

# 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.

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## Your connection requires replacement of existing (damaged) poles.



### Why is this required for my connection?

NBI broadband is a full Fibre to the Home product, meaning 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 replace existing poles to deliver your fibre broadband network.

### Who is responsible?

Where the existing pole(s) is owned by NBI, then NBI will replace the poles directly with the permission of the landowner(s) of the land where pole(s) are to be erected.

Where the existing pole(s) is owned by a 3rd party, then NBI will engage with the relevant 3rd party network providers to request that the 3rd party network provider replaces the damaged pole(s).

### Who gives permission for this?

- Where the existing pole is NBI owned, NBI will work closely with the landowner(s) to receive the necessary permissions to carry out the pole replacement.
- Where the existing pole is owned by a 3rd party network provider NBI will engage the 3rd party network provider and provide required details for the 3rd party to organise replacement of the pole.

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## Does it cost me anything?

NBI will carry out any pole repair or replacement work with no cost to you.

## How long does it take?

Replacement of existing pole(s) is a two-step process where the damaged pole is owned by NBI.

- Step 1.** NBI work closely with the landowner(s) to receive the necessary permissions to carry out the pole replacement.
- Step 2.** NBI replace the pole.

Replacement of existing pole(s) is a three-step process where the damaged pole is owned by a 3rd party network provider.

- Step 1.** NBI engage with the relevant 3rd party network provider to give them the appropriate details of the pole(s) that requires a replacement.
- Step 2.** The 3rd party network provider arranges permission to replace the pole.
- Step 3.** The 3rd party network provider replaces the pole.



## 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. Where 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.
- 3rd Party network resourcing issues/delays can sometimes occur when NBI require pole repairs or replacement. This occurs when the network infrastructure does not belong to NBI therefore we must engage a 3rd party to complete the pole replacement works. NBI work closely with the relevant 3rd parties to ensure minimal delays.