

# 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 new ducting to facilitate underground cables.



### 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 many cases, where the home or business is connected through underground infrastructure, we will leverage existing ducting, but in some in cases we may need to install new ducting to deliver the fibre service right to your door. This can be anywhere from a few metres to up to a few kilometres from the local exchange to your premises.

### Who is responsible?

NBI is responsible for the installation of all ducting related to the installation of an NBI Fibre Broadband connection.

### Who gives permission for this?

- Where new ducting is required on public property, NBI will work closely with the Local Authority (or Councils) to obtain the permission required in order to deliver underground fibre services to your home or business. See [licensing section](#) for more information.
- Where new ducting is required on private property, NBI will work closely with the local landowner(s) to obtain the required permission.

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## Does it cost me anything?

In the vast majority of cases, NBI will carry out any underground works at no cost to you. In the unlikely event that there are additional costs for works carried out on private land, NBI will work with your service provider to confirm prior to any work being done.

## How long does it take?

Installation of ducting is a two-step process which first requires permission and agreement from the landowner and/or Local Authority and then the actual underground work itself.

- If underground ducting is 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, once you have agreed the underground fibre route.
- If underground ducting is 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 underground ducting is required on public land, permission is given by local council via the [licensing process](#). NBI work very closely and collaboratively with the local councils to ensure the required licences are processed in a timely fashion.

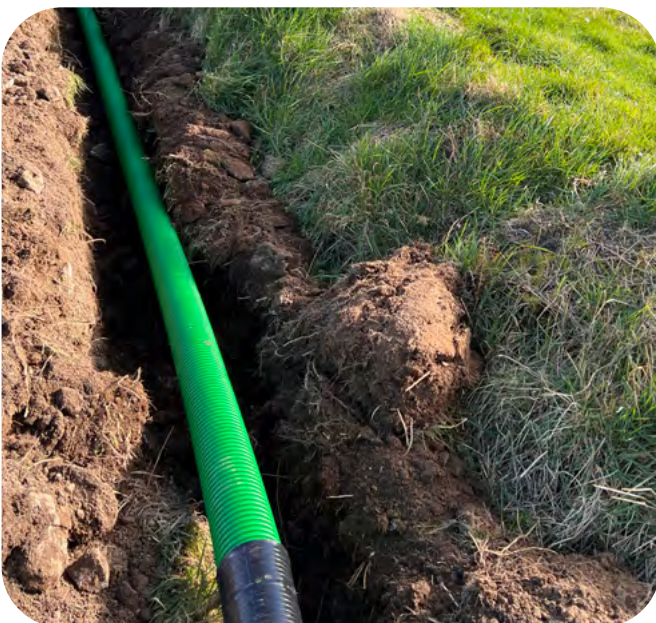
## What underground works can I expect to occur?

NBI will organise a certified crew to excavate and dig the required area to allow the new ducting to be installed. They will also reinstate the surface after the works have been completed to a high standard to ensure complete customer satisfaction.

Typical surface types include:

\* Grass verge    \* Tarmac    \* Concrete

Time taken to install new ducting depends on surface type and installation crew availability. Your engineer will advise you on the likely timelines and works required.



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## 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.
- Any underground works on public land requires a license from the local councils – See [licensing section](#) for more details.
- Skilled crews are often required to complete complex excavation works therefore availability capacity must be managed.
- Some excavation jobs can require traffic management plans to ensure minimal disruption to the community – and there may be conditions around when the works can take place to minimise disruption to the local area.