

We're laying the groundwork for rural Ireland's high-speed fibre broadband network.

High-speed fibre broadband is coming your way. NBI are working on bringing our fibre cable to your property and soon you will be able to stream, work, play and download online, all at the same time, with no glitches or freezing.

With over 40 retail service (broadband) providers using the NBI network™, you can choose the provider that is right for you, once the network is connected.

Every home is different and some require bespoke solutions when it comes to delivering your cable. If you are experiencing a delay in your delivery, please know that we are doing our best to get to you as soon as possible.

Your connection requires new poles.



Why is this required for my connection?

NBI broadband is a full Fibre to the Home product, this means that we will bring a fibre connection all the way from the local exchange directly into your home or business. To do this, we need to run fibre cables along poles or underground through ducting.

In most cases we can leverage existing poles, but in some in cases we may need to stand new poles to deliver the fibre service right to your door. While these poles are mostly erected on the verge on the roadside, we may need to place poles on your own land or on land adjacent to your property.

Who is responsible for erecting these new poles?

NBI, with the permission of the landowner(s) of the land where pole(s) are to be erected, are responsible for erecting these poles.

Who gives permission for this?

- Where a new pole is required to be erected on public property, NBI work closely with the Local Authority (or Councils) to receive the necessary permission to erect the number of poles required to deliver your fibre broadband connection.
- Where a new pole is required to be erected on private property, NBI will work closely with the landowner(s) to receive the necessary permissions. If you, the customer, are the landowner then this is a simple case of giving NBI permission to erect poles on your land prior to connecting your home or business with fibre broadband. Note – NBI will never erect poles on your land without first agreeing positioning and fibre cable route. Only after the positioning and fibre route has been agreed, and you have given the necessary approvals, will NBI then proceed with the required works.

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Does it cost me anything?

In the vast majority of cases, there is no cost to the end user for erecting poles and NBI will cover all costs for this work. In the unlikely event of any charges required, this would be managed by NBI and your retail service provider on a case-by-case basis. In the unlikely event of there being a charge to you, the end user, you will be made aware of these costs prior to any work starting.

How long does it take to erect poles?

Erecting poles is a two-step process which first requires permission and agreement from the landowner and/or Local Authority and then the actual pole erection work itself.

Step 1. Permission

- If private poles are required on your own land then permission can be agreed on the same day as your connection appointment. This is simply a case of signing a permission agreement when the engineer arrives at your home or business and you have agreed the pole location and fibre route. A future appointment will be required for your broadband installation as the erection of the pole requires a specialist crew. (see step 2).
- If Private Poles are required on a neighbours' land or land adjacent to your land, NBI will engage with local landowners to secure permission. This can often take a little longer to agree as the landowner may not be available or they may have follow up questions.
- If poles are required on public land, permission has been given by the local council. NBI work very closely and collaboratively with the local councils to ensure the approvals are processed in a timely fashion.

Step 2. Standing the pole

Once permission is obtained, NBI will send the relevant details of the agreed pole location(s) to a poling crew. The poling crew will schedule the associated works. Once the pole(s) is erected your installation appointment will be booked in to complete your connection.



What could cause a delay?

Where permission is required from a neighbouring landowner(s) NBI will continue to work with the landowner to secure permission. If this permission cannot be agreed with the neighbouring landowner, NBI will review the connection route and in most cases, will design a new route for your connection. In these cases, delays can be expected while the new connection route is designed and agreed.