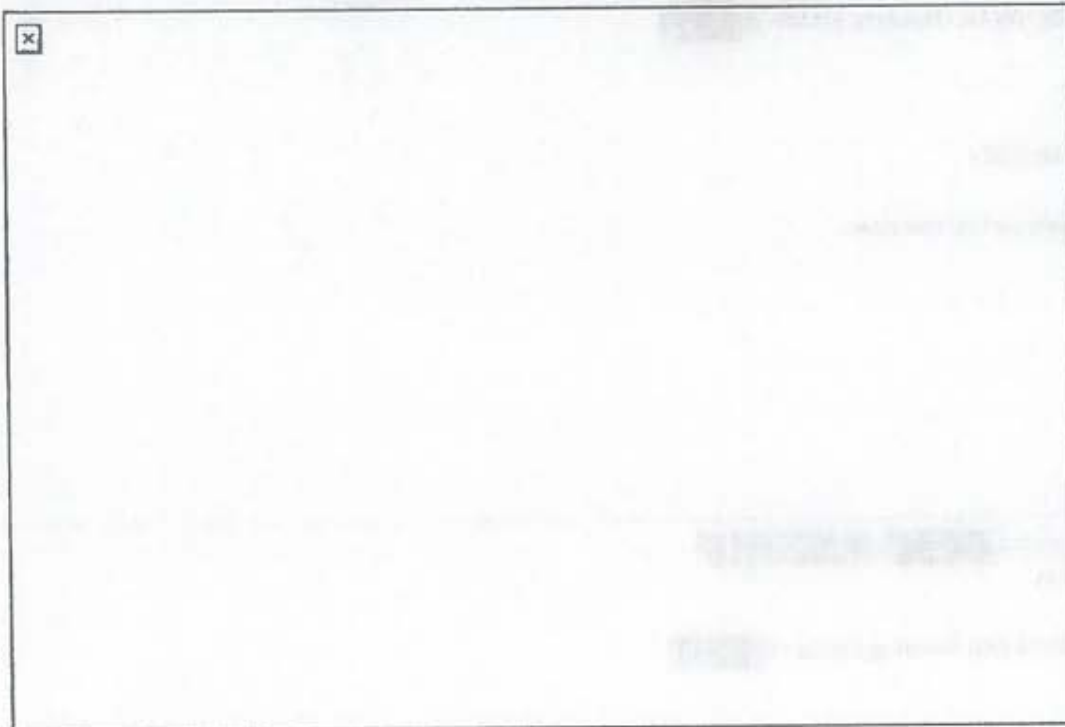
To: [REDACTED]

Cc: [REDACTED]

Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Hi [REDACTED]

I'm very disappointed and surprised to hear that [REDACTED] will have to wait on the NBP. This is a new housing development within the town of [REDACTED] and is actually much closer to the town centre when compared with how far the [REDACTED] development is out of [REDACTED]



It seems mad to me that this development within the town is being pushed into the Intervention Area. Does open air consider [REDACTED] and other smaller rural towns as not being economically viable to connect to your network? Or is it an issue with this estate that renders it unviable to connect?

Best regards,

[REDACTED] | Broadband Officer

Community Team

Meath County Council, Buvinda House, Navan, Co Meath [REDACTED]

T: [REDACTED] | M: [REDACTED] | E: [REDACTED]@[REDACTED] | Web: <http://www.meath.ie>



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From: [REDACTED]@[REDACTED]@[REDACTED]

Sent: 06 August 2018 21:19

To: [REDACTED]@[REDACTED]

Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

[REDACTED]

There is no current program running in that area. The relevant work within the 300K rollout has been completed as also with the earlier Fibre To The Cabinet (FTTC) program. Remaining areas will need to be catered for under future initiatives (NBP or other).

Regards

From: [REDACTED]
Sent: 02 August 2018 17:14
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Hi [REDACTED]

This estate is falling into the NBP.

[REDACTED] do you have any visibility to the contrary.

Thanks.

Kind Regards.

From: [REDACTED] [mailto:[REDACTED]@[REDACTED].ie]
Sent: 02 August 2018 08:53
To: [REDACTED]
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Hi [REDACTED]

One of the eircodes is [REDACTED] It is a newly built estate and there isn't even fibre in the ducts.

Best regards,

[REDACTED] | Broadband Officer
Community Team
Meath County Council, Buvinda House, Navan, Co Meath [REDACTED]
T: [REDACTED] | M: [REDACTED] | E: [REDACTED]@[REDACTED].ie | Web: <http://www.meath.ie>

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From: [REDACTED]@[REDACTED].ie [mailto:[REDACTED]@[REDACTED].ie]
Sent: 01 August 2018 18:12
To: [REDACTED]
Cc: [REDACTED]@[REDACTED].ie
Subject: RE: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Hi [REDACTED]

Reviewing the map there is good FTTC coverage within the [REDACTED] area, can you provide eircodes please as this will assist in pinpointing a more accurate view.

Thanks.

Kind Regards,

[REDACTED]

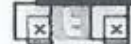
From: [REDACTED]
Sent: 01 August 2018 12:35
To: [REDACTED]
Cc: [REDACTED]
Subject: COMM_SI_BB_AVAIL- Housing Estate in [REDACTED]

Hi [REDACTED]

Would you have any information on the deployment of services to the [REDACTED] estate? I have residents enquiring as there are no services installed yet for them to order any connections.

Best regards,

[REDACTED] | Broadband Officer
Community Team
Meath County Council, Buvinda House, Navan, Co Meath [REDACTED]
T: [REDACTED] | E: [REDACTED] | Web: <http://www.meath.ie>



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Navan,**

From: [REDACTED]
To: NBP Mapping
Subject: Fwd: Fibre Broadband
Date: 20 September 2019 15:01:21

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Hi,

We've been in contact with Eir via phone as they hold all the infrastructure and rent out to other providers but no luck. They give the typical response "our engineers are working hard to get fibre in your area" but when I ask if it'll be a month, 6 months or a year they can't give a timeframe.

We're currently with Sky Broadband

[REDACTED]

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: NRP Mason
Subject: Broadband Plan
Date: 18 September 2019 19:51:29

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Hello, I am inquiring about a lack of internet coverage in my area.
[REDACTED]

I am currently with 3 Mobile Broadband as it is my only option but it is very slow, the network gets very congested, data caps and the latency is very high. I have tried switching to eir before and they said they would send an engineer in a week to set us up but the a few days later they contacted us saying there is no service in our area so they canceled it. I also tried Sky Fibre before but they said there is no service at the moment but then they said it would be in February 2019 but a few months have passed since and since no luck. I also tried Vodafone and they said they think maybe August and its currently september and still no sign of fibre. They have built poles down my road about less than a km but it won't come up any higher. I checked the fibre rollout map and we are in an amber area and they said it could be up to 7 years. This is not ideal as in 2019 nearly every device is on the internet, from watching tv, school, news, gaming and messaging the internet is very important in this family home and it is frustrating asking others to disable wifi just so we can watch a youtube video in low quality, without going on a long rant for much longer I will just say I know this is a lot to ask but I would appreciate if something could be done for our area to get fibre access as we are missing out on a lot of opportunities thank you
[REDACTED]

From: [REDACTED]
To: [MRP Manager](#)
Subject: Fibre broadband
Date: 20 September 2019 15:46:12

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Hi

Fibre broadband runs by the top of the lane where I live with 5-6 houses down the lane getting near to no internet when just at the top has 100MB of internet I was wondering could we be signed up to also be connected please

[REDACTED]

From: [Redacted]
To: NBP Mapping
Subject: NBP Mapping Areas of Difficulty
Date: 20 September 2019 09:44:52
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

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Please be advised that we have experienced great difficulty in obtaining any level of satisfactory Broadband connectivity in all of the following areas. Other areas within our remit are also running on very basic services.

[Redacted] #Co Galway,
[Redacted] #Portumna, #Co Galway,
[Redacted] #Clifden, #Co Galway,
[Redacted] #Tuam, #Co Galway,
[Redacted], #Ballinasloe, #Co Galway,
[Redacted], #Salthill, #Co Galway,
[Redacted] #Headford, # Co Galway,
[Redacted], #Salthill, #Co Galway,
[Redacted], #Co Galway,
[Redacted], #Clifden, #Co Galway,
[Redacted] #Tuam, #Co Galway,
[Redacted], #Ballyglunin, #Co Galway,
[Redacted], #Co Galway,
[Redacted], #Co Galway,
[Redacted], #Ballybane, #Co Galway,
[Redacted] Glenamaddy, Co. Galwa [Redacted]

All of these areas are currently running with the basic Eir fibre to the cabinet. Most are unable to avail of the new FTTH currently being offered.

In some case we are having to resort to using wireless providers.

Business continuity is a primary concern and stable connectivity is a must to providing a stable and efficient service.

Any addition to the

Rgds

Many thanks

[Redacted]
[Redacted]
[Redacted]

Direct Tel: [Redacted] | Mobile: [Redacted] | Website: [Redacted]



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Business Name of [REDACTED]. [REDACTED] is registered with the Revenue Commissioners [REDACTED]. A list of names and personal details of every Director of the Company is available for inspection to the public at our Registered Office or at [REDACTED].

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From: NBP Mapping
To: [REDACTED]; NBP Mapping
Subject: RE: NBP Mapping Areas of Difficulty
Date: 24 September 2019 16:46:27
Attachments: image001.png
image002.png
image003.png
image004.png

Dear [REDACTED]

Thank you for your submission to the 2019 Mapping Consultation, can you please provide the Eircodes that are left blank in the table below, to allow us to further investigate your case?

Kinds Regards,
NBP Mapping Team

From: [REDACTED]
Sent: 20 September 2019 09:45
To: NBP Mapping
Subject: NBP Mapping Areas of Difficulty

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Please be advised that we have experienced great difficulty in obtaining any level of satisfactory Broadband connectivity in all of the following areas. Other areas within our remit are also running on very basic services.

[REDACTED] #Co Galway,	[REDACTED]
[REDACTED] #Portumna, #Co Galway,	[REDACTED]
[REDACTED] #Clifden, #Co Galway,	[REDACTED]
[REDACTED] #Tuam, #Co Galway,	[REDACTED]
[REDACTED] #Ballinasloe, #Co Galway,	[REDACTED]
[REDACTED] #Salthill, #Co Galway,	[REDACTED]
[REDACTED] #Headford, # Co Galway,	[REDACTED]
[REDACTED] #Salthill, #Co Galway,	[REDACTED]
[REDACTED] #Co Galway,	[REDACTED]
[REDACTED] #Clifden, #Co Galway,	[REDACTED]
[REDACTED] #Tuam, #Co Galway,	[REDACTED]
[REDACTED] #Ballyglunin, #Co Galway,	[REDACTED]
[REDACTED] #Co Galway,	[REDACTED]
[REDACTED] #Co Galway,	[REDACTED]
[REDACTED] #Ballybane, #Co Galway,	[REDACTED]
[REDACTED] Glenamaddy, Co. Galway [REDACTED]	[REDACTED]

All of these areas are currently running with the basic Eir fibre to the cabinet. Most are unable to avail of the new FTTH currently being offered.

In some case we are having to resort to using wireless providers.

Business continuity is a primary concern and stable connectivity is a must to providing a stable and efficient service.

Any addition to the

Rgds

Many thanks

[Redacted]

Direct Tel: [Redacted] | Mobile: [Redacted] | Website: [Redacted]



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[Redacted]
[Redacted]
[Redacted] A list of names and personal details of every Director of the Company is available for inspection to the public at our Registered Office or at [Redacted]

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From: NBP Mapping
To: [REDACTED]
Subject: RE: NBP Mapping Areas of Difficulty
Date: 25 September 2019 14:32:02
Attachments: image001.png
image002.png
image003.png
image004.png

Dear [REDACTED]

Thank you for your submission to the 2019 Mapping Consultation, can you please provide the missing Eircodes from your list below to allow us to further investigate your case?

Kinds Regards,
NBP Mapping Team

From: [REDACTED]
Sent: 20 September 2019 09:45
To: NBP Mapping
Subject: NBP Mapping Areas of Difficulty

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[REDACTED] #Clifden, #Co Galway,	[REDACTED]
[REDACTED], #Tuam, #Co Galway,	[REDACTED]
[REDACTED] #Ballinasloe, #Co Galway,	[REDACTED]
[REDACTED], #Salthill, #Co Galway,	[REDACTED]
[REDACTED], #Headford, # Co Galway,	[REDACTED]
[REDACTED], #Salthill, #Co Galway,	[REDACTED]
[REDACTED], #Co Galway,	[REDACTED]
[REDACTED], #Clifden, #Co Galway,	[REDACTED]
[REDACTED], #Tuam, #Co Galway,	[REDACTED]
[REDACTED] #Ballyglunin, #Co Galway,	[REDACTED]
[REDACTED], #Co Galway,	[REDACTED]
[REDACTED], #Co Galway,	[REDACTED]
[REDACTED], #Ballybane, #Co Galway,	[REDACTED]
[REDACTED], Co. Galway [REDACTED]	[REDACTED]

All of these areas are currently running with the basic Eir fibre to the cabinet. Most are unable to avail of the new FTTH currently being offered.

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Any addition to the

Rgds

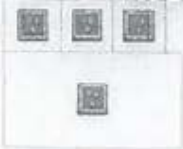
Many thanks

[Redacted]

[Redacted]

[Redacted]

Direct Tel: [Redacted] | Mobile: [Redacted] | Website: [Redacted]



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[Redacted]
[Redacted]
[Redacted] A list of names and personal details of every Director of the Company is available for inspection to the public at our Registered Office or at [Redacted]

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From: [REDACTED]
To: NBP Mapping
Subject: RE: NBP Mapping Areas of Difficulty
Date: 30 September 2019 15:04:27
Attachments: image001.png
image002.png
image003.png
image004.png

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Apologies for the delay in return. Details now included.

Rgds

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]

Direct Tel: [REDACTED] | **Mobile:** [REDACTED] | **Website:** [REDACTED]



From: NBP Mapping
Sent: Wednesday 25 September 2019 14:32
To: [REDACTED]
Subject: RE: NBP Mapping Areas of Difficulty

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Dear [REDACTED]

Thank you for your submission to the 2019 Mapping Consultation, can you please provide the missing Eircodes from your list below to allow us to further investigate your case?

Kinds Regards,

NBP Mapping Team

From: [REDACTED]
Sent: 20 September 2019 09:45
To: NBP Mapping
Subject: NBP Mapping Areas of Difficulty

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 be advised that we have experienced great difficulty in obtaining any level of satisfactory Broadband connectivity in all of the following areas. Other areas within our remit are also running on very basic services.

[REDACTED], #Co Galway,
[REDACTED], #Portumna, #Co Galway,
[REDACTED], #Clifden, #Co Galway,
[REDACTED], #Tuam, #Co Galway,
[REDACTED], #Ballinastoe, #Co Galway,

[REDACTED], #Salthill, #Co Galway,

[REDACTED] #Headford, # Co Galway,

[REDACTED], #Salthill, #Co Galway,

[REDACTED], #Co Galway,

[REDACTED], #Clifden, #Co Galway,

[REDACTED] #Tuam, #Co Galway,

[REDACTED] Ballygunin, #Co Galway,

[REDACTED], #Co Galway,

[REDACTED], #Co Galway,

[REDACTED], #Ballybane, #Co Galway,

[REDACTED], Co. Galway

All of these areas are currently running with the basic Eir fibre to the cabinet. Most are unable to avail of the new FTTH currently being offered.

In some case we are having to resort to using wireless providers.

Business continuity is a primary concern and stable connectivity is a must to providing a stable and efficient service.

Any addition to the

Rgds

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Direct Tel: [REDACTED] | Mobile: [REDACTED] | Website: [REDACTED]



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This email has come to you from [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

A list of names and personal details of every Director of

the Company is available for inspection to the public at our Registered Office or at
[REDACTED]

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Tá eolas sa teachtaireacht leictreonach seo (agus b'fhéidir sa chomhaid ceangailte leis) a d'fhéadfadh bheith príobháideach nó faoi rún. Is le h-aghaidh an duine/na 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 aims odh víreas sa phost seo tar éis a scanadh.

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This email has come to you from [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] A list of names and personal details of every Director of the Company is available for inspection to the public at our Registered Office or at
[REDACTED]

Data Protection Alert - please ensure security around this information is in keeping with the data protection act and that the information is not used for any other purpose other than what is transmitted in this e-mail

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From: [REDACTED]
To: NBP Mapping; [REDACTED]
Subject: submission to consultation on NBP mapping
Date: 17 September 2019 10:42:41

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Hi,

I reside in [REDACTED]

For a number of years, I am very aware that Eir Fibre was planned to be rolled out in my area.

I built a new family home in 2016 and went to extra effort to provide high quality land-line to the house in anticipation of the E-fibre service.

As I planned to work from home on an 80% basis, I looked forward to avail of service once available.

I installed land-line telephone in advance of E-fibre been available & regularly checked website to determine if service was available.

To my dismay, I learned that the neighbouring houses, both left & right of me were enabled for E-Fibre while I was not.

I queried it with Eircom and was told I was simple on the "wrong line". My line had not been enabled.

I asked if there was any means in which I could transfer lines & was told it was not possible.

I asked when it was planned to enable my line & was simply told, they could not provide a date but that I would be informed if/when it occurred. I have heard nothing since early 2017.

It is also case That my elderly neighbours do not have a current requirement for E-fibre and have not availed of it.

I explained that it was one of key reasons I selected particular are to build my home and that it was critical service to enable me to work from home saving a very lengthy commute.

I sought to have issue escalated in hope that more proactive team may be able to resolve issue.

The response was one of complete helplessness and that nothing could be done at this time. I subsequently withdrew from the Eir service in frustration.

I work in the business for over 20 years as a 3G /4G /5G telecommunications architect and am very frustrated by the experience from Eircom/Eir.

I think it is too simplistic to blame privatisation as I work on a daily basis with other major European service providers that are much more innovative regarding their approach to deploying 5G technology.

Clearly the T&Cs that accompany the granting of state licenses are not sufficient or fit for purpose.

Regards,



THE [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 20 September 2019 17:00
To: NBP Mapping
Subject: NBP Mapping Consultation
Attachments: image005.jpg; image006.jpg; Blue areas not receiving High Speed Broadband, Co. Wicklow.pdf; 2018.07.04 [REDACTED] EIRCODE.xls; WicklowCC Submission to NBP Mapping 20th Sept.docx

Follow Up Flag: Follow up
Flag Status: Completed

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To whom it concerns,

Please see my attached submission in relation to the NBP mapping Consultation.

regards,

[REDACTED] | Broadband Development Officer

Tel: [REDACTED] | E-mail: [REDACTED]

[new email logo]<<https://www.wicklow.ie/Living>>[Image result for dept rural and community Development Ireland]<<https://www.gov.ie/en/policy-information/64ad0b-the-national-broadband-plan/#role-of-department>>
See below if you have queries on Broadband and Mobile Coverage...

v Check your premises status HERE<<http://www.dccae.gov.ie/en-ie/communications/topics/Broadband/national-broadband-plan/high-speed-broadband-map/Pages/Interactive-Map.aspx>> on the National Broadband Map

v Check your local area Mobile Phone Coverage and Mobile Broadband Coverage
HERE<<https://coveragemap.comreg.ie/map>>

v Check your premises status HERE<<http://fibrerollout.ie/>> for open eir 300k rural broadband rollout

v Test your broadband speed HERE<<http://speedtest.net/>>

v To get your Eircode enter you address HERE<<https://finder.eircode.ie/#/>>

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Blue areas not receiving High Speed Broadband, Co. Wicklow

[REDACTED]
Sent: 24 July 2018 15:11
To: Broadband [Broadband@DCCAE.gov.ie]
Cc: [REDACTED]
Attachments: 2018.07.04 [REDACTED] ~1.xls (38 KB)

All,

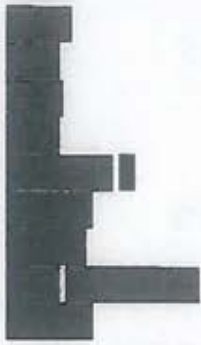
As requested, please add the attached list of premises to the amber zone area of the NBP State Intervention as they are currently in a Blue zoned area and are not receiving High Speed Broadband services.

108 properties in [REDACTED] area, [REDACTED]

Regards,

[REDACTED]
Broadband Development Officer | Information Systems Dept.
Wicklow County Council | County Buildings, Station Road, Wicklow [REDACTED]
Phone: [REDACTED] | Email: [REDACTED]



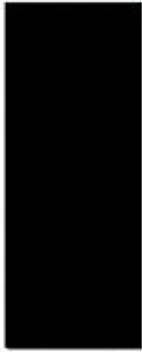


Burnaby Heights
Burnaby Heights
Burnaby Heights
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Burnaby Heights
Burnaby Heights
Burnaby Heights



[Faint, illegible text visible through the page, likely bleed-through from the reverse side.]

Greystones
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Greystones



Wicklow
Wicklow
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Wicklow

(The following table contains extremely faint and illegible text, likely a list of names and addresses, which has been redacted in the original image.)

[REDACTED],
Broadband Development Officer,
Wicklow Co. Co.

Submission to NBP Mapping 20th Sept. 2019

To whom it may concern,

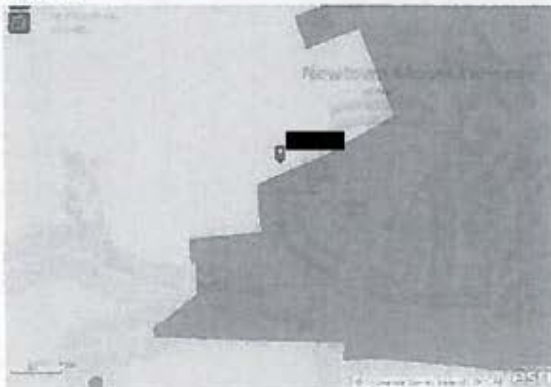
As Broadband Development Officer within Wicklow County Council since late 2017, I have been working with DRCD, DCCAE and have actively engaged with telecommunications operators and citizens in relation to broadband infrastructure and services in Co. Wicklow. I have put together some broadband issues currently unresolved.

Open eir

For the most part I have had little meaningful engagement with open eir on their plans in Wicklow, however they have improved on responses over the past couple of months to service queries.

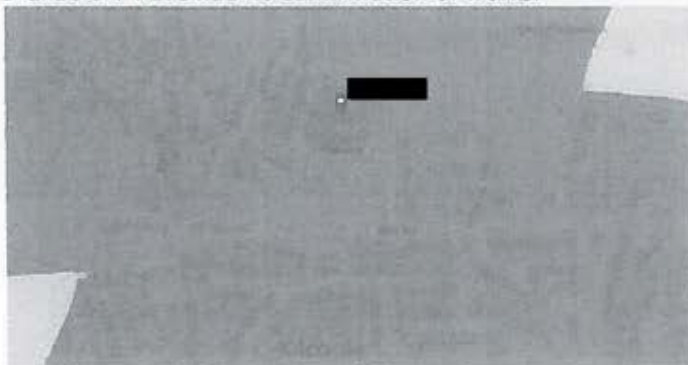
NBP Mapping Issue in Newtownmountkenny:

Wicklow Hills, Monalin and Barleyfields estates in NMK have had major issues trying to get eir phone/ broadband services. For e.g. [REDACTED] is well advanced with quite a lot of the new houses now occupied, but the development is going from blue zones area across into the amber area. Eir have responded saying they will provide services but they have no current plans to deliver services



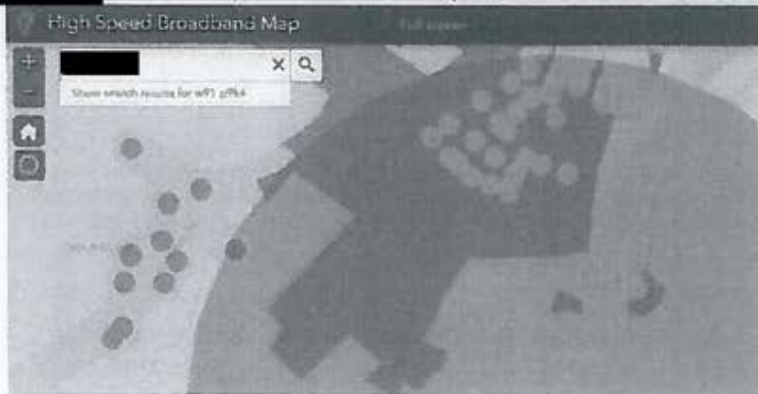
Blue zone issues

Residents in Wellfield estate in Kilcoole have no access to HS broadband services. I followed up with eir on numerous occasions and they did eventually come back in July saying the works were scheduled to be completed by the end of July. I thought this issue was closed but recently go another email from the residents in Wellfield asking when are broadband services going to be available. I have had no confirmation of works.



Most of the 108 residents from Burnaby Heights have contacted me in relation to lack of HSB services for the entire estate in Greystones, please see attached email and excel list in relation to this estate; i have contacted all wholesale telecoms in relation to this estate with no plans as of yet to get fibre BB services, please prioritise this estate as much as possible.

Also, some residents in Redford Park, Greystones seem to be still without HSB services even though there have been some works in the estate of late; and correspondence from Premises [REDACTED] and [REDACTED] have been quite vocal on their premises blue zoned but not having HSB services.

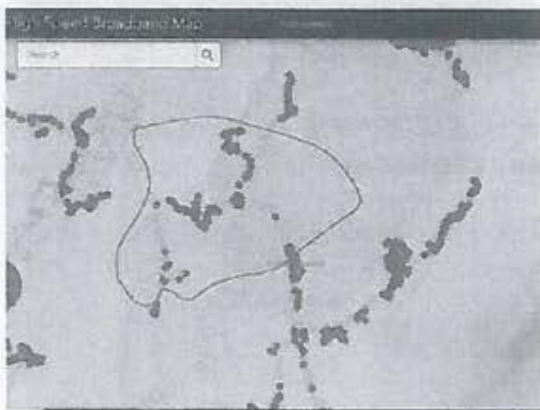


On a positive note they will be serving a number of residents in a cul-de-sac in Knockroe lately upon my and other locals engagement with them (query and follow up thanks from resident from premises [REDACTED]).



Eir's 300k rollout

For the most part I have had little dealings with open eir on this project. A resident in Humphrystown, near Vallemount in the blue zoned area said he could not order broadband services recently even though the fibre is running past his house. Also, a number of new house have said they cannot get services without their eircode and sometimes with their eircode if >50m back from the road (i understand issues here with the contracted area).



There is one strange premises outlier outside the eir 300k project map well into the amber area, premises [REDACTED] See below map.



On a positive note, they did extend services to Hollywood N.S. and Lacken N.S. upon my request.

Virgin Media

VM have made significant investment in both Arklow Town and Wicklow/Rathnew area in the last 18 months. I have not been possible to get clear details/ mapping from them with regards their build out to premises from those projects or some of the areas they have previously input fibre services like Bray and Greystones.

Some areas on Coolgreaney road, Arklow have not received services and [REDACTED] was not served due to a 'blocker' on a facading of services. The resident said eir do not provide a good service to the premises.

A lack of forward planning by developers/ planning conditioning to insert spare ducting has left some new estates in Wicklow Town without VM services (Marlton meadows, Marlton Road, Wicklow)

Imagine

Premises [REDACTED] appears to be covered by imagine coverage maps from what they have sent to me, however upon their own staff checking onsite the premises could not get hsb from them.

[REDACTED],
Broadband Development Officer,
Wicklow Co. Co.

[REDACTED]

From: [REDACTED]
Sent: 27 September 2019 13:34
To: NBP Mapping
Cc: [REDACTED]
Subject: RE: NBP Mapping Consultation
Attachments: [REDACTED] Eircodes.pdf; WicklowCC re-Submission to NBP Mapping 26th Sept.docx

Follow Up Flag: Follow up
Flag Status: Completed

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To whom it concerns,

Please see my attached re-submission in relation to the NBP mapping Consultation.

Regards,

[REDACTED]
Broadband Development Officer | Wicklow County Council

From: [REDACTED]
Sent: 20 September 2019 17:00
To: nbpmapping@dcca.gov.ie
Subject: NBP Mapping Consultation

To whom it concerns,

Please see my attached submission in relation to the NBP mapping Consultation.

regards,

[REDACTED] | Broadband Development Officer
Tel: [REDACTED] | E-mail [REDACTED]



Wicklow County Council

County Buildings, Whiteglaze, Wicklow Town [REDACTED]

www.wicklow.ie

Phone [REDACTED]



Please verify the authenticity before printing this email



Department of Rural and Community Development



An Roinn Forbartha Tuaithe agus Pobail

See below if you have queries on Broadband and Mobile Coverage...

- ❖ Check your premises status [HERE](#) on the National Broadband Map
- ❖ Check your local area Mobile Phone Coverage and Mobile Broadband Coverage [HERE](#)
- ❖ Check your premises status [HERE](#) for open eir 300k rural broadband rollout
- ❖ Test your broadband speed [HERE](#)
- ❖ To get your Eircode enter you address [HERE](#)

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**Burnaby Park
Greystones, Co Wicklow**

Eircodes

[REDACTED]

[REDACTED]

[REDACTED]

Burnaby Park Greystones, Co Wicklow

Eircodes

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

This map shows the layout of Burnaby Park



Redrafted Submission to NBP Mapping - 26th Sept. 2019

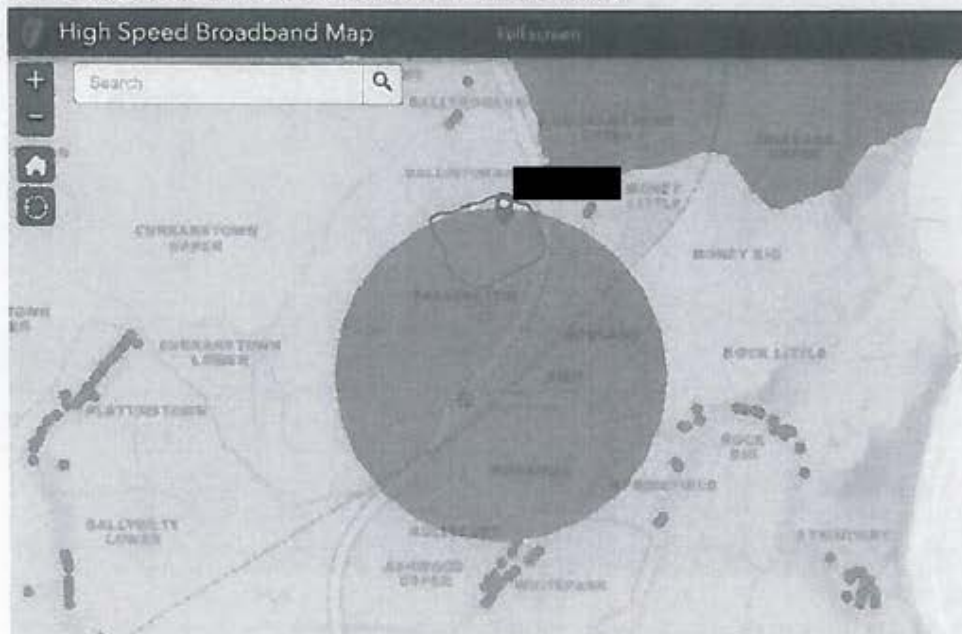
To whom it may concern,

As Broadband Development Officer within Wicklow County Council since mid-October 2017, I have been working with DRCD, DCCA and have actively engaged with telecommunications operators and citizens in relation to broadband infrastructure and services in Co. Wicklow. I have put together some broadband issues currently unresolved.

Arklow

There is a blue circle South of Arklow Town which is incorrectly mapped blue zoned; especially with regards Arklow Business Park, Ballynattin to the north west of the blue circle [REDACTED]

[REDACTED] The IDA have said that current employment is at risk due to lack of services and that they will have to accommodate their clients elsewhere unless HSB services can be delivered into the area. Please include and prioritise Arklow Business Park into the NBP-SI (amber zoned area). I would recommend that any premises west of the M11 within the blue circle are not likely to have the infrastructure in place for HSB services (Note: Kish business park (Kish Townland area) does have good HSB services, close to the local cabinet near Junction 21).



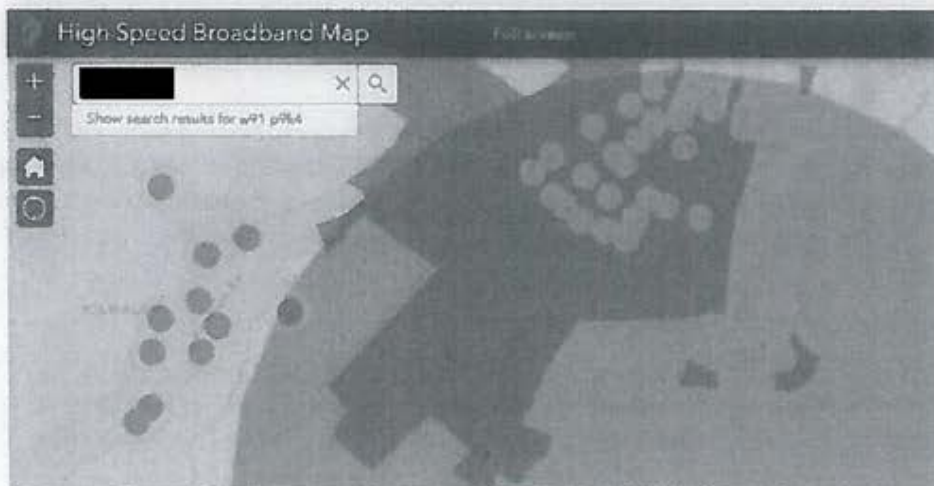
I have had numerous calls from businesses with regards issues of slow broadband services at South Quay, Arklow; one in particular company have significant employment numbers at the premises [REDACTED] and say jobs are at risk from lack of HSB services available. Please prioritise this in the NBP- SI build out (it is amber dot in blue zone).

Other premises issues in relation to blue zoned areas not receiving HSB;

- [REDACTED]; no HSB services available

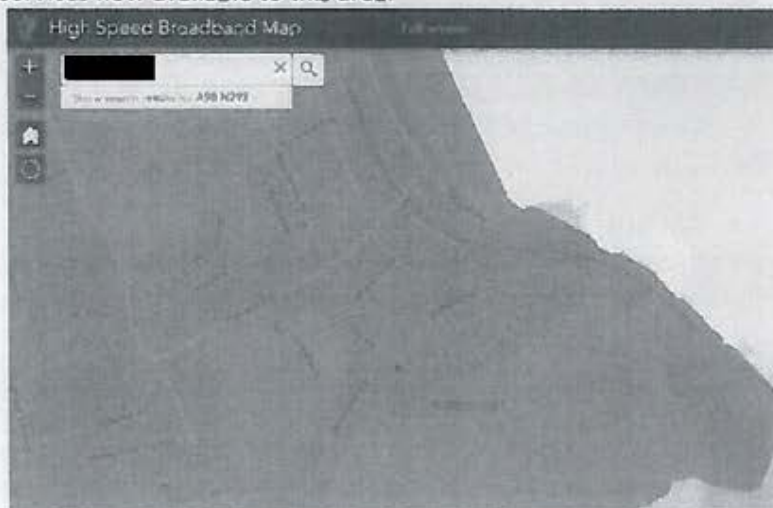
Blessington

There are lack of HSB services in areas of South Blessington and may be incorrectly mapped as blue zoned; example [REDACTED]



Bray

A Resident of [REDACTED], Bray (PREMISES [REDACTED]) has previously been in contact with lack of HSB at his premises which is in a blue zoned area. The local exchange at Sidmonton Road appears not to be upgraded by open eir. I have had no correspondence with virgin media or SIRO if they have HSB services now available to this area.



Greystones

Most of the 108 residents from Burnaby Heights have contacted me in relation to lack of HSB services for the entire estate in Greystones which is incorrectly blue zoned (excel previously attached). I have contacted all wholesale telecoms in relation to this estate with no plans as of yet to get fibre BB services to this area, please prioritise this estate as much as possible in NBP-SI.

The same issue of lack of HSB infrastructure exists at Burnaby Park Estate, please see eircode list in relation to this estate attached.

Further issues in Greystones, relation to blue zoned areas not receiving HSB;

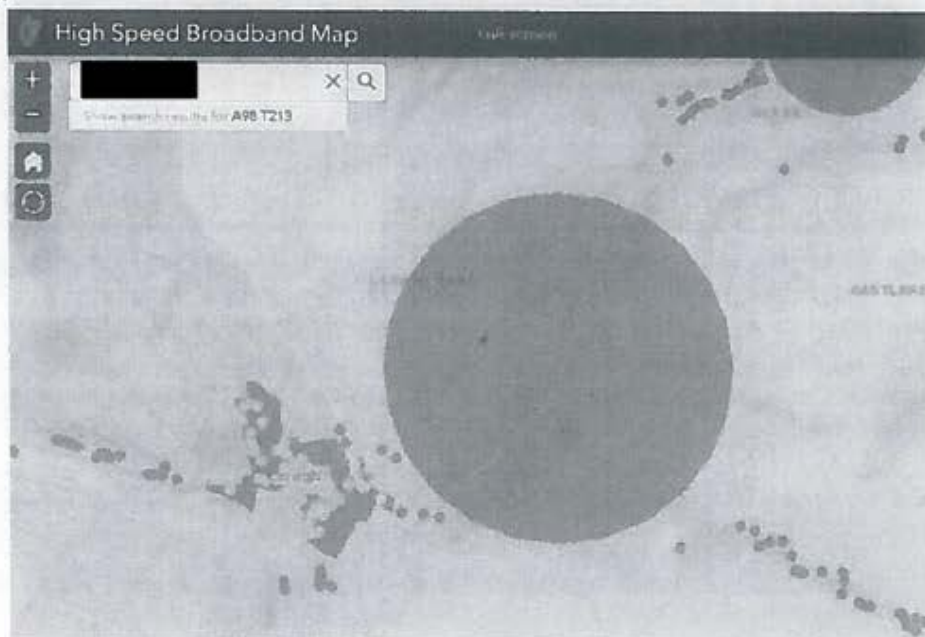
- [REDACTED]
- [REDACTED], Greystones
- [REDACTED], New Road, Killincarrig;



- [REDACTED], Greystones seem to be still without HSB services even though there have been some works in the estate of late.
- [REDACTED], Blacklion lacking phone or HSB services (blue zoned)
- [REDACTED] shoreline sports park has FTTC services from open eir but the facility are not HSB services/ speeds.

Laragh

There is a blue circle North East of Laragh which is incorrectly mapped blue zoned, example premises [REDACTED] where the resident has been quite vocal on their premises blue zoned but not having HSB services.



Wicklow

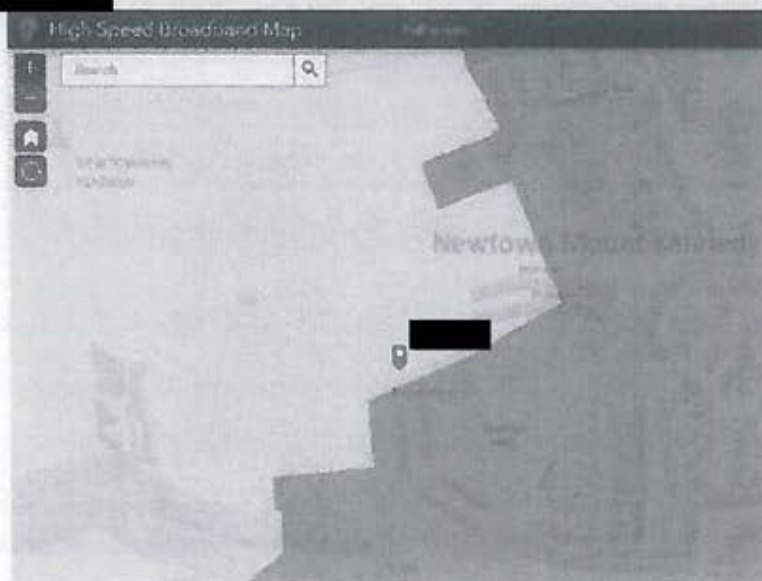
Services have been promised to a new estate 'The Meadows', Marlton Road, Wicklow Town which is amber zoned, the developer engaged with open eir. Open eir did correspond with regards getting services and have said services are now available (FTTC); however in the last number of days residents have again been in contact (e.g. [REDACTED] to say they cannot order any services (home phone / fixed line broadband). This area should remain amber zoned as residents cannot order HSB services, works appear to be incomplete with some residents living there for over 18 months without services.



Newtownmountkennedy

Services have been promised to new estates in NMK namely Wicklow Hills, Monalin and Barleyfields estates which cross the zones from blue to amber area; the residents have had major issues trying to get phone/ HSB services over the past 2 years. The service provision is still unclear with mixed reports from different parts of estates.

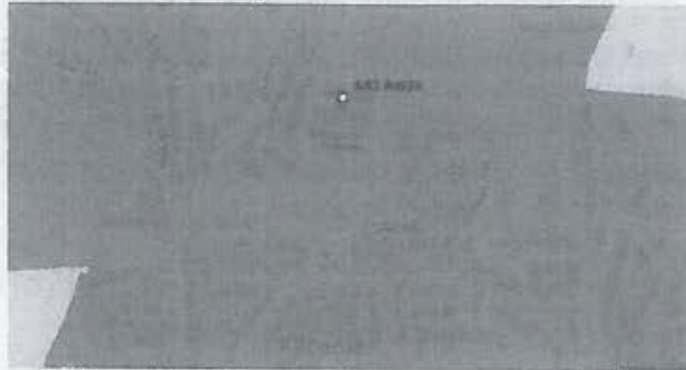
Phase 5 of Barley Field is well advanced with quite a lot of the new houses now occupied, but the development is going from blue zones area across into the amber area. Eir have responded recently saying they will provide services to the estate but they have no current plans/ ETA to deliver services (e.g. premises [REDACTED]



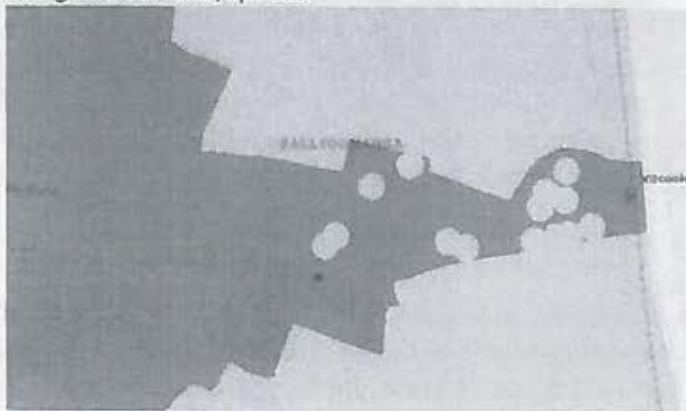
Kilcoole

Residents in Wellfield estate in Kilcoole have no access to HS broadband services. I followed up with eir on numerous occasions and they did eventually come back in July 2019 saying the works were scheduled to be completed by the end of July. I thought this issue was closed but recently go

another email from the residents in Wellfield asking when HSB services are going to be available. I have had no confirmation of works from open eir.



Another area to be reconsidered from blue to amber zoning in Kilcoole is [redacted]; e.g. premises [redacted] is not receiving HSB services/speeds.



Newcastle

Considered from blue to amber zoning in Newcastle at premise [redacted] which residents say is not receiving HSB services/speeds.



Open eir

For the most part I have had little meaningful engagement with open eir on their plans in Wicklow, however they have improved on responses over the past couple of months to service queries.

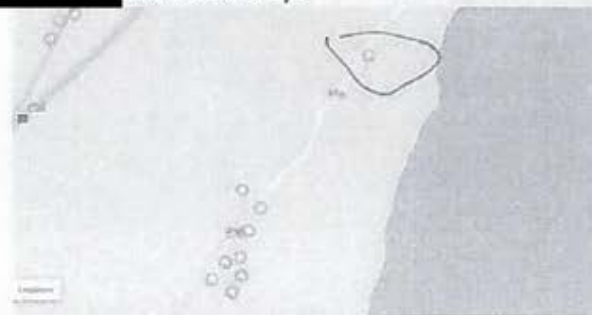
Eir's 300k rollout

For the most part I have had little dealings with open eir on this project, with issues going mainly to district technical staff. A few issues below

- A resident in [REDACTED] [REDACTED] in the light blue zoned area said he could not order broadband services (Sept. 2019) even though the fibre is running past his house
- [REDACTED] A resident in [REDACTED] in the light blue zoned area said he could not order broadband services (Aug. 2019) even though the fibre is running past his house since April



- There is one strange premises outlier outside the eir 300k project map well into the amber area, premises [REDACTED] See below map.



On a positive note, open eir did extend services to Hollywood N.S. and Lacken N.S. upon my request.

Virgin Media

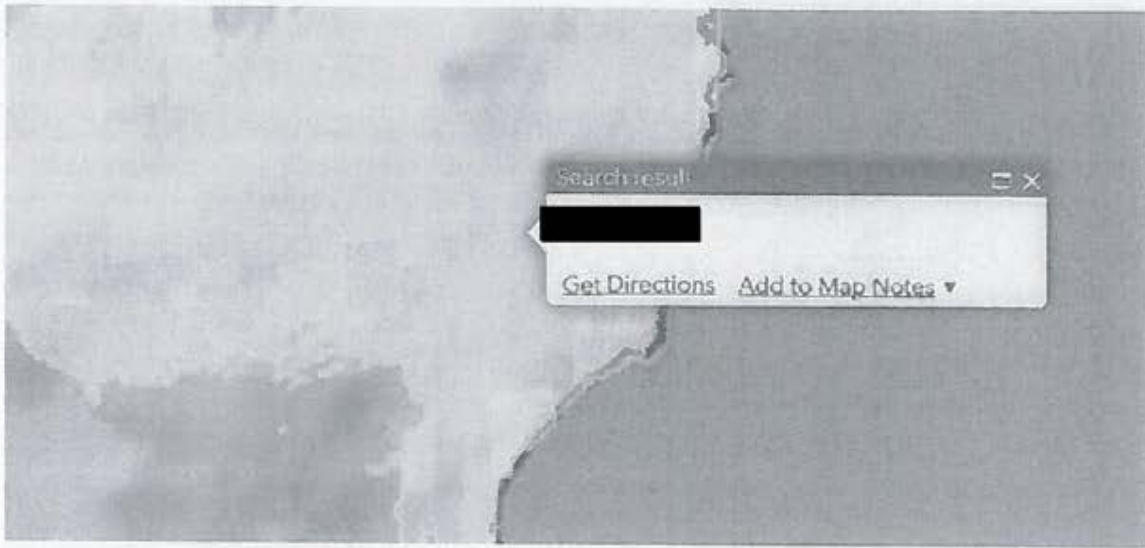
VM have made significant investment in both Arklow Town and Wicklow/Rathnew area in the last 18 months. I have not been possible to get clear details/ mapping from them with regards their final build services to premises from those projects or some of the areas they have previously input fibre services like Bray and Greystones.

Some areas on Coolgreaney road, Arklow have not received services and [REDACTED] was not served due to a 'blocker' on a facade. The resident said eir do not provide a good service to the premises.

A lack of forward planning by developers/ planning conditioning to insert spare ducting has left some new estates in Wicklow Town without VM services (Marlton meadows, Marlton Road, Wicklow) as its not commercially viable to dig new roads/ footpaths and fully reinstate.

Imagine

The only example I have currently of a mapping error from imagine is for premises [REDACTED] which appears to be covered by imagine coverage maps (Ballyguiles Mast, 50m), however upon their own staff checking onsite the premises could not get HSB from them.



Kind Regards,


Broadband Development Officer
Wicklow Co. Council