



21st March 2019

Email: [REDACTED]

Re: Response - FOI request IE_FOI_229

Dear [REDACTED]

I refer to your request dated 5th March 2019 made under the Freedom of Information Act 2014, which was received on that date, for records held by Iarnród Éireann.

Request:

- A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Jan 1 2018 and Dec 31 2018.

I, Paul Slowe, have now made a final decision to part grant your request on 14th August 2018.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

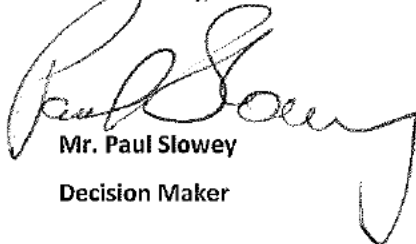
Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



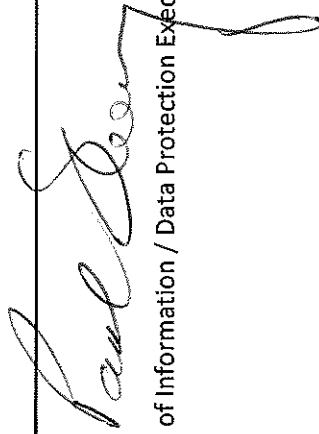
Mr. Paul Slowe
Decision Maker

Freedom of Information Request:

Schedule of Records for IE_FOI_229 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	21.03.19	IE_FOI_229 Response Doc	1	Part Grant	Section 37 - Personal Information	Personal Information relating to others redacted

Signed



Freedom of Information / Data Protection Executive

F01 229

Comments:

I have sent several emails

Regarding wi fi on Sligo trains I was on 6.45 train this morning still not working it won't let you log in

I also have made contact with fleet connect several times and gave them all the details including screenshots

Of the problem the wi fi is working but it won't let you connect it has being like this for several months

It is not my device as I am sending this email on the dundalk train

Thank you

Timestamp: Tue Jan 16 09:07:58 GMT 2018

Comments:

I have been using the commuter train from Drogheda to Blackrock every day for almost 1 year, the wifi service provided is never working and it's caothic, we are paying a bit expensive for the tickets and the minimum expected should be a decent service, at the moment I am writing that on the train using my 3G because the wifi is not working as usual.

Thank you

Timestamp: Wed Jan 31 08:19:03 GMT 2018

To whom it may concern,

I was just wondering If you are ever going to improve the WiFi on the trains because to be honest it's awful.

Best regards,
[REDACTED]

Comments:

Currently on the train and the internet will not connect ... could you help me with this please? I do not have call credit to phone the helpline. I'm on the 7:35 Dublin to galway train in carriage c seat 40

Timestamp: Thu Feb 15 08:12:32 GMT 2018

Comments:

For the second time in the last month or so I'm on the 0925 train to Dublin and there is no WiFi connection to the Internet. It's a bit of a joke really, the train should be a place where work can be done on such a route as Cork Dublin

Timestamp: Wed Feb 21 09:41:50 GMT 2018

To whom it may concern,

I am writing in relation to the limited WiFi capacity onboard the trains. I find it an absolute disgrace that you have reduced the WiFi capacity onboard these trains. As a user of IrishRail for the past 6 years, 5 days a week, I am very disappointed as it is one of the things that I enjoy most about the train. As a full time student in Maynooth University I value my time and wish to utilise it as much as I can. Onboard the train I try to do as much work as I can, which is solely based online. However, with no 3G, I was appalled yesterday, 6th March 2018, when I had no WiFi to do work as I had used my 300MB maximum. For long haul commuters, WiFi is a necessity. Travelling to Maynooth University from Glenageary takes on average 375 minutes (6.25 hours) and €27 a week, I think I deserve to have an unlimited use of WiFi while availing of this service.

Hope to hear back from you soon.

Yours sincerely,

Tickets from Kerry to Dublin is €30 it sometimes can go up to €60 even €70. This is all fine but to then have passengers on the train have such a small limit of WiFi and the WiFi is so slow! This is such a simple thing that is provided even on the m7 buses! Are you ever planning to provide adequate WiFi to people?

Timestamp: Thu Mar 08 10:07:00 GMT 2018

Comments:

WiFi on Dublin to cork train is absolutely dire, dropping off, no bandwidth. Took train to be able to work, have spent an hour and twenty minutes of frustration. Train is busy but really not good enough when you spend so much time advertising

Timestamp: Fri Mar 09 20:25:47 GMT 2018

Comments:

Hi, I am on the 7am Dub-Cork service. No wifi since approx 7.15am. I booked a reserved seat and intended to work for the duration of the journey. Having connected your WiFi providers they have advised that they carriage (4136) has a "known" hardware issue which according to them Irish Rail have to resolve. I would like a refund as I booked this seat so that I could work - the WiFi issue with this carriage is known by Irish Rail and therefore passengers should have been advised in advance or as soon as they boarded. Please advise. Many thanks

Timestamp: Wed Mar 21 08:59:53 GMT 2018

Comments:

Battery is low and now the charger ports aren't working on carriage I am on at the moment. What's the point in paying twice as much for a train as bus if not working seriously dissatisfied!

Timestamp: Fri Mar 23 22:33:42 GMT 2018

Hello,

I travel with Irish Rail every week, commuting from Oranmore to Galway and the internet connection has been shocking. It can take up to 40 minutes to connect and then the coverage is patchy and I continually have to reconnect. I would like a response in relation to this issue.

Timestamp: Mon Mar 26 07:55:01 BST 2018

To whom it may concern,

I travelled on the 12:25 train from Cork to Dublin Heuston today. The sockets weren't working, the Wi-Fi wasn't working, the reservation system wasn't working, there was no hot water for the tea or coffee and finally there was a 30 minute delay over all.

For a company that boasts a service of comfortable and reliable travel this is a very poor standard. I am an almost weekly commuter and it is more than twice the price to travel on the train compared to the bus. I am willing to pay the premium price but when there isn't a premium service I would expect compensation of some sort.

Comments:

Really, really disappointed by the service provided today.

I usually travel by air coach to Dublin on business, however today I said that I would travel via train to get a bit of work done during the 3 hour journey from Cork to Dublin (As that's one of the benefits of Irish Rail Services... or so I was told).

Sadly the Wifi is presenting all kinds of issues and is near dial-up speeds.

Bought a single ticket and was going to buy another for Friday so I can go back down after the Tech Summit; but now I think I'll revert back to taking the aircoach as at least they provide good wifi.

Timestamp: Tue Apr 17 20:11:15 BST 2018

Nature of Feedback: Onboard Train Issues

Comments:

Internet is not working on the Heuston to Westport train. 12:45 18th april
When will you run a fit for purpose WiFi network?

Timestamp: Wed Apr 18 14:40:36 BST 2018

Comments:

Im sick of being on a train where the wifi or power outlets dont work. Im
Currently on the 19:25 service from Cork to Dublin and my carriage dosnt have
any power. If you promise a service you should live up to these promises. I expect
to hear back from you soon.
Unhappy Customer.

Timestamp: Sun Apr 22 20:02:31 BST 2018

Hi there. I am on the 1500 service to Cork from Dublin. The sockets aren't working
on the train and I can't charge my laptop to use their WIFI. I am sitting on seat 47
but I am not sure what carriage. The same issue was on my way up to Dublin
yesterday. I am not sure if I was by chance on the same train but I thought I'd let
you know just in case it wasn't reported. A staff member said it is a trip because too
many people were charging their phones. Thanks [REDACTED]

Comments:

Hi I am on the Westport to Houston train at present 26/04/2018 time 11:16 and the
wifi has gone down and the refreshment cart is nowhere to be seen, not good enough!

Timestamp: Thu Apr 26 11:17:41 BST 2018

Comments:

Your WiFi never works

Timestamp: Mon Apr 30 09:15:57 BST 2018

Comments:

On the train to Tralee that left Portlaoise this morning ~ 7.45. A 3 hour journey and
difficult to believe that there is no wifi on this leg of the journey or coffee for that
matter. A far cry from the new media campaign promoting the benefits of working on
the train versus driving. In addition, there is a lady standing in the hallway from
Killarney to Tralee with a disabled child in a chair because she cannot access a carriage
due to a malfunctioning door. A very poor quality experience today overall.

Timestamp: Thu May 10 10:29:14 BST 2018

Comments:

Got the train yesterday from Sligo to Connolly. No WiFi the whole journey! Train very dirty and over €30 for a single ticket??? Please tell me how you justify this!

Timestamp: Mon May 14 09:56:32 BST 2018

Comments:

Please fix your WiFi it is absolutely terrible

Timestamp: Mon May 14 16:29:41 BST 2018

Comments:

Spent €120 on return 1st Class tickets Dub-Cork. Wifi stopped working at Portlaoise ("no Internet access". Ridiculous and outrageous

Timestamp: Tue May 15 08:32:27 BST 2018

Comments:

Hi there I travelled from Connolly to Sligo yesterday at 16.00 and returned today at 9.00 today. I'm doing a thesis at the moment and was hoping to use the 3 hrs of travel each way to do some work. Your wifi was so hit and miss that I only got a fraction of the work done that I had hoped to do. I only travel on the train every now and again but I was really disappointed that the wifi was so bad

Timestamp: Sun May 20 14:59:14 BST 2018

Nature of Feedback: Onboard Train Issues

Comments:

Heuston to Waterford. 31st May. 13.15 service.
No wifi and no hot drinks available.
Not major issues but unacceptable nonetheless.

Timestamp: Thu May 31 14:33:12 BST 2018

Comments:

Hi,

This is the second time I have got the train and the Wi-Fi hasn't worked on both my return journeys. What's the problem? Why is this the case?

Timestamp: Fri Jun 01 22:04:35 BST 2018

Comments:

Hi - on 10:00AM Sun 3 Jun train Dublin-Cork - no WiFi access or computer power in Carriage G. Trolley hadn't reached carriage by the time I got off at Limerick Junction.

regards

Timestamp: Sun Jun 03 12:16:56 BST 2018

Comments:

Hi,

WiFi on the 7am train from cork to Dublin heuston on coach G has been offline for a number of weeks. I use 2 -3 times a week. The message on my phone is 'Failed to obtain IP Address'. Cannot connect from laptop also.

Thanks,

Timestamp: Tue Jun 05 14:26:15 BST 2018

Comments:

I'm travelling from Cork to Dublin today, the 5th of July, on the 09:25 a.m. train for work. I chose to use Iarnon Eireann as I couldn't rely on the aircoach for reliable wifi / charging ports for my laptop. To my surprise the wifi was not available. After paying just under 160.00 euro for two tickets I was disgusted to when nobody returned to solve the issue after we were told somebody would be back to us after a couple of minutes.

Timestamp: Thu Jul 05 10:48:47 BST 2018

Comments:

Wi-Fi was not working on Heuston-Waterford train Thursday 13.15 or today Waterford-Heuston 12.40 train. Not the first time this has happened to me on this line

Timestamp: Sun Jul 15 15:47:49 BST 2018

Dear Sir/Madam

I am emailing you in connection with my son's experience on the 11.50 am train from mallow to Dublin on 19/07/2018.

It was the first time he went to Dublin on a train. [REDACTED] was due to travel to Dublin on 16/07/2018 with his brother [REDACTED] but as he was slow on his feet due to emergency surgery he had a few days earlier we had to leave it go. He was disappointed he couldn't travel on Monday and when [REDACTED] informed him that there was wifi on the train, [REDACTED] said that he would love to travel to Dublin on the train and use the wifi.

As he was doing better on Wednesday we booked the train for the following day costing us €129.52 for a family of four return. He couldn't sleep Wednesday night as he was looking forward to the train journey and using the wifi all the way, for a 10 year old that was a big deal for him.

I spent the first 30 mins trying to connect to the wifi and it wasn't working so I finally asked a member of staff why wasn't it working and he said that the wifi was only working in the dinning cart. I was very disappointed that there was no info giving out about this. Whats the point of advertising wifi when it is not a certainty. Over the next few mins he drew a picture himself of how he felt about the train journey. Can you please forward a name and address and I will post his picture onto you.

Towards the end of the journey we brought [REDACTED] to the nearest toilet which said engaged so we waited and waited and waited, no one came out. Obviously a system error, so we moved to the next carriage and this was out of order so we had to go to next carriage.

[REDACTED] will always remember his first train journey to Dublin for all the wrong reasons. He told us now that he dont like to go to Dublin on the train only by car or bus.

Overall we were very very disappointed with the service provided or lack of service.

Hoping to hear from you

[REDACTED]

Dear Irish Rail,

Last Thursday Morning the 26th July I travelled on the return trains from Cork to Dublin.

When the WiFi on board the train to Dublin was not working I contacted the Conductor.

The conductor apologised and said it was broken for over 1 month. He said each day he recorded this fact on his Train return Form but nothing was being done. He said if I had the time I should contact the Customer office in Dublin.

On arrival in Dublin I went to the office and both of the men working there said there was no Wi Fi with weeks but Super Macs had Wifi but Irish Rail had not and they had no idea when it would be fixed.

The return train was also without WiFi which caused me more inconvenience as I was unable to work on line on both journeys.

I could understand 1 train having no wifi but both trains and the Main Dublin Train station to be broken for over a month is not fair on us the passengers and to me personally I felt it wasnt fair as it is an advertised product and part of the reason I bought my ticket.

Kind Regards,

[REDACTED]

Comments:

Hi, I'm on the 2.45 Dublin-Westport train carriage A and there's no power (power outlet) - plugs at seats A25 | 26/29/30

Timestamp: Fri Aug 03 15:15:01 BST 2018

Comments:

Hi,

I'm currently on the August 5th 2pm train from Dublin to Cork and I'm connected to the WiFi. This is a great facility to have so thank you. I saw in the sign in page that to limit overuse, you limit streaming and downloading. Very good idea. Can you then explain why Apple iMessage is blocked and WhatsApp isn't? They're both messaging apps. In fact iMessage is only messaging where WhatsApp is also a telephony app so could easily use a far greater amount of data.

Thank you again for the service.

Timestamp: Sun Aug 05 14:26:00 BST 2018

Comments:

Dear fleet-connect/Irish rail

Please consider improving the Wifi on intercity trains. I regularly use the Galway-Dublin Irish rail service and am never surprised at the unreliable Wifi service. It's not so much the slowness but the inconsistency of the signal that's awful. I'm currently on the 5:30pm from Heuston to Galway and it's I've been unable even to send this email over the network(switched back to 3G)

Please consider an investment in the network

Note I'm CC: this to Irish Rail customer services through their website.

Kind Regards

Timestamp: Fri Aug 10 17:38:19 BST 2018

Comments:

Hi. Is it not possible to improve the consistency of quality of Wifi on Dart trains? It really is so variable from excellent to unusable. It seems to be particularly bad at city centre stations Connolly and Tara and Pearse...
The service on Dublin Bus is a lot better.

Timestamp: Mon Aug 27 18:47:34 BST 2018

Comments:

Wi-Fi not working in 7.40 train from Limerick to Dublin this morning. This is a repeat problem as a daily commuter it's not good enough.

Timestamp: Thu Aug 30 08:58:21 BST 2018

Comments:

Hi there, traveling from Waterford to Dublin on the 2.50 train today the 13th of September. There is no WiFi on board which is frustrating as I need to get work done. It is so cold the air blowing out from the air on is uncomfortably cold. To counteract that I wanted a coffee but the credit card machine doesn't work due to such poor WiFi. Really disappointing service

Nature of Feedback: Onboard our Trains

Comments:

I am currently on Galway train and the WiFi isn't on and I was wondering is there any way this can be rectified - unfortunately there aren't any staff that can be accessed while your using the train.

Timestamp: Thu Sep 13 16:04:22 BST 2018

Comments:

YOUR WI FI IS UNFIT FOR PURPOSE. I SPEND AT LEAST 40 MINUTES OF MY DAY WASTING MY TIME TRYING TO LOG ON TO THE WEB AND WATCHING A PROGRESS BAR TIMING OUT ON MY SCREEN. AND I AM TALKING ABOUT BASIC STUFF JUST CHECKING EMAILS ETC. COME ON GUYS. IT'S LOUSY AND NOT GOOD ENOUGH. SHOW SOME RESPECT THE COMMUTERS SPENDING THOUSANDS OF EURO EACH YEAR TO TRAVEL WITH YOU EVERY SINGLE DAY AND PLEASE HAVE THE COMMON DECENCY TO PROVIDE A DECENT WI FI SERVICE. DISGRACEFUL.

Timestamp: Mon Sep 17 22:39:12 BST 2018

Dear Irish Rail,

On Wednesday, the 19th Sept 2018, I took the 7.35am from Heuston Station to Waterford and the 13.05pm back from Waterford.
As per normal THE WI-FI WAS NOT WORKING.
I used the train a lot and the Wi-Fi seems rarely to work.

Regards

Nature of Feedback: Onboard our Trains

Comments:

Hi,

I am currently traveling on the train from Cork to Dublin and the plug sockets are not working and the WiFi is turned off. Why have I paid this amount for a ticket for no WiFi and no electricity? Part of the reason I booked the train was to use my phone and to recharge my phone.

Could you please ask someone on this train to turn these facilities on?

Thanks.

Timestamp: Sat Sep 22 11:08:07 BST 2018

Comments:

Hi,

The Irish rail wifi is not working. I am connected with ip address shown but no websites will open. Why is it not working.

Train westport to dublin saturday 11.35 athlone service. I have tried using it other times and it's the same not working / excruciatingly slow please resolve this.

Timestamp: Sat Sep 22 12:11:52 BST 2018

Comments:

Hello

To whom it concerns

I returned to Ballinasloe 6 months ago

I have gotten the train many times both to dublin and galway

Can you please tell me how in 2018 the train station in ballinsloe still does not have wifi. I month I can understand but no more.

Please have a gander and try to fix it

Thank you so much for taking the time

Timestamp: Mon Sep 24 15:43:53 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Frustrated by lack of WiFi. Impossible to work.

Fillet connect unable to help

I usually get bus and will only use it in future. Internet much more reliable. Almost half the price.

Timestamp: Tue Sep 25 17:05:26 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Your website says there is WiFi on inter city trains. This is not true. The 12.25 from Cork to Dublin on Monday and the 3.00 from Dublin to Cork had no internet connection nor did the personnel on the train have any reason to offer on why this was so. This has been a recurring experience on this train and undermines the whole point of traveling on it.

Timestamp: Thu Sep 27 08:44:54 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Wifi

Timestamp: Sat Sep 29 07:46:16 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Just want to make a complaint about the 15:05 train from Sligo to Dublin. All the sockets on Coach B seemed to be without power. This is a major inconvenience.

Timestamp: Sun Oct 07 15:43:22 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi

Im currently on the train from Ballinasloe to Dublin and had planned on getting a load of work done but there doesnt appear to be an internet connection on this train even though its advertised that there is. Can this be looked into especially when people plan on getting work done on their commute and now cant.

Timestamp: Tue Oct 09 10:53:39 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Last weekend I took a return journey from Cork to Dublin and was not pleased with the service. The train I took did not have working WiFi access on either the outward or return journey. The WiFi network was available and I was able to sign in, however there was no Internet connection available from the network, I'm not sure if the network was overloaded or simply not working. This was disappointing as this is not the service I was expecting, and had hoped to be able to get work done on the train. Furthermore, on both journeys the train was stopped for several minutes waiting for a connecting train to arrive. This is only a small issue but the service should nonetheless be better organised than this, in my opinion. It is much more expensive for me to take the train as opposed to other options like the Aircoach or Bus Eireann expressway and I don't see a reason to pay extra for a service that doesn't provide WiFi and is prone to delays, as it would serve me better to switch to your competitors in this instance. Thank you for your time and attention.

Timestamp: Wed Oct 10 21:44:54 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi there, I have been travelling the Galway - Dublin route 2-3 times a week for the past month. I had initially been very impressed with your wifi service but unfortunately this past week it has been a disgrace. I travelled from Dublin - Galway on the 9:25am this past Monday and am currently on the 11am Galway - Dublin. On both trips, the wifi has worked within the departure station but once moving, it is slow to the point where it cannot load simple sites. I don't know if this a problem with the wifi/train itself or if it's due how passengers are using the wifi. As there a clear difference in quality, it would lead me to believe that it is due to passenger use and that your site blocking procedures are not robust enough. I hope you can pass this on to your IT team. As I said, I had been very impressed with the service up until this week and sadly will have to take my business back to the bus as it is much more reliable.

Best,

Timestamp: Thu Oct 11 11:36:39 BST 2018

Nature of Feedback: Onboard our Trains

Comments:

Why is it that every time I get on an Irish rail train I'm disappointed? Wouldn't you think I'd be used to it by now.

I get the train from Cork to Tralee every Friday evening and train from Tralee to Cork every Sunday night and I'm beginning to get very annoyed with the service provided by Irish rail.

When booking my ticket early Friday 19/10/18, I was promised WiFi, charging ports, comfortable seating, a table to work on as I have important work to do on the train. But no, the service the customers get on a regular basis is far from average. Boarding the train, I began to realize that it was a city commuter train. At first I thought this would be only until mallow even though I had booked a direct train, I was dissatisfied at that. Then I realized that this commuter train was traveling all the way to Tralee. I have been on the modern train hundreds of times and these commuter trains should not be traveling to Tralee as their quality is shocking. Then we have the problem with my work. My job requires me to do work when I am off, I always plan to tackle this while on the train. 2hrs alone with WiFi, a table and a charging point is a perfect time to do my work. Unfortunately the train I was on had no table, no charging point and the worst WiFi of all time.

Then the booked seating. When booking a ticket online, you are able to prebook your seat, I always do this so I can get a seat beside a plug and always have a seat with a table. But then to come onto a train and not have the booked seating is very upsetting.

After what I have stated above you must understand why I am extremely dissatisfied. When spending my money online I have been promised all these things, then to find out that I have none of these. I expect when spending my money that I will get what I payed for, but all you get is a very uncomfortable, regrettable journey. It is obvious that Irish rail is in a monopoly as I have wrote in about this problem before and the repsonse was customers are offered to a refund just before getting on the train. Seriously, a poor customer service attempt. As I have to get the latest train to traalee, a refund is not feasible. Irish rail really needs to pick up the standards as I know I am not the only customer with complaints like these.

I hope to get a better response than last time I wrote complaining to ye and I apologize to the poor customer service agent who receives this complaint, I know it's not your fault.

Timestamp: Fri Oct 19 21:08:38 BST 2018

Dear Customer Service I have been having issues connecting my Samsung Galaxy S 8+ through the email [REDACTED]

Each time it shows security..

I am presently in the train and I can,t connect.

Thanks..

Nature of Feedback: Onboard our Trains

Comments:

Hi. I've taken two trains- Belfast to Dublin and back again. In neither train could I get wifi working. It would open a page on my browser but it would give an error that it was going in circles. In other words, it would forward to a page that referred back to the original page.

This happened with both my computer and my cell phone, and both work fine with wifi in other places.

Do you have any idea what's wrong? And what is the page that is supposed to open for me to click Accept to get wifi working? I have two more train rides, at least, while I'm staying in Ireland (Belfast to Dublin, Dublin to Limerick, and perhaps one or two more).

Timestamp: Mon Oct 29 14:32:05 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi - I am on the 13.25 Cork Dublin train. I have paid €52 for a one way ticket in first class. There is no WIFI on board. This is simply unacceptable.

I have looked for the train host (there is none), emailed the support email (no response) and phone customer support. No one seems to be able to do anything. This is the middle of the working day - and I have travelled by specifically so that I can work.

This is incredibly poor and I would like you to advise how I will be compensated for this huge inconvenience?

Timestamp: Thu Nov 01 14:20:02 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi, can you advise when the wifi will be improved onboard the dart? I've been commuting from Greystones to Lansdowne Road for the past 3 weeks and it has worked approximately twice. It is almost entirely unusable, and would be nice to be able to access it considering the high cost of commuting and infrequent trains makes the journey very dissatisfying.

Timestamp: Wed Nov 07 08:03:18 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

The wi-fi on the 16.50 from Connolly to Lanyon Place isn't working today, 7/11/18. This is often the case. Please fit a reliable system, so that passengers aren't inconvenienced, and can work or play as they wish, and should be able to. Thanks.

Timestamp: Wed Nov 07 17:28:57 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

If you're going to pay such a high price for a train ticket you'd expect a certain level of WiFi. The WiFi is so bad that it feels like you've made it bad on purpose to dispel customers from using it, that's not good business practice. If you advertise something, it should be of certain quality. I will again make reference to the price of the tickets again, it doesn't make sense why the prices are so high if you're not maintaining something as simple as WiFi. However, in terms of your employees,

I've never had a bad experience with them.

P. S. the WiFi is SO bad that I could barely get enough signal to send this off to you.

Timestamp: Mon Nov 12 20:02:20 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Internet is never working and when it does only for a little amount of time and then cuts out.

Timestamp: Thu Nov 15 00:41:44 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

I am a regular user of Irish rail since 2015 commuting to events and conferences. And I have to say, the WiFi situation is as terrible then as it is now. I am a student who tries to complete work and research while I travel but this is near impossible with your internet connection. Wasting two and a half hours on a train journey unable to do any of the work that I had set out to do. I pay an extra €13 to take the train rather than private bus services out of Cork and for that extra cash it would be appreciated if myself and other displeased passengers could actually have access to decent internet on board. This continued experience on Irish rail is putting me off travelling with Irish rail as a student who spends that bit more on the train with the expectation that it will be worth it.

Timestamp: Thu Nov 15 07:34:32 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

I e-mailed via your web site c. 10 days ago (it's 17/11 today) about the Wi-fi on IE trains. Please reply to that e-mail. Many thanks.

Timestamp: Sat Nov 17 14:20:07 GMT 2018

Onboard our Trains

Comments:

The Wifi is very poor. What is the problem with it. ?

Timestamp: Wed Nov 21 22:38:27 GMT 2018

Comments:

Firefox Browser blocked on your WiFi. There is no reason to block Firefox Internet Browser on your WiFi. This is an intervention to Internet freedom. Please provide a particular action immediately. i am going to inform Firefox, US & EU Firefox communities now.

Timestamp: Fri Nov 23 05:46:33 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi. There is a technical design flaw with the WiFi system on Cork-Dublin trains. I was able to identify the issue when speaking with your technical support people yesterday and they corrected it immed. After that passengers in our carriage could use the WiFi. On my return journey as soon as I boarded in Heuston I could identify the same problem again. It seems that the WiFi system does not work for most passengers most of the time. The problem can be solved by a competent IT person. I would be happy to provide more detailed information if you care to contact me. regards, Ray.

Timestamp: Fri Nov 23 11:04:24 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

I am on the 4.25 train from Heuston to limerick on Friday 23 November. The wifi is not working, it is unacceptable when you advertise as being suitable for business travel. I have never had a problem on the M7 bus and the wifi is regularly not working on your trains.

Timestamp: Fri Nov 23 17:11:01 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

I wish to make you aware of the really poor service offered on the 15:35 from Dublin Heuston to Galway on the 5th of December 2018.

Firstly the WiFi on the trains is ridiculous, it is pointless having it at all, it just doesn't work.

Secondly, while I was using the toilet on the train, the automatic door just opened up to have me revealed to another customer waiting to use it. I had made sure to press the lock button.

Thirdly, the train arrived at Galway 24 minutes late, this is without any explanation or apology from staff. Unbelievable to be so late without keeping passengers informed.

Timestamp: Wed Dec 05 18:11:55 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Yet again I have spent 10 minutes trying to connect to Irish rail wifi and yet again it will not work. This is a consistent problem. Not only have you had me late for work this morning and my current train left the station late but you cannot even provide internet access to entertain on your consistently late trains

Timestamp: Mon Dec 10 17:34:23 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

No internet on cork to dublin train 7am 19th dec and 2pm train dublin to cork - what is the point of advertising WiFi if the service is not available - there is no point an Irish Rail staff member advising me to use hotspot off my mobile - can you explain why WiFi is not working ?

Timestamp: Wed Dec 19 14:22:07 GMT 2018

Here we go again. No Internet on your trains. Happened on the 9/12/19 mallow to killarney, and today same route. No good enough. Irish rail we will get you there. Nowhere. Patrick.

Nature of Feedback: Onboard our Trains

Comments:

Wifi has actually deteriorated since the new login screen a few months ago... How is so good on Dublin bus and so poor on dart trains?

Timestamp: Sat Dec 22 12:41:48 GMT 2018

Nature of Feedback: Onboard our Trains

Comments:

Hi there, I'm on the 9:05am from Connolly to Sligo and trying to use the onboard wifi. Despite the fact that I'm only writing in Google Docs and reading the odd news story, I went over the 300 meg cap about halfway through the journey. I understand that there need to be some limits to the amount of data any one person can use but 300 megs is way way too low. As soon as I connected to the Irish Rail network, the amount of data I had used was 10 megs, just from having a few webpages open. Basically 300 megs is unusable for a journey of any sort of length if you're trying to get any work done.

Timestamp: Fri Dec 28 11:56:44 GMT 2018

Comments:

hello,

I was disappointed that there was no working wifi on todays train. I am visiting back home from Canada back home for Christmas and I rely on wifi to contact family members to arrange pickup lifts etc. I was confident that there would be wifi on the train as advertised but two people tried their connections and the wifi simply wasn't working. The ticket was a premium price and I expect all amenities to be working. I think you would like the opportunity to compensate myself in some way regarding this customer service.

Thanks I can supply ticket if need be and look forward to your reply.

Timestamp: Sun Dec 30 19:27:30 GMT 2018

