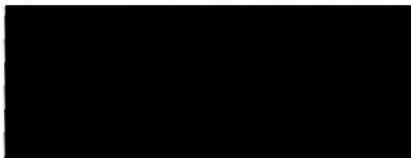


11th February 2020



FOI Response: IE_FOI_340

Dear 

I refer to your request dated 07th January 2020 made under the Freedom of Information Act 2014, which was received 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 2019 and Dec 31 2019

I Paul Slowey, Decision Maker have now made a final decision to partially grant your request on 11th February 2020.

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

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 in writing to the FOI Unit, Corporate Communications, Iarnród Éireann – Irish Rail, Connolly Station, Amiens Street, Dublin 1 or by email to FOI@irishrail.ie. You should make this appeal within 4 weeks (20 working days) from the date of this notification, were 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.

Kind Regards,



Paul Slowey
Decision Maker

Freedom of Information Request:
Schedule of Records for IE_FOI_340: 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	11.02.2020	IE_FOI_340 - WiFi_Redacted	1	Part Grant	S37 Personal Data	

Lynette O'Toole
Freedom of Information Executive

Comments:

Hi - why did the Wifi not work on coach D of A134 (19.00 to Belfast)?

It did work in coach C (buffet car) and coach E at the same time it would not work in D. I'm using it now from coach E as seats freed up here after Drogheda. This has happened a no. of times now and I think there may be a consistent issue with the Wifi on coach D on this train set.

If this is an ongoing issue why has it not been repaired? On the other hand if it just needed to be rebooted (the most likely cause and by far the common reason the wifi doesn't) - then why isn't that being done regularly by your staff to prevent this from happening?

Moreover no staff member has passed by in D or E for whole journey until after Drogheda when it no longer mattered - so I was not able to raise this with anyone.

Finally, this train is ridiculously late again - nearly minutes late (or over 30%) late out of Drogheda. It has almost never kept to its schedule since the crazy changes made to the schedule in September.

Dear Irish Rail,

I am currently sitting on the 10:00am train from Dublin to Cork. I am writing this email on my phone by use of my 4G data. I am doing so because of the beyond sub-par nature of your Wi-Fi. In other words, the absence of said Wi-Fi, despite claims on the contrary by both your advertising when I booked the ticket, and the 'availability' of an open Wi-Fi source. It is in fact an available source to nowhere, despite the assurances of your automated system informing that I was indeed 'connected' upon entering my email and agreeing to your terms and conditions.

I had planned to work off my laptop on this two and a half hour trip, but alas due to your pitiful Wi-Fi service I am unable to.

I paid €32.38 for this return ticket, I at the very least expect an adequate form of Wi-Fi. That may not appear like much, but let me inform you that as a student, that amount of money could have fed me for a week.

The very least that should be expected in this day and age is an adequate WIFI. I expect that Irish Rail, the great public institution that it is, would seek to hold itself to a higher standard than this.

I hope this can be swiftly remedied.

I am writing to you in relation to the internet services on the train to and from Middleton. I was travelling on the 5:45 train on Monday 21st Jan 2019 to Cork City and the Wi-Fi did not work. I find the Wi-Fi does not work very well (continuously disconnects while using).

I am a weekly traveller on your train network and use it for work however the Wi-Fi is becoming very difficult to access via the sign in. I can locate and connect to the Wi-Fi however the usual popup windows to sign in and accept the terms and conditions does not appear. This results in not being able to connect to the Wi-Fi.

Comments:

Wi-Fi never works on board commuter or darts, I've travelled for years and it's always been like this. Is there any plans to improve this? Phone data and signal is poor otherwise I use it. I see all passengers frustratingly trying to access internet as well, Twitter feed reflects same.

Comments:

Wi-Fi poor speed and cuts off too quickly n requires reload: Translink to Belfast much better Wi-Fi

Wi-Fi on 8622 isn't working

Comments:

I am on the 7am service to Cork. I regularly travel on this service first class so that is can work on the train. The Wi-Fi is not working, despite rebooting 3 times. I am very disappointed by this.

Comments:

Hello, I am on the 9.25 Cork/Heuston train, we have not yet reached Mallow and I have already used my entire Wi-Fi allocation. I sent one email with an attachment. I bought a business class ticket so that I could work in the train, but the lack of Wi-Fi is preventing me. This is an ongoing issue which I would be grateful if you could address.

Comments:

The Wi-Fi on board the cork Dublin train is really terrible and prohibits working and I can't even log this feedback!. Calls drop all the time too. Can you please improve this aspect of your service? Thank you in advance

Comments:

Hi, I was on coach D on A134 this evening and yet again the Wi-Fi did not work. The train was oversubscribed, so moving to another carriage was not possible until after Drogheda. I went to the buffet car where the Wi-Fi did work. I asked the train manager (unusually this was an IE staff member whom I had not seen on this service before), who said that it was switched off in some carriages due to a generator issue. When I asked if nothing could be done given that moving was not possible, he smirked at me and was quite bad mannered and told me I would have to raise it with 'Belfast' maintenance.

I want verification that this behaviour towards a customer has been raised with him and an apology.

And how exactly could I do that and why should I have to raise technical issues with the train or it's Wi-Fi to anybody other than IE???

I have raised the Wi-Fi issue which is generally caused by the failure of your staff to rest enough (though perhaps not in this case tonight) 100s of times over the last several years but it has actually gotten worse not better.

Also, why was no warning given that the Wi-Fi was not working in that carriage - but was in others? By the time I found out it was too late.

Also, yet again, we're 5mins behind schedule. At what point will the crazy changes made to the timetable last Sept. be reversed???

The attitude of you and your staff is a disgrace.

No Wi-Fi available on 08:00 Dublin to Cork on 20 March 2019.

No Wi-Fi on Cork to Dublin 17:25 on 20 Mar 2019. I had first class ticket, sitting in carriage A.

Comments:

More often than not, no Internet connection.

I would like to send you screenshots but you do not have that facility on this forum

Comments:

why is internet (android) not available on Sligo to Dublin service?

Comments:

The wifi isn't working on the 1905 from Heuston to Tralee.

Great, the wi-fi is working today on the 08:00 Dublin to Cork. 26 Mar 2019.

Comments:

Very bad to no signal and Wi-Fi on the train from Tralee to mallow.

One of the reasons I travel with Irish rail is to be able to do a bit of work on laptop while traveling to Dublin.

Traveling on carriage a 10/04/19

Comments:

Dear Customer Care, since last week the Internet on board of Portlaoise and Limerick trains are not connected. The message is: No Internet.

I used to take the trains from Portlaoise to Dublin at 5:40AM, and Heuston to Limerick, leaving in Portlaoise, at 17:25.

Comments:

Could someone let me know why the Wi-Fi on board Irish Rail trains is so poor? Like surely an organization the size of Irish Rail could invest in Wi-Fi that is actually good.

It's so poor and well below the standard of Wi-Fi on board trains in other countries. Okay the Wi-Fi throughout the country might be poor compared to other countries but surely you could have something in the carriages that would be good?

Comments:

Paid over €40 for a single ticket to Dublin and was less than impressed. Sockets were not working again. This isn't the first time I have come across this and given the price of the ticket one would think the problem would have been fixed. Wi-Fi does not work and has never worked for me. The biggest problem of all was the lack of information for passengers regarding disruptions to travel. I and a lot of other passengers only found out the stop before Tullamore that we were to change onto a bus that would take us to Roscommon. This caused panic and confusion to a lot of passengers. Some were trying to figure out if they were to stay on the train or to get off and what would happen when we got to Roscommon. The worst was that there was absolutely no announcements to provide us with any information at all. When I checked the timetable online earlier in the day, there wasn't any warning whatsoever about.

Very disappointed in how badly organised the journey has been so far considering the amount of money paid for the ticket

Hi, I use to take daily train from Athlone to Galway at 7:30AM and back at 6:10PM but Wi-Fi hardly works on this train. Could you please look in to this issue at the earliest possible?

Comments:

Hi there.

I was a passenger on the 7.20pm train from Galway to Dublin yesterday evening and wanted to give you some

feedback on the service.

I was initially going to take my complaint to social media but I came to the conclusion that you probably get enough complaints through those channels and I wanted to give Irish Rail a proper chance to respond first.


Firstly, the Wi-Fi on the train was not working, I tried it on both my phone and laptop and it would not even attempt to connect. This made working on the train (the purpose of my trip)

Hi there.


I was a passenger on the 7.20pm train from Galway to Dublin yesterday evening and wanted to give you some feedback on the service. I'm not someone who has ever complained for the sake of it but I felt the need to contact you.

I was initially going to take my complaint to social media but I came to the conclusion that you probably get enough complaints through those channels and I wanted to give Irish Rail a proper chance to respond first.

Firstly, the Wi-Fi on the train was not working, I tried it on both my phone and laptop and it would not even attempt to connect. This made working on the train (the main reason I choose the train) pretty difficult as I had to tether my phone to my laptop the entire way.

Secondly, the second part of the journey was particularly uncomfortable. There were large vibrations that made it difficult to concentrate, let alone use a mouse and do some work. The train was delayed in Athenry for a few minutes and perhaps the driver was trying to make up for lost time but it made for less than a comfortable experience.  In my eyes, none of this is acceptable. My preference is always the train over the cheaper alternatives but having been disappointed on a number of occasions, my patience with the service is running thin.

I have videos and screenshots to support my above claims. As I mentioned, I'm not someone who has ever complained for the sake of it and I look forward to your response and offer of recompense.

Hi my name is  i am traveling to Boyle to Dublin Connolly twice a week very headache to connect Wi-Fi I am sorry I can in but not connected please do the needy full

Comments:

Hi, the Wi-Fi on the Waterford to Dublin train is unusable, 3g is faster. Typically I need to wait until I get to a 4g coverage area before I can access the internet. I am a regular user of this line and find it very business unfriendly. Surely this is an easy problem to fix and would have a significant positive impact if it was.

Comments:

The Wi-Fi service on the Maynooth commuter line is frequently not as advertised. Irish Rail advertises that there is free Wi-Fi service on board but there is often no Wi-Fi connectivity throughout the entire journey.

Comments:

I travel on the 10:25 Cork to Dublin on the 7/05/2019. The cost of the trip was just over 40 euros. The reason I use the train over cheaper forms of transport is that I can do some work using the trains Wi-Fi. The Wi-Fi on the 10:25 from Cork to Dublin on the 7/05/2019 on coach F was not working for the whole trip. As such I could not do any work as this was the solo reason for using this company services I feel that I should be refunded my ticket as it is unacceptable to promote this aspect of your service and failed to deliver it while still charging me the full cost of the trip

The Wi-Fi connection from cork to limerick at 1525 on May 12th, 2019, was too slow for google to even load.

Hello where should i place my bicycle when bringing it on board the train?

Comments:

Wi-Fi on board is terrible. I travel twice weekly from Waterford, [REDACTED] is my name and I need to work on the train and it is promoted that you offer comp Wi-Fi. The train manager agreed it is awful? Is there a solution coming soon?

Comments:

I am a daily commuter on your Cork-Dublin service.

While overall the experience is very satisfactory, the situation with the Wi-Fi is appalling.

Over the last week, on only one of my journeys was it working properly.

I had tended to do some work while travelling but this is no longer possible.

Could you clarify what the issue is here and when it may be rectified?

Comments:

Can't connect to your alleged Wi-Fi again. Am using my own data? Ironical or no?

Comments:

There is never working Wi-Fi in the cork to Dublin trains anymore. I can understand a few problems but it simply never works now. You either need to fix it or stop advertising that you have it

Hello,

I am a regular train user and commute from Kildare to Dublin Heuston daily and occasionally use the service to Cork. The Wi-Fi on board regularly won't connect or connects for 10 minutes and then drops for no apparent reason.

It is very frustrating when I've hoped to get a few hours work done only to find the service is once again experiencing issues. Is there any plan to upgrade or overhaul the system as it seems very antiquated in this day and age?

To whom it may concern,

I'm emailing to notify you of the less than satisfactory service I'm currently on. I'm traveling from Ennis to Dublin Heuston today (20/05/19) on the 11.47 train.

Firstly the Wi-Fi isn't working on either my phone or laptop on any of the 3 trains I've been on. As I've taken the train many times and normally have no issues I assume it's a problem with the Wi-Fi service, I also asked some other customers and they are having the same problem.

Secondly I can't find any Irish rail staff to assist me with this problem.

The more severe problem is the state of the toilets, they were absolutely disgusting, with rubbish, human waste and water sitting on the floor.

There is also the issue of booked seats, the screen above the seats are all blank which meant I had to explain to another passenger that they were in my seat, surely the whole point of reserving a seat is so I don't have to compete to find a seat.

Finally the state of service at Limerick junction is awful, I had to assist two groups of people who had gotten on to the wrong train as there was no Irish rail staff available to direct people

Hello there. Wi-Fi is not working on 08:00 Dublin to Cork service 21 May 2019. Kind regards, [REDACTED]

Comments:

I travelled on your 8.00 service from Dublin to Cork on Monday 20th May. I was seated in E carriage. There was no Wi-Fi signal (I was not the only person to experience the lack of connectivity) and the toilet was in a disgusting state with a strong urine smell as soon as the door opened, and a layer of liquid rolling along the floor and pooling at the floor drain. I told the gentleman who was serving tea, but he told me he was part of a different company. I only saw an Irish rail employee walking towards the front of the train at the start of the journey, before I realised either problem, and when we were approaching Limerick junction, when I was busy getting my belongings together and I didn't have time to address her as I didn't want to miss my change to Limerick. So I didn't have the opportunity to inform anyone while on board.

Comments:

Good afternoon - I am a regular train user, especially the Cork-Dublin service. Recently on 5 journeys there has been no wi fi on the train. I chose to travel by train for the convenience of being able to get some work done but recently this has been so very frustrating. I would prefer if the trains offered no wi fi then at least i would have no expectation. If the Wi Fi is not improved soon I may have to find a different mode of transport. I am a regular user and have my own Irish rail account but have been so disappointed and frustrated on the past 5 journeys. Again - yesterday, 22nd May, no wi fi on the Dublin to Cork train.

Hello,

I just wanted to send you a quick email to let you know that there was very poor quality of WiFi on the Dublin to Galway train on Friday 24th.

I travelled on the 11.25 train and it took over an hour to get any connection on my laptop. My colleague had the same issue with it.

You may want to let your provider know in case there is an issue.

Thanks

Comments:

There is internet on the 5.20 Westport to Heuston train this morning. I could not do any work. How can I depend on this service in the future?

Hi there. I have used your service 3 times this month. 24th, Dublin to Carrick on Shannon (CoS) - 26th, CoS to Dublin and 27th Dublin to Cos. Each time the Wi-Fi wasn't working - Noel McGloind 27th, Dublin to CoS. Each time the Wi-Fi wasn't working as advertised –

To whom it may concern,

I recently travelled on one of your services from Dublin Heuston to Thurles at 11:00 on the 13/06/2019. Despite paying a relatively high rate for a ticket, there was no workable Wi-Fi connection on the train on which I travelled. This was of particular annoyance to me as I had intended on completing a college assignment on board and booked with Irish Rail specifically for this purpose. This is not the first time I have had this issue and such would really discourage me from travelling by train in the future.

I am wondering whether Irish Rail is willing to offer a partial refund for inconvenience caused.

Comments:

Why is there no Wi-Fi on the Belfast to Dublin 12.35 train? Can you please fix this?

Comments:

I'm on the 10am train from Dublin to Cork. I pre-booked a seat 33 in C carriage. On my way to meetings and working on my laptop. My complaint is the power sockets at that table are NOT working. Very, very frustrating when the train is full and unable to sit somewhere else. I ran out of power on my laptop half way through the trip. VERY FRUSTRATING!!

Comments:

Wi-Fi not working Comments:

Hi, I took the train as it has Wi-Fi and I could do some work while travelling, otherwise I would have driven to Galway. However, the 11:25 service from Dublin-Galway today does not have working Wi-Fi on either my mobile phone or laptop. Passengers around me suffered the same failed Wi-Fi service (carriage E)

Please part-refund my ticket by some amount (e.g. 25% or whatever you feel is fair)

Hi,

I am just wondering if ye ever have plans to fix the Wi-Fi on board the trains? It usually takes about 15-20 min three to connect and then when it does connect it is incredibly slow?

Dear sir / madam,

I purchased a return ticket, Cork to Dublin, for travel on Monday 24th June. The purpose of my travel was for business meetings in Dublin City.

On my outward journey (9.25am, Carriage G) the Wi-Fi was not working. When I mentioned it to a staff member I was informed that it had been like this for a number of months and had been reported a number of times. I had planned to work on the train and as a result of the Wi-Fi not operating I was not able to work to the level I expected.

On my return journey (5pm, Carriage?) yet again the Wi-Fi was not working. Again my work was significantly impacted.

I am appalled by the poor Wi-Fi services on this service, particularly given that Irish Rail market it as ideal method of travel for business people to arrive refreshed and prepared for work.

Hello

I've paid €120 for return first class ticket to Cork today June 26th

No Wi-Fi and I cannot work on the train costing me and my business hundreds of Euro.

May I have a refund please?

Comments:

Wi fi never works, staff so rude, I hate travelling by rail

Comments:

I am travelling on the 14.00 service from Heuston to Cork, and yet again, the Wi-Fi isn't working. The Wi-Fi was turned off the last two times I travelled as well in, which is not acceptable if you wish to attract business travellers. I will have to consider taking the m7 bus in future as their Wi-Fi works consistently.

Question:

Hi Irish Rail team. Can you please try and fix the Wi-Fi on the Dublin Dundalk 1810hrs train. I wouldn't mind paying over 70 a week to stand if the Wi-Fi provided was not so substandard. It has literally taken 20 mins to send this as coverage keeps dropping

Comments:

Cork to Dublin train 20-25 No internet connection for whole journey??? Not good enough don't advertise if can't supply

Hello

I regularly use the train from cork to Dublin, I was just wondering if you're aware that the internet is not working

Comments:

I am travelling back to Killarney from Dublin on a day return. I am using my iPhone with the Wi-Fi connection but I have to keep re-signing in or the signal disappears. Surely it should be possible to maintain the signal while I am on the same train?

Comments:

Unacceptable that there are no sockets to plug in laptops this morning on enterprise. Surely a replacement power source could be located?

I would not have travelled on this train if I had known and should have been told when boarding. Very poor customer service.

Comments:

Good afternoon

I am on the 11.00 hrs train from Heuston to Cork and the Wi-Fi in coach F is not working Also a fellow passenger has just received an electric shock from the electric socket at seat no. 13 in coach A.

This was described as a severe shock and therefore the coach should not be put back in service until this issue is resolved for health & savers reasons

Comments:

Lack of WiFi in first class is a disgrace! There should be a hotspot for first at least! I paid e120 return to Cork & no WiFi except for 20 minutes!!Unacceptable in this day & age! I got a bus on to Kinsale & had great service!! You can't charge those prices for first & promise free WiFi for it only to be on a wing & a prayer if you get any service!! NO EXCUSE!! Staff told me "it's always that way-luck"!! Shame on you Irish Rail!!!If bus Éireann can do it....

Comments:

WiFi not working on 07:35 Heuston - Galway 22/07/19

Comments:

I am travelling on the 615 train from Dublin to Cork this morning. The Wi-Fi is not working at all despite showing full signal. This is a regular occurrence.

I travel Cork to Dublin return twice a week and the Wi-Fi is consistently poor with the connection being lost on a regular basis.

Comments:

Connelly to Sligo service at 11am 27th July 2019. Wi-Fi not working for whole trip. No soap on carriage C. Hand dryer not working and general bathroom filthy.

Comments:

Hi,

I am a daily Dart user (from Bray to Dublin), and wish to complain about the quality of the iComera Wi-Fi service.

Firstly, it appears to only be available original (superior) Dart carriages, and not the newer carriages.

Secondly, the service is slow & patchy. I need to make travel time productive for work reasons, and the service is not fit-for-purpose.

Thirdly, today I am getting errors saying the certs are invalid, and impersonating Iarnrod Eireann - which is worrying.

Fares increase every year - and therefore the service should improve too.

Comments:

Hi. The Wi-Fi is not working on the Sligo to Dublin train. I've emailed the support email but heard nothing back. The reason I chose the train was for the Wi-Fi. I expect a full refund as per your customer charter as I did not receive the full service I've paid for.

Hi. I'm going crazy here. The Wi-Fi on the sligo-dublin train is not working. The phone number for the fleet connect is not working. The ticket collector can't do anything. I've tried the other numbers for fleet connect and they are not answering. I really need to get on the wifi for work.

Comments:

I can't connect to Wi-Fi on the 11am train from Heuston to Cork today Tuesday 13th August 2019. Can you please advise if there is/was an issue with it? Thanks

Comments:

On my trip to Wexford and return to Dublin, I couldn't access you're on board WiFi. Why?

Hi there,
There has been no Wi-Fi on the train since we left Dublin.
I contacted fleet connect and heard nothing.
Hopeless service for anyone trying to work while they travel

Wi-Fi not working on 14:40 service from Heuston to Westport Sunday the 18th of August. This means I cannot log into my work laptop. I am looking for a full refund on my ticket

Comments:

Not my first complaint in the last few months! Even the fact that Wi-Fi isn't listed in the drop down as an issue kind of answers the reason for the problem. I am on another 4hr train service and have important work to do. Yet again the Wi-Fi isn't working. A regular issue with an already poor Wi-Fi service. It is 2019 and there is simply no excuse for this. With a price of €60 one way, is this really too much to ask for? In this day and age even having a 300mb limit is a disgrace at the price of the ticket but that's not the complaint. I am a regular Dublin Tralee traveller and it is so frustrating to not be able to make those 4hrs productive for me. Once in a blue moon technical issues are acceptable but I'd say it's nearly 30% of the time that the Wi-Fi is down or simply so slow that you can't send an email with an attachment. I hate complaining but that's what's wrong with this country. People accept poor services and just moan between them instead of acting. This page on your site isn't even secure!

Comments:

No Wi-Fi or power sockets working on Cork to Dublin train

Comments:

Yet another train journey without working Wi-Fi! This is the 3rd time, out of the last 4 times travelling that the Wi-Fi hasn't worked. Dublin bus can manage it, the m7 coach can manage it, why can Irish Rail not get it working?! It's a pretty low bar to hit, to be honest - and it's really annoying when you are actually advertising to business travellers!

Comments:

I regularly travel by train from Cork to Dublin to attend meetings and find it a convenient and comfortable way to travel and can get some work done while doing so. The one complaint I have is in relation the Wi-Fi access which seems to be intermittent and particularly on the Dublin to Cork journeys in the afternoon. For example I took a return journey on Sept 2nd and while the access was fine going to Dublin there was no access on the return leg which can be frustrating when one of the reasons I use the train is for the option of working while I travel. IS there any way of ensuring consistency in access to Wi-Fi?

Comments:

On my trip to Athlone from Dublin on 14th of August. The WIFI was very poor and the toilets wall covered in blue/purple like paint.

Hi,
Really disappointed with the lack of Wi-Fi on this journey.
My whole reason for using the train is I wanted to be able to do my work during the journey.
It's not acceptable that we pay for a trip and be forced to sit bored, looking at my laptop when I need to be working.
Very frustrating!!

Can we have a Wi-Fi free carriage please?

Thank you,

Comments:

Train journey is generally nice, but the Wi-Fi is often not working, I have been delayed on 2/9 journeys this week, and sometimes the sockets don't have any power output. The staff and service is excellent and when the trains are not too crowded (as they are around Heuston - I travel the Waterford - Heuston route daily) it is a very pleasant journey. Hopefully this feedback will help to improve it for me and my fellow commuters!

Comments:

I am on the cork to mallow train. This is the third time in a short period the Wi-Fi has not been working. I paid 40€ for this ticket in order to get work done and now I can't. I am becoming increasingly frustrated with this. It seems to be a more frequent issue lately

Hi folks

I am currently on my train journey (1230 service from Dublin to Cork) sitting on seat F21. Unfortunately we have had no internet connection in this carriage for the whole journey. I mentioned it to conductor and he suggested sending you a mail with my details (see ticket below).

I love travelling by train and it's a great opportunity to get some work done but internet is an essential part. Tethering by phone is up and down along the route as phone reception is sporadic.

Comments:

Hi there,
my name is [REDACTED]
I was due at a meeting this morning at 9:30 in Dublin city centre.

I also had work to do on my laptop, so I decided to pay 68 euro for a return ticket from cork to Dublin toady.

I got the 5:50 am train from cork and the 13:35 train beck to cork. The Wi-Fi did not work on the train going either direction. In addition the train arrived late to Dublin so I was late for my meeting. In addition, the air conditioning was on making the whole train extremely cold. There was nobody I could find on board to help me with the Wi-Fi, or the air conditioning.

I have kept my receipt and my ticket. I also took a screenshot showing evidence that the Wi-Fi was not working.

This was absolutely not worth the 68 euro I played for the ticket, and the day was a disaster as a result.

I request a refund for this service.
Thank you for your help and time.

Dear Irish Rail,

I booked the train today so I could work on my journey, Wi-Fi not working for the whole journey,

Dublin - Cork train, 11am.

This is very disappointing,

Comments:

Hi, I travel quite regularly with Irish Rail and i am quite unhappy about my experience yesterday - When I started my journey I noticed that the charging ports were not working which disturbed my planned work, I then noticed your Wi-Fi connection did not work g which added to my inconvenience, not mention the fact of the minute delay or the broken seats. I feel my ticket should be refunded or at least credit given.

Comments:

How can Irish Rail seriously charge €362 for a monthly ticket from Dundalk to DUBLIN (on which many users will clearly be attempting to work during their commute) and then have such a dreadfully inadequate and unreliable Wi-Fi. It almost never works on the 7am service from Dundalk, which is very frustrating.

Comments:

I travel regularly on Sligo to Dublin trains. The WIFI internet never works. It shows up but no internet. Either fix it or remove it.

Comments:

there is no internet (or plug sockets) on the 3.20 Dublin to Belfast train. Can you get it working? Thanks

Comments:

Hi, is the Wi-Fi working for Dublin cork train this morning at 7 am? Can you look into that please?

Hi

I catch the train every day.

I have to pay outrageous prices non-comparable to anyone else in this galaxy other than Richard Branson intergalactic flights which are probably cheaper.

In fact I'm writing this on my phone on the train now because yet again the wi fi is down.

Wi fi plans are around 30 euro a month right.

I pay stupid fares of 100 euros per week so about 400 euros per month.

Feedback: The Wi-Fi doesn't work and that is completely unacceptable on a long journey (any journey) so upset

I have a question on your Wi-Fi availability please.

On the return journey below, I was very happy to have Wi-Fi. However on the outward journey, plus on 4 other similar journeys over the past year, Wi-Fi was not available. I asked the conductor on the first journey (14th October) why it was not available and he was most unhelpful. He looked blank and said if it doesn't work, it's because it can't. He was completely disinterested and unhelpful and made no attempt to check further. Can you please advise why Wi-Fi would not be available for 5 journeys (all on different days?)

I travel a lot in many countries and I like to get good service. On the plus side, I would like to commend the staff on your trolley service; they are always very pleasant and helpful and that makes a real difference.

The Wi-Fi on the train between Limerick and Heuston doesn't work. Myself and a good number of my colleagues travel on the Limerick-Heuston line several times a month and would appreciate if this could be fixed. Thanks :)

Feedback: 1 November 11 am train Dublin-Killarney had mediocre Wi-Fi service with constant drop-offs and was unusable. It's common on this line. This is unacceptable in a country that is a technology hub. We have written my local politicians. We regularly take this line and if it persists I will write my newspapers as well.

Hi, on my outbound and inbound trips this week between Killarney and Dublin the Wi-Fi has not worked at all. It's never been great but for the very expensive price we pay for tickets it's not acceptable to have no Wi-Fi. Also, the bathrooms often are out of toilet paper and soap. When you tell a staff about it they shrug and say they'll restock at the destination, even though that's an hour away. We pay exorbitant prices for a substandard ride.

Feedback: Will someone please fix the Wi-Fi twice this week no Wi-Fi and please put soap in your toilets. This is ongoing.

Description I'm on the 9.05 train from Sligo. The Wi-Fi is down - could you please fix this. You might also consider having carriages where people don't use mobile phones or play music - the ambient hum of people's earphones makes for a horrible journey
I'm on the 9.05 train from Sligo. The Wi-Fi is down - could you please fix this. You might also consider having carriages where people don't use mobile phones or play music - the ambient hum of people's earphones makes for a horrible journey

Feedback: Why did Irish Rail ban social media on its trains? Now when I'm traveling with Irish rail I can't access any social media to get in contact with anyone

Hi there, I am a frequent traveller Mallow to Dublin on City Gold and am writing to ask you to improve the Wi-Fi connectivity and allowance available. It seems to have dis-improved over the past couple of years - on some journeys the internet is intermittent and recently I have noticed that the Wi-Fi meter is moving very quickly e.g. this morning I have only opened Chrome to connect to the Wi-Fi and send this email, and have opened Outlook and the meter tells me I have already used 94 of the 300MB allocated. This is an essential part of the train service - can you improve?

Feedback: There is no Wi-Fi available on the 7am train from Cork to Dublin. I cannot believe this service is not available at this time of day when people need to work

Feedback: Hello, I choose to take the train over the bus because I find it more comfortable. But it is also more expensive. The 4 last time I took the train the internet did not work, or worked only in some carriage so I had to move... Now, that happened again today in the Dublin Cork train, and after moving, a couple seated near me and started to look at a sport video. So, everybody in the carriage is annoyed, nobody said anything, I go to the couple, and they don't lower their video. Your employee comes and they lowered a little bit. But why is it ok to listen to video and music loud in the train? I find the problems with Wi-Fi and the regular noise of the train problematic, and I'm not the only one, speaking with people in the carriage...

Feedback: To Whom It May Concern, I got the 8am train from Heuston - Cork this morning. Not only was it late arriving into Cork by almost 30 minutes, the Wi-Fi was not working for the entire journey. The sole reason I booked the train instead of driving to & from Dublin was so that I could work whilst on board. The fact that it is 3 hours out of my day not being able to work will affect my entire week. I raised the issue with a staff member on board who just said "keep trying every 5 minutes". This is simply not good enough when you advertise complimentary on board Wi-Fi. I look forward to your reply regarding my complaint.

I am on the Dublin Connolly to Mullingar 20.47 service.
When exactly did Evad IT Solutions start providing Irish rail's Wi-Fi service? The usual iComera welcome screen is replaced with this crowd. Well it doesn't work. I cannot get access. All I get are continuous circles.

Comments: Hi, I just wanted to report the Wi-Fi problems I am experiencing on the Ballinasloe to Dublin train. I try to work and Access Company emails systems etc. but the Wi-Fi I rarely have sufficient strength to facilitate this. Are you looking into improving? The Wi-Fi service on your trains?

Why no Wi-Fi on 9.49 from Mallow to Dublin... This is a regular event. No Wi-Fi for last 3 or 4 weeks

Feedback: There does seem to be an issue with one of the intercity train's Wi-Fi, a common issue I've noticed either travelling from or to Cork. I was aboard the 12:25 train from Cork (Kent) to Port Laois today (15/11/19) and while the signal itself is available, there is no internet connection.

I am currently experiencing internet connection issues on the Sunday 24 Nov, 1200 train service from Dublin to Cork.

I enjoy travelling by rail but the key thing for me is the ability to work while travelling.
Unfortunately, the last time I travelled by train in September I had similar problems. See customer care email ref (Iarnród Éireann Customer Care CRM:00190009963)

Again the service hasn't worked for me and it's very frustrating. My travelling companions are also having issues and both my laptop and phone are not connecting.

Feedback: The DART and the LUAS are brilliant services - frequent, reliable and very convenient because I live only 5 min from Bayside Station. So my comments are made to be constructive. I travelled on the 08.26 from Bayside to Connolly and returned on the 11.06. I have three points to make: - My main concern is the very poor quality of the Wi-Fi service. Is this an in-house service? If so, there is urgent need for an upgrade. I had no access to Wi-Fi on my journeys this morning. In fact on recent journeys, the service was partial at best. My second concern is the in-carriage information, particularly for our visitors. At least I am familiar with the stations but they are not. There is still a major synchronisation with the problem. My final point is Station Appearance. By any analysis, the Stations to the south of Connolly are infinitely better presented than those to the north, primarily between Connolly and Howth Junction but also including Bayside. I hope you will accept my comments as positively constructive? I look forward to your response.

Comments: Can you please explain why there is no Wi-Fi on the 6.30pm train 24 Nov from Heuston to Westport. Please forget the apology. Just an explanation.

Feedback: Just feeding back some thoughts on the Irish Rail wifi, and in particular the process used to get online. I filled in the pop-up screen (checking T&C's, putting in email address etc), and then received 2 emails in quick succession asking me to click here to activate Wi-Fi. To be honest I was suspicious of the emails, even though they came in at exactly that time, because there was no reference, text or branding, to Irish Rail. I think if you could include something in that auto generated email that assured the user it was connected to Irish Rail then that would help, especially when the sender is unfamiliar to the user. From: Wifisupport@evad.ie Date: Tue, Nov 26, 2019 at 10:06 AM Subject: E-mail address verification (2019-11-26 10:06:34) To: Dear Guest, Please click [HERE](#) to activate the free Wi-Fi service. Thanks for using the service. Wifisupport@evad.ie (2019-11-26 10:06:34) From: Wifisupport@evad.ie Date: Tue, Nov 26, 2019 at 10:07 AM Subject: E-mail address verification (2019-11-26 10:07:41) To: Dear Guest, Please click [HERE](#) to activate the free Wi-Fi service. Thanks for using the service. Wifisupport@evad.ie (2019-11-26 10:07:41)

Feedback: We really enjoyed our journey, seating comfortable, pity the Wi Fi was so bad

Feedback: Yet again cannot access the Wi-Fi service on the cork Dublin train again my email will probably be ignored as is the way of you people this has to be the fourth time and the fourth mail over a 12 week period so I'm not expecting any response but just to let you people know stop ignoring as it is ignorant of you and shows your ignorance

Feedback: Hi, Wi-Fi is down on train since I boarded. After paying €98 for tickets so I could work on the train, this is extremely frustrating. This is the second time this has happened. The last time, it was not working and a staff member told me it was down. Can you please look into resolving issue or is there any way I can connect as I need to get work done?

Feedback: WiFi not working on the 05:40 from Sligo to Dublin this morning Friday 13-Dec. The said is on an broadcasting but if you connect there is no internet. It's not my settings btw. I cleared out my remembered WiFi connections and connected again. Still the same.

Feedback: Your Wi-Fi service is unworkable. I have been unable to log in all week. My device does not recognise it as frequent user ... It goes from telling me I'm connected and not allowing me access anything to not connecting me at all. There is no reply from you despite my having advised of this earlier in the week. Frustration with a capital F ! Regards, Happy Christmas and a connected New Year

Feedback: I booked the 1pm train from Heuston to Cork - I arrive in Heuston three hours early to catch up on work remotely from the station. There was no adequate Wi-Fi to make this possible. As an Irishman who lives and works in Holland I was so excited my company agreed to let me work remotely on Christmas Eve, I assured them Ireland is at the forefront of digital innovation and Wi-Fi and charging/power supplies are widely available. How was I to know Heuston has no good Wi-Fi, why is this unimportant for you to provide? My disappointment and struggle did not end there. The train I boarded did not have any power in the socket so I could charge my laptop and was further prevented from working on the train. This means I'll be working tonight in my family home when I should be enjoying family time at Christmas. I'm so disappointed. Please do better.