



07<sup>th</sup> January 2022

Re: FOI request IE\_FOI\_548

Dear [REDACTED],

I refer to your request dated 07<sup>th</sup> January 2022 made under the Freedom of Information Act 2014, which was received on by my office 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 2021 and Dec 31 2021.

**Response:**

I, Mr. Paul Slowey, Decision Maker have now made a final decision to refuse your request on 07<sup>th</sup> January 2022.

Please find response document and schedule of records attached.

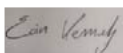
**Rights of appeal**

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](mailto: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 [REDACTED] or by email at [foi@irishrail.ie](mailto:foi@irishrail.ie)

Yours sincerely,

PP 

**Mr. Paul Slowey**

**FOI Decision Maker**

Freedom of Information Request:  
Schedule of Records for IE\_FOI\_548 : 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	~	IE_FOI_548 - •A copy of complaints made by passengers to Irish Rail, through email, regarding its on-board Wi-Fi, between the period of Jan 1 2021 and Dec 31 2021	3	Grant	~	

Signed:  
Eoin Kennedy  
Freedom of Information / Data Protection Office

I can't connect to your wifi since the server is not secure. Please can you rectify the wifi situation as soon as possible...I need to use it for work on my commute.

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Could you please sort out the WiFi service. I tried repeatedly to log on this morning on the 6.15 train from Thurles. Not good enough when you use free WiFi as a marketing strategy. Regards,

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Sort your on board WiFi out. Unacceptable to have WiFi that doesn't work half the time considering it's 2021 and the amount of money Irish Rail makes as a company. Even when it does work it can barely hold a web page at any given time. This isn't a once every other month problem either. I use 4 services every single week (Sligo to Connolly and return, and Heuston to Kent and return), and for the majority of time spent on your trains, the WiFi is unusable. Stop treating regular business customers like crap and sort your WiFi out on your long travel services

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To whom it concerns, I'll get straight to the point. Your on-board Wi-Fi service is a shambles. I literally can't find words to describe how bad I think it is. It has taken 10 mins, just to load my inbox. I managed to read an email and clicked back to my inbox. 6 mins later so far and it's still working to reach my previously loaded inbox. Same nonsense with 2 other sites. The first 10 mins of usage was while I sat in Westport train station (on the train) before leaving. There's hardly anyone on the train. So no reason for poor service one would imagine....? It's embarrassing how bad it is, to think our national train service is this far behind a basic level of service. I think the Wi-Fi service is being subcontracted to an outside company. This is a complete waste of taxpayer's money. They should be held accountable. If they're getting paid for a service, then the service should be available. I know you'll probably tell me that there is service and there is, sometimes. But most of the time it's not and at the best of times, it's extremely poor with exceptionally slow connection. This is my fourth trip on this train in the last month or so and each time, it's been the same. I'm left with no choice but to use my phone hotspot to get anything done which wears the battery and causes much inconvenience as a result. Please ensure management see this email, this service has been to the same poor standard for years now. Writing to you is a waste of time (I know this from experience) but I'm very frustrated and annoyed about how this service is still so bad, even after years of complaints which I have no doubt you receive every day.

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WiFi is so challenging to link too on phone and laptop why is so hard just to connect to a WiFi in this day and age Just a click and go option please

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**Subject:** 22823

Would like to report that WiFi is not available not only in this carriage but in the whole train

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There was no wifi on the 17.25 cork to thurles train on today, Wednesday, August 18th. Ticket cost over 36€ euro.

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Hi

I can't login to the wifi.

Reference number 22829 is written on my train.

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Dear Irish rail, Good morning, I would just like to say what a great service that Irish rail provides from Charleville to Dublin etc... I use my time on the train to do my work, which I need wifi for, but with the last 2 trips today and last week, I have notice a considerable decline in the wifi service, as It keeps knocking me off and especially on my phone it lasts a few minutes and its gone. Last week I brought it to the conductors attention but we thought it was because to the carriage I was in, but its the same today and I am in a different carriage. This was never the case in the past. Please can the service go back to the great wifi service you provided in the past. Thank you,

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Dear Irish Rail,

Is there anything that can be done to fix the glitches with the new WiFi log in system. I have awful trouble logging in all the time. It's just so glitchy. I think I'm logged in and then it pops up that I have to log in again, I try that and it doesn't allow me to go to the log in page bit it brings me to MSN news instead. Then it tells me to log in. And then I start to cry.

That's usually how it goes. Can you fix the issues or at least provide me with some tissues for my weeping?

Yours sincerely,

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I'm on the 10:15 to Waterford and this is what happens when I try and get into WiFi ; can you help?

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I'm currently on icr set 23 in Galway and I can't get on to WiFi; this is sent via 4g

On the iPad it times out, on the phone the confirmation email leads to a link that doesn't work; I came down on a 4 piece icr this morning, not sure what number but if you check with fleet control you can establish whether this is a set specific or a generic issue

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I used the Malahide to Tara street service on Sunday morning 27th June 2021 at 09:00hrs  
I used the Tara street to Malahide service on Sunday 27 June 2021 evening at 18:00hrs.

I used the 07:30hrs service on Monday morning 28th June 2021.

The internet WiFi was not working on any on these services.Has Irish rail discontinued on board WiFi?

Also,i'd Like to ask as to why in the past when it was working on board,that a customer was required to give their email address to use it? That is not required on Dublin Bus WiFi,so why are you asking for people's emails to access your wifi?

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There seems to be problems with the WiFi on-board one of your trains. I am very displeased at how; this is not how I imagined this experience.

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WiFi working but no Internet access on 7:30am galway to dublin train 18/05/21

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I am writing this feedback in regards to the WiFi service that your company provides. Or more appropriately DOESNT provide. Over the last 2 months I have taken the Waterford to Dublin service at least twice a week. Not once has the WiFi which your company advertises to its customers worked on my phone or laptop. Both devices are perfectly functioning and have no issues connecting to other WiFi networks however yours just doesn't seem to exist. This is extremely frustrating. As a student any spare time that I have is invested into my college work. However, I cant get very far without a stable internet connection. This is one of the reasons that I avail of your service in the first place.... I would also like to mention that this is blatant false advertisement. Saying that you are providing a service that just does not seem to exist is just not fair to the paying customers. This is just simply not a good enough service and I am disappointed that this is what your company has to offer paying customers.

Time: 29/04/2021 17:13:20

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Delighted to take your excellent service to Belfast again today. Only disappointing thing was extremely poor quality of WiFi service