

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 the repair or replacement of existing ducting.



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 are able to use existing ducting but in some in cases we, or a 3rd party who is providing access via their duct network, may need to repair or re-install existing ducting to deliver the fibre broadband service.

Who is responsible?

In the case where the duct that requires a repair belongs to a 3rd party network provider NBI will engage directly with the 3rd party network provider to complete repair works. Any underground works on public land requires a license from the Local Authority – See the [licensing section](#) for more details.

In the case where the duct that requires a repair belongs to NBI, NBI is responsible for the repair works. Any underground works on public land requires a license from the Local Authority – See the [licensing section](#) for more details.

In the case where the duct that requires a repair is on private land, NBI, with the permission of the landowner(s), is responsible for repairing or replacing ducting.

Continued overleaf

Continued

Who gives permission for this?

- Where a replacement duct is required to be installed on public property – NBI or a 3rd party provider works closely with the Local Authority (or Councils) to receive the necessary permission to install the ducting required to deliver your fibre broadband connection. See [licensing section](#) for more information.
- Where a replacement duct or a repair to an existing duct is required on private property – NBI will work closely with the landowner(s) to receive the necessary permissions to carry out the required works. If you, the customer, are the landowner then this is a simple case of giving NBI permission to replace or repair ducting on your land prior to connecting your home or business with fibre broadband. Note – NBI will never carry out works on your land without first agreeing this with you.

Does it cost me anything?

In the vast majority of cases, NBI will carry out this underground work 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?

Repair 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 repair to 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.
- If underground ducting repair 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 repair is required on public land, permission is given by local council via the [licensing process](#). NBI and our 3rd party providers 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.

Continued



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 Authority – See [licensing section](#) for more details.
- Skilled crews are often required to complete complex excavation works therefore availability capacity must be managed.
- 3rd Party network resourcing issues/delays can sometimes occur when NBI require underground ducting repairs or replacement. This occurs when the network infrastructure does not belong to NBI therefore we must engage a 3rd party to complete the repair or replacement works. NBI work closely with the relevant 3rd parties to ensure minimal delays.
- 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.