

Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 4293 E foi@irishrail.ie W www.irishrail.ie



21st January 2021

Email: [REDACTED]

Re: FOI request IE_FOI_437

Dear [REDACTED],

I refer to your requests dated 04th January 2020 made under the Freedom of Information Act 2014, which was received on by my office on that day, 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 2020 and Dec 31 2020.

Response:

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on 21st January 2021.

Please find a copy of the requested documents (redacted) enclosed along with a schedule of records detailing any redactions made.

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.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on [REDACTED] or by email at foi@irishrail.ie

Yours sincerely,

PP Hayley Durnin

A handwritten signature in cursive script that reads "Hayley Durnin".

**Mr. Paul Slowey,
Decision Maker,
Customer Relations**

Freedom of Information Request:
Schedule of Records for **IE_FOI_437** : 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	21.01.2021	FOI 431 ONBOARD WI FI_Redacted	3	Part Grant	S37	Personal Information of Others

Signed: 

Hayley Durnin

Freedom of Information / Data Protection Office

Aside from the fact that the tickets are very overpriced, the Wi-Fi on the Dublin to Kerry route absolutely horrific. I've tried repeatedly to work on my laptop and it never connects. You need to fix it.

Hello It says on your website that Wi-Fi is available on all intercity services (<https://www.irishrail.ie/travel-information/wifi-and-power>). On a number of recent trips between Limerick and Galway I found that Wi-Fi was not available leading to considerable inconvenience as I had planned to work onboard. Nor could I find electrical sockets even though these trains are labelled as Intercity on your site. Can you please tell me how I can know which trains have wi-fi and which do not so that I do not find myself in this situation again. Thank you

Hi yet again the service from cork Kent to Dublin has at best intermittent wi-fi please this is every journey I travel twice weekly and have done fo a while before and after the lockdown I have inform but get the reply contact our provider which is internet based ???????? HOW realtors trying to send this is even difficult get this sorted ???? Please

Hi yet again I'm on the 18-23 from cork Kent to Dublin and no wi-go service available this is becoming a frequent event that the service advertised is not available Keep trying Maybe I'll get a reply to this one never have before

You have recently upgraded your DART on-train Wifi system to a new system provided by Evad IT Solutions. I wanted to provide feedback that this system does not work. Both yesterday and today trying to use this I was getting a variety of different error messages, sometimes when I initially tried to log in, and other times when I got as far as getting sent an email link, but then clicking this threw up an error. This has meant that both days I was unable to connect to wifi. Beyond the fact that the system is now much more complicated than the previous wifi system, and doesn't work; it is also badly designed, as even on a high-resolution laptop monitor I have to scroll down to enter all the details required to sign in. I commute every day, and hold an annual travel pass, and use of wifi has been an essential part of my commute from Bray to central Dublin. Now that this new system is preventing me from connecting it has severely impacted me. I can provide more details if needed - I have been collecting screenshots of the different error messages that I have been shown by the wifi login system.

Please do something about your WiFi. This is the 3rd trip in a row where wither I cannot connect to the WiFi or when I do it is so slow it is unusable

Dear Sir/Madam, I wish to report that on the 4pm train from Dublin Heuston to Cork on Thursday 20th February 2020, in the First Class Cabin, the Wifi is not working. As you can appreciate, one of the main reasons our company travels First Class each journey by train is to enable employees to work for the duration of the journey from Dublin to Cork. There has been no update or correspondence on-board the train from Irish Rail or its employees and as a result of the Wifi not working, my colleagues and I have not been able to attend virtual

meetings, have email correspondence, etc. which I feel has resulted in a loss of value time and money. Can you please advise why the Wifi did not work on this train and why there was no communication on the issue? To report this issue, I have had to use my phone to hotspot an internet connection at my own personal cost.

I pay to travel from Galway to Dublin return three times a week. On our 6.25am service this morning I was denied access to your WiFi due to bandwidth limit. Considering I spend almost €500 a month with your services this is a really bad customer experience. Please decide to reward the passengers that remain with you. I need to work at this time in the morning in order to facilitate my commute. Can you help?

When taking the 8:00 a.m. train to Mallow / Heuston from Cork Kent station there were issues encountered with accessing the Public Wi-Fi network on the train throughout the ride. This may be something that you team needs to look into further if it is affecting other passengers on the same train or other routes, especially regarding malicious network behaviour. Thank you for further consideration of this issue. This was occurring on my computer, however I was able to use my Cellular Hotspot through the remainder of the train ride.

Hello there, the WiFi is not working on the 08:00 Dublin to Cork, today 28 Jan.

Hi, I've just boarded your train and have accessed the Wifi. I was forced to sign up to a number of terms and conditions that are not essential to the functioning of the wifi and that I do not wish to consent to (I do not want EVADIT or Peplink) to store my personal data, nor is it integral to the continued functioning of wifi on the train. Under the GDPR, I have the right to see where my data is being stored and by whom. I want it removed - please tell me how I can do this.

Feedback: WiFi down from Cork to Portlaoise on the 3:25 train

Dear Irish Rail,

Once again I am on your train today and the wifi is not working, Cork Dublin service, I and many others I'm sure get the train specifically so that we can work while travelling. This is very disappointing and this information should be provided to customers when booking tickets as I would not have travelled by train today if I was aware of this. Your tv and radio adverts frequently point to the convenience of the train in terms of being able to use laptops etc.

Feedback: 6:48 13/01/2020 Sallins to Portlaoise. It took longer than 5 minutes for my gmail account to load and hence could not properly log on due to wifi being so slow. I am now blocked for an hour.

I travelled Killarney-Dublin on 07/01/20, and yet again was defrauded by IE, given that , yet again, you did not furnish the full service you advertise, and charged me for. The full 1-day-return journey failed as follows. There was no internet cover on any of the trains, so I could not work , which I needed to: that is the sole reason for which I took the train, despite several previous similar failures. On the 1pm, from Dublin to Mallow there was neither internet nor power to the plugs, so my phone died. Evad was faulty anyhow, but when I tried logging on , it (you) sent a verification to me.....but I couldn't log on to use it , and my phone had died, because sockets weren't working. It was immaterial anyhow, as the train steward , who was impeccably civil and empathetic advised me that there was neither facility on the train , and he had reported same. Fellow travellers, including an [REDACTED] , with whom I spoke, experienced the same inconvenience. It was grievously inconvenient , and caused issues in my days' employment, which is serious , as I am self-employed, and my work that day was seriously undermined. I request a refund , at least, of the €79.48 for the ticket, as I did not get that which you offer on your sites. Please feel free to phone me at any time in relation to this

No wi fi on dart from bray to dublin at 12.41pm carriage number 8539 and dart arrives into Bray from greystones and dart driver got off the dart and there was no dart driver waiting to board the dart resulting in the dart leaving at 12.42 when it was suppose to leave at 12.40 why is this allowed to happen? Carriage number 8529 from Bray at 2.55pm on 2nd January no wifi working again Carriage 8524 from Dublin to Bray get into Bray at 17.57 wi fi not working 2nd January can't log onto wifi Carriage 8521 wifi not working from bray to dublin at 5.40pm but left at 5.46pm 4th January Also Dart driver had to get off at Dalkey to help a passanger on the dart, why? I've contacted your provider via email to explain these issues but have NEVER received any response again this is unacceptable. This is only a snapshot of several issues I've experienced with the Wi-Fi on board your Darts. Can you tell me why the Wi-Fi services has gone so bad in recent times? Regards