

[REDACTED]

19th October 2016

Re: FOI request IE FOI 064

Dear [REDACTED]

I refer to your request dated 7th September 2016 which was received by this office on that date, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

Request – For the last 12 months

- *copy of complaints made by passengers to Irish Rail regarding its on-board Wi-Fi.
- *copy of any email or other correspondence between Irish Rail, Fleet Connect and Nomad Digital pertaining to complaints made by passengers
- *discussions among the three parties regarding other technical issues and their repair.

Decision

I, Mr. Paul Slowey, Decision Maker have now made a final decision to part grant your request on 17th October 2016. You will note that the personal information of complainants has been redacted.

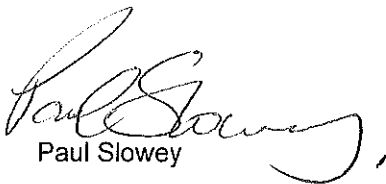
You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now enclosed including a copy of the schedule to these records.

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,



Paul Slowey

Decision Maker, Customer Care, Iarnrod Eireann

Cathaoirleach Chairman - P Gaffney(UK), Stúirthóirí Directors: F Allen, C Griffiths (UK), T McGee(UK), M McGreevy (UK), J Moloney; F O'Mahony, T Wynne; Príomh Fheidhmeannach Chief Executive: D Franks
Iarnród Éireann – Irish Rail, cuideachta ghlomhafaíochta ainmnithe, faoi theorainn scalreanna, cláraithe in Éirinn ag Stáisiún Uí Chonghaille, Baile Átha Cliath 1, Úr. 119571 Úr. CBL: IE 4812851 O
Iarnród Éireann – Irish Rail, a designated activity company, limited by shares, registered in Ireland at Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O

Freedom of Information Request:
 Schedule of Records for **IE_FOI_064** : 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 | 19.10.16 | Data from period 7th Sept 2015 to 11th Sept 2016 | 1 | Part Grant | | Personal Information |

Signed

IE Decision Maker

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

On board Wi Fi not working since Kilkenny during the 0750hrs train from Waterford to Dublin on 9 Sep 2015. Needed to send important emails en route. RD

Timestamp: Wed Sep 09 09:09:46 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

WiFi did not work on the Thursday 7am Cork to Dublin train 10/09/2015. I booked the train instead of getting the bus to Dublin so that I would be contactable for the duration of my journey and that I could also get work accomplished. In fairness to a Irish Rail worker on-board, when I brought this to his attention he said that he would check the system. I'm very disappointed because this issue prevented me from accomplishing my duties in Dublin. I had to reschedule a meeting which means I now have to travel to Dublin again. The burden of this cost will be born by me.

Timestamp: Sat Sep 12 11:34:10 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Hi,

I can't get an internet connection on my laptop on board Westport to Heuston.

My phone will connect and work ok.

Laptop works fine on wifi at home and also will connect via wifi hotspot to phone now.

Irish Rail Wifi shows as a limited network on laptop.

Internet browser trys to connect but fails to load anything and shows DNS_PROBE_FINISHED_NO_INTERNET.

Please help as I turned down a free lift this morning in favour of the train, just so that I could work!

Timestamp: Tue Sep 15 07:45:48 BST 2015

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

(1) I use the Dublin Westport train weekly, the broadband was available up to a month ago but since then every journey I have taken the broadband has not been available. Staff on board the train and at the stations are adamant that it has nothing to do with them. Who is responsible for the train broadband and when will it be resumed on the Westport route. (2) Also I cannot change my email on my account, i do not have access to the previous email.

Timestamp: Mon Sep 14 14:31:36 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Your wifi is pure rubbish

Timestamp: Mon Sep 21 08:13:14 BST 2015

Firstname [REDACTED]

Surname: [REDACTED]

Comments:

Can you ask your colleagues whose commuter train is being used since the end of August for the 8am intercity service from Belfast to Dublin why hoblinks (used for logging onto work computers remotely) will not work via their Wifi?

The collapse in the level of service on this route since last November is becoming a joke. The apologies that it is due to the 'enterprise upgrade' is starting to become hollow at this stage.

Timestamp: Mon Sep 21 09:36:59 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I travelled from Galway to Dublin return yesterday 22nd Sept departing Galway at 7:30 and returning on the 16:30 from Heuston. One of the advantages of taking the train was because of the WiFi to allow me to work, however the service did not work in either direction, disconnecting, asking me to accept terms & conditions then freezing the screen, with a note to say that I needed to accept terms & conditions and enter a valid email

(I had previously entered a valid email). Eventually I gave up in frustration. I have travelled by train and used this previously and it worked reasonably well but the experience yesterday was frustrating.

Timestamp: Wed Sep 23 09:32:25 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I'm currently on a service from heuston to cork. 36 euro!!! for a one way trip with no dining cart and disastrous wifi in which I can't work with. Having to write this message via 3g on my phone. I won't be travelling by train again anytime soon.

Timestamp: Sat Oct 03 12:37:07 BST 2015

Hi,

I'm just wondering about taking the train from Dublin to Belfast and if the trains have wifi? If you could get back to me asap that would be appreciated.

Regards,

[REDACTED]

=====
Sent: 02 October 2015 10:45

To: IE Refunds

Subject: Complaint

I travelled on the 8 am train cork to Dublin today- the wifi service was not working for more than half the journey Dr [REDACTED]

=====
Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

No wi-fi on Cork 11.00hrs. Area 4139.

Timestamp: Thu Oct 08 11:13:09 BST 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

The service that is continually disrupted is the wifi. I am a regular user of the rail network and have no complaints there. But the wifi service that is offered is terrible (I am being polite using that word). It drops out, it is slow, I have been trying to send a simple email for the last hour and nothing except the odd notice that the connection is down. Were this just a once off it would not matter but it happens again and again and again. Why is this the case? It is not a problem with my laptop as I can connect to wifi in the other locations I visit.

Timestamp: Mon Oct 12 19:34:06 BST 2015

Dear Irish Rail,

Could you please explain why the wifi system on board is not as reliable as it once was? I travel daily from Portlaoise to Dublin and need wifi to work on the train.

Wifi used to be easier to access with only a few trains having connection problems. Nowadays most trains have connection problems. For example I travelled to Dublin this morning @ 9am and there was a connection problem, I travelled back home @5.20pm and there was more connection problems.

The wifi service is getting worse on Irish rail and considering how it's accessible in most other places I do not understand why this is.

[REDACTED]

=====

Dear whom it concerns,

First I've been using your trains regularly for 10yrs. But today I paid €47.10 for a open return ticket to Dublin from athenry this is outrageous and how can such a price be justified?? Then when I get on the train the wifi will not connect to my laptop just keeps failing to even get me to the log in page. It works sporadicly on my phone although is terribly slow but I can handle that if it just worked on my laptop. This is not the first time this has happened it's more like the 20th I've highlighted the issue at stations and on twitter with no apology and most certainly no reimbursement of any money.

Regards

[REDACTED]

=====

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Hi,

I wanted to send an email in around the wifi quality specifically on trains serving the Dublin to Cork/Cork - Dublin route.

I feel there needs to be a significant effort to better the wifi quality on the trains as I understand the concept around blocking sites such as YouTube and other streaming networks like Netflix.

However, I feel it's a disgrace that I am charged ?30+ each way but cannot even refresh my email account or sometimes cannot connect to the wifi at all hence I believe there is false advertising by Irish rail that people have the ability to work on the train?

I also feel that the cost of ?70 for a return trip is ridiculous unless of course I book weeks in advance which with work is impossible to predict.

I really hope the wifi quality and price costs can be looked as I prefer taking the train that any other form of public transport but currently I think I'm not getting my value for my money.

Kind Regards,

[REDACTED]

Timestamp: Sun Nov 01 17:28:57 GMT 2015

Hi my name is [REDACTED] and I will on the 1835 hours train to Waterford i'm trying to get on the Wi-Fi and it would not let your WiFi is extremely slow what are you going to do about it ???

P.s. You some pictures that kept coming up but will not let me log in

Kind Regards

[REDACTED]

=====

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Just on a commuter train from Sligo to Dublin. I've emailed about this being a disgrace before and know it's not something your going to pay any attention to. I need to do work on my lap but can't plug it in. Being someone who actually enjoys rail travel and has travelled on trains in China, Zambia, NZ and many other countries your company is an embarrassment to Ireland.

Timestamp: Sun Nov 08 18:09:47 GMT 2015

[REDACTED]

Customer on the Galway complaining no wifi on the set , message saying AP currently not in use. I don't have a set number yet but it will be the early Galway - Heuston I'll get the set number shortly

Regards,

Anthony Christie
CME Business Systems Department, Heuston Station, Dublin 8.

From: [REDACTED]

Sent: 11 November 2015 08:51

To: IE Refunds

Subject: Cork Train

This is the 3rd week in a row that I am on the 8am train to Cork and the 3rd week in a row with no internet access on the train??

[REDACTED]

[REDACTED]

=====
Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I took the 1400 train from Dublin heuston to cork on thursday 12 November 2015. It was my first time with your service as I live in London was travelling to Ireland on a limited budget. I chose your service because of the wifi it had to offer and I was severely dependant on your wifi for my major presentation work that I had to do aboard. At first I kept connecting it for the first 45 mins but to no success, I tried to look for a member of staff but none was available, then very conveniently after 1 hour 15 mins was the announcement made that there was no wifi and we apologise etc. The only reason I preferred to pay 56 euros over the 20 euros via bus was because of the wifi, and I am extremely disappointed with the kind of service I Recieved. I wish to be compensated for the hassle I went through as there is no way I am using your service again

Timestamp: Fri Nov 13 16:27:47 GMT 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Wifi is very poor on galway to dublin route particularly between athlone and tullamore.

Timestamp: Wed Nov 18 09:37:42 GMT 2015

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

For the last 3 journeys I made with Irish Rail (Dublin to Galway Return) the Wi-fi does not allow full access. I take the train in order to work remotely on my laptop. Is there a different code to use rather than the automatic connection? Thank you. Sharon.

Timestamp: Wed Nov 18 14:00:41 GMT 2015

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I never give feedback but the wi-fi issue on Irish rail is appalling. It's the main or only reason I use the train...after the recent fare hike would it be too much to ask for a reliable service that works

Timestamp: Thu Dec 03 07:56:06 GMT 2015

Good afternoon,

I travel to Dublin via Train with work 1-2 times a month from Cork Kent station and I have not once had any luck logging onto your wifi.

Please can someone help as it really inhibits my work and my colleague could not even log onto the Irish Rail wifi on her phone.

Kind regards,

[REDACTED]

=====

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

I travelled Belfast to Dublin yesterday, paying the Enterprise supplement to carry out some work while travelling. Throughout the whole journey I could not get internet connection. Very disappointed.

Timestamp: Wed Jan 13 09:03:25 GMT 2016

From: [REDACTED]

Sent: 12 January 2016 16:32

To: IE On Board Issues

Subject: Ref 4110

I would like to report my annoyance at there being no wifi available on my trip today from Dublin to Killarney.

The train stopped every couple of miles due to a technical fault and we then had to transfer from mallow to Killarney by bus leaving us over an hour and half later than scheduled. As a result I missed a funeral removal I was due to attend.

I will therefore be seeking a refund for this journey and you might advise the procedure for doing same.

Many thanks

[REDACTED] FIPAV TEGoVA (TRV)

=====
Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Wifi is not on this mornings 6.15 train from cork to Dublin. It was not on either on last Saturdays (9th) 5.50am train from Cork to Dublin. Is there a reason for this? Has wifi discontinued altogether? Service advertises the availability of free wifi very strongly in the media but this appears to be mis leading. I have to use my own data on board (additional cost to me). Please provide an explanation.

Timestamp: Fri Jan 15 06:44:59 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I have started travelling frequently on the Dublin - Sligo route. I choose the train (and pay a significant premium over the bus) to enable me to work on the train. However, I am not able to work effectively on the train as the wifi seldom works. I have raised this with the ticket inspectors on a number of occasions, who say they have raised it with management. There has been no improvement (in fact I think the wifi has got worse.

Hence, as Irish Rail is not providing the service which I have paid for, I would like a refund on my ticket (?53.65). I am happy to email you with bank details to enable an electronic transfer.

Kind regards,

[REDACTED]

Timestamp: Thu Jan 21 12:13:56 GMT 2016

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Faulty power socket on carriage 22213 (lead carriage on 2016-01-25 07:00 service Dundalk to Connolly), seat 43.

Looks like a snapped-off earth pin embedded in the socket.

Timestamp: Mon Jan 25 08:05:38 GMT 2016

[REDACTED]

Surname: [REDACTED]

Comments:

The wifi service on board the train is the most unsatisfactory and frustrating I've ever known. I've got no work done whatsoever. Never again.

Timestamp: Mon Feb 01 09:18:55 GMT 2016

Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Please ensure the power outlets are turned in each carriage. It is extremely frustrating to buy a train ticket and not be able to work due to a lack of power. Can you please explain why it would be turned off?

Timestamp: Sun Feb 07 17:32:05 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

No WIFI again!

On 16:30 train from Galway to Dublin and no wifi available. I was on the 13:25 Dublin to Galway on 29th Jan and again there was NO wifi for most of that journey.

Kind regards,

[REDACTED]

Timestamp: Tue Feb 09 17:36:17 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

On 8th feb leaving belfast for connolly..plugged in my phone charger & received nasty electric shock..this caused me great anxiety..train manager took my details and said somebody would ring me..no phine call..can you point me to correct complaints section

Timestamp: Tue Feb 09 19:03:30 GMT 2016

From: [REDACTED]

Sent: 03 February 2016 09:45

To: IE Refunds

Subject: Booking Number 083 14821284

Hi,

I travelled on the 21:00 hours train last night from Dublin to Cork.

I was unable to use the wi fi connection on the train. While I was able to go through the process of connecting to it and did a number of times both on my iphone and my laptop, I was unable to browse the internet.

As indicated, this happened even though I disconnected and re connected a number of times. On some occasions the service recognised my device from earlier trips and I didn't have to provide an email address. On some occasions I totally disconnected and reconnected and gave my email address to register if asked.

I had no such difficulty on the Cork to Dublin service earlier in the day.

Just letting you know as you might want to look into this. When I use the train nowadays I expect to be able to connect to the internet and it is a disappointment in the service if I can't.

Regards,

[REDACTED]

=====

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

The on board wifi on the Westport to Dublin service on Sunday 14 Feb and on my return journey on 16 Feb were a total embarrassment. You advertise a comfortable journey with on-board connectivity. The latter you most certainly did not deliver as promised. I elected to take the train for several reasons one of which was connectivity on board to work. In 2016 that is not good enough. Certainly you should not market what you cannot provide. I very much enjoy the service of Irish rail but this item has frustrated me greatly. Thanks.

Timestamp: Tue Feb 16 12:39:01 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

The wifi did not work at all during either of my train journeys this weekend. My sister also had the same problem during her train journeys this weekend. This in turn meant that I could not complete work for college as the internet was required to do so. This has happened numerous times to me and other people that I know which has made the train journey rather unpleasant.

Timestamp: Sun Feb 21 22:44:08 GMT 2016

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

WiFi not working Dublin 13:00 train to Cork 21/02/16. Case 2363179 logged with FleetConnect on 21/02/16.
No follow up received by COB 22/02/16.

WiFi not working 17:00 Killarney to Mallow train (carriage 22222) 22/02/16. Case XXXXXXXX logged with
Jennifer in FleetConnect on 22/02/16.

Timestamp: Mon Feb 22 20:36:58 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I got on the train at Wicklow this morning and tried to connect to your wifi for work on my work laptop. I gave up between Dun Laoghaire and Blackrock. Waste of time. I should have read a book. In 4 trips I have managed to get an internet connection once. Ridiculous. Either provide wifi or don't.

Timestamp: Tue Feb 23 10:01:55 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

WIFI COMPUTER HACKING On sligo to dublin 9am train, and dublin to sligo train 4pm feb 26 2016, every time I connected to wifi, it told me the connection was not secure, then connected and, some sort of virus kept downloading onto my machine. If I used my phone hotspot, the download stopped. I asked my friend to connect with their machine, and same illegal download started to happen. can you look into this security issue? Best, [REDACTED]

Timestamp: Fri Feb 26 16:39:41 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Hi,

Just to the flag that the Wi-Fi on the Cork to Mallow train doesn't appear to be functioning properly. This issue has arisen whenever I have taken the Cork to Mallow journey in the past month.

The Wi-Fi on the Mallow to Tralee train works fine so it doesn't appear to be an issue with my phone. Thanks.

Timestamp: Sat Feb 27 15:17:59 GMT 2016

Hi there,

my name is [REDACTED]

It is with regret that I compose this message. On the 17:20 from Kent station, there are very few charging points for things like phones and laptops.

I had to use one between the carriages to be able to charge my phone. What executive decision was made to purchase rolling stock that does not meet the needs of most of your customers. Most people use mobile devices. It's all well and good having internet access in the train, but when your device loses power because you can't charge it without causing inconvenience to everyone who has to go past me this shows that Irish rail is clearly cutting corners to suit their pockets.

However, when a ticket costs significantly more than the bus which has a point at every seat, this is going to drive customers away to the competition. I don't mean bus eireann, I mean companies like aircoach and citylink and other companies outside of the cie group of companies. I understand it's not like this in each run, so why treat some customers as second class citizens based in which train they get. Cie should realise that it's not 1984 anymore and that a lot of other companies joined everyone else in the present, and not stayed in the past. I am aware that there are roughly 28 power points in a train like this one. This doesn't even cover the amount of people in one normal carriage.

This is also doubly disappointing as the only way to get to thurles from cork is by rail, in what I suspect is cie attempting to control the monopoly on the rail, if people could get to cork from thurles and back by bus, they would probably use this method as new buses come with usb charging points at 1amp at 5v. Perhaps this is a modification to rolling stock like this that you could investigate. It would be more cost effective than replacing all the rolling stock.

Thank you for your time.

Sincerely,

[REDACTED]

=====

From: [REDACTED]

Sent: 02 March 2016 07:59

To: IE Refunds

Subject: on-board wifi LMK-DUB direct 2-3-16

Hello and good morning,

I was wondering if you could help me and let me know where I might take my concerns on the above topic please?

=====
Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Faulty power socket by seat 17 on carriage 22262 (lead carriage on 07:00 Dundalk - Connolly service 2016-03-08). Feels like another broken off plastic earth pin.

Timestamp: Tue Mar 08 07:45:22 GMT 2016

The train was booked for one and only one reason, the ability to work and travel at the same time; without operational Wi-Fi the ability to work is reduced to the point of being almost negligible.

Appreciate your response,

Regards,

[REDACTED]

=====
Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Dear Irish Rail, I frequently take the train from Castlebar to Heuston Station. It is a great time to work and I sincerely appreciate the free wifi, which is generally reliable. It would be much appreciated if there was one car on each train designated as the "quiet car" -- one space free of children and their video games, people conversing loudly (either in person or on their phone), hen parties, drunk rugby fans, etc. Has Iarnróid Éireann considered such a thing? Thank you for doing so now. Cheers, [REDACTED]

Timestamp: Wed Mar 09 11:00:57 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I am regular business traveller from Cork to Dublin and generally purchase a 1st class ticket. One of the main reasons I travel by train is so that I can get some work done but increasingly this is becoming more and more difficult due to the poor quality or complete lack of wifi. I have come to accept patchy coverage and regular

disconnects but more and more, wifi is not working at all. This morning, it worked until Mallow and then was not available at all. This is the 4th time in the last 6 weeks that wifi was completely unavailable. This is massively frustrating and for me negates the benefits of travelling by train. Can you please let me know if you have any plans to address this.

A loyal but frustrated customer

Timestamp: Tue Mar 22 07:54:25 GMT 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I am a frequently traveller on the Dublin -Killarney train. One thing that I require access for is a AC power or a plug socket to keep my laptop recharged as I require it for my work. I prefer to use the train rather than driving down because it gives me the opportunity and time to do important work on my laptop. It seems to be Murphy's Law that on the two previous occasions, the train carriages were dated and the only access to plug sockets are at the end of each carriage. Therefore I was unable to get the very important work done that I needed to do. It's becoming a complete joke that on some journeys you can have current up-to-date carriages but yet on other journeys, you use dated carriages that aren't fit for modern everyday requirements. It is becoming a lottery now as I can't guarantee whether I'll get my work done. I walked onto the platform at Heuston today with my fingers crossed hoping the train will be a modern carriage (with an AC plug socket assigned to each pair of seats) and my heart sank. I was livid. If I knew that this would happen, I would've just driven to Kerry instead. And it's something that I think I'll probably do in the future.

I don't expect a reply from you because you never bothered replying to me when I email you about six months regarding other people taking pre-booked seats. If you want to be a modern day rail service in a modern day Europe, then you seriously need to get your act together. I'll be enquiringly with Bus Eireann if they can consistently provide AC socket access to passengers. Other wise I just going to drive for these regular journeys in future.

Timestamp: Tue Mar 29 15:56:13 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Wifi is really poor. It's impossible to get any work done. And at 733 return from Roscommon to Dublin I expect better. Will be driving from now on. Irish Rail advertising free wifi is definitely a false advertisement as it doesn't work!

Timestamp: Tue Apr 12 16:20:15 BST 2016

Firstname [REDACTED]

Surname [REDACTED]

Comments:

Wifi will not connect to any device, have been trying for the past hour and fifteen minutes whilst on route to Dublin from Cork with the need to have two hours of work done by the time I get to Dublin. Ironically I'm staring up at a WiFi on-board sticker in front of me. Specifically took the train as to get crucial work done for my trip and will likely have the same issues on the way back tomorrow, could have driven up for less and wouldn't have been sitting here stressing about not getting this work done. Incredibly dissatisfied with this.

Timestamp: Fri Apr 15 08:20:50 BST 2016

From: [REDACTED]

To: support <support@fleetconnect.ie>;

Subject: Wifi

Sent: Sat, Apr 23, 2016 12:29:45 PM

Hi.

I'm currently on a train from dublin to Waterford and cannot access my Netflix because the WiFi is so poor. Can u give advice as to how I can watch netflix?

[REDACTED]

=====
Title: Mr

Firstname: [REDACTED]

Surname [REDACTED]

Comments:

Hi

I am a regular business traveller on your Dublin - Cork route and it has increasingly become a frustrating experience as I desperately try to get connected to the so-called on board wifi. I have travelled to and from Cork about 6-7 times in the past month and on only one occasion was I able to get any work done on my laptop. It has become most unsatisfactory and I am starting to consider driving instead because I am wasting my time telling myself I can get some work done on the train.

I am currently on the 11am Cork bound train.

Yours

[REDACTED]

Timestamp: Tue May 24 12:38:24 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Wifi does NOT work. This is constantly the case. You have false advertising stating WiFi service. The girl on the trolley service apologised & said this often happens & customers complain to her. This is totally unacceptable especially when customers want to work on the train.

Timestamp: Wed May 25 17:29:43 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

No WiFi connection for the entire Dublin-Cork journey (18:00 service) on today Friday 27th May.

Timestamp: Fri May 27 19:32:37 BST 2016

From: [REDACTED]

Sent: 30 May 2016 14:52

To whom it may concern,

I have had reason to travel long distances using Irish Rail twice in the past week.

Judging from your recent TV advertisement campaign I expected to be able to complete some work on line effortlessly.

Unfortunately this is not to be the case. On both train journeys both to Limerick and Castlebar the WIFI was none existent constantly dropping.

I am sure I am not alone with my frustration on this matter and I would be grateful if you could provide a better IT service to your customers.

Many thanks,

With kind regards,

[REDACTED]

=====
=

Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Travelling from Galway to Dublin return today, needed to work but access to the Web via wifi was woeful. This does not encourage me to travel by train. Wifi on Citylink and GoBus is far ahead of Irish rail. Also despite booking seats in advance there was no booking number digitally displayed so someone else had sat in my booked seat. I moved to another seat. A man who had booked the seat next to mine which was occupied by a woman was very cross and extremely rude to the woman for sitting in his seat. She could not have known it was booked as it was not displayed. Very unpleasant situation

Timestamp: Thu Jun 02 21:44:50 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

hi there, I went on 2nd of june from cork to Dublin on 5.20 train. WIFI connection was very bad, then on 6 of june I got 3 train from Dublin to cork, I couldn't use the WIFI connection. i am not happy about this.

Timestamp: Mon Jun 06 19:29:32 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Dear Sir or Madam,

I have, over the last year, many opportunities to travel on your very efficient, on time and wonderfully serviced and staffed rail services between Dublin and Cork, Galway and Belfast.

But without fail, on each and every service, the WIFI service has been abysmal.

In my experience, it has been available approximately 10% of my journey time, at best.

Your advertising states that the service is available to business people and is a critical feature for people who need to spend the time getting work done.

I wonder can anything be done to fix it?

Kind regards

[REDACTED]

Timestamp: Wed Jun 08 08:55:55 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Hi I'm currently on board the 11am grain from Dublin Heuston to Cork. The WiFi on board is not connecting. I'm wondering if this is going to be the base for the entire journey?? The onboard WiFi is one of the main reasons I choose to travel on the train instead of the bus which is cheaper. I do not want to use my allowance

of data in order to do coursework and I'm sure you are aware the signal on board is non existent almost half of this journey.

Timestamp: Fri Jun 17 11:49:31 BST 2016

Dear Sir/Madame,

I don't understand the free wifi policy on the Cork to Dublin train. I travel regularly on the service and the wifi rarely works. It does allow a little initial download capability, but then slows and eventually stops. Does the system automatically turn itself on and off? I now use 3G instead of the wifi as its more reliable. If wifi is a cost reflected in the ticket price then I feel the ticket price should be reduced and discontinue the wifi until you can provide a functioning service. I'm sending this email from the train this morning using 3G as the wifi is not operational, again.

Regards,

[Redacted]

=====

Hi

I travelled from Galway to Dublin on Sunday 19th Dublin - Heuston 16.30 and there was no wifi on board. I was in carriage 22542.

I spoke to a conductor and customer services when I reached Dublin and the fault had been reported. I only got the train as I needed to get some work done. The sockets were out of order in that carriage also. How do I look for a refund for my ticket?

Attached is my ticket. I spoke to the office in galway who allowed me to travel an hour early so the time is out by an hour.

Thanks

[Redacted]

Title: Dr

Firstname: [Redacted]

Surname: [Redacted]

Comments:

I am a regular passenger on the Cork to Dublin train and the lack of WiFi for the last 2 weeks has affected my ability to work on the train. Irish rail promotes its WiFi availability!

Timestamp: Tue Jun 21 19:36:23 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Where your ticket was purchased:

Comments:

Hey, just wanted to say that the onboard wi-fi is probably the worst I've seen in Europe. Hardly ever connects on my laptop (windows os) so yeah... never had issues with wi-fi connection process on dublin buss tho :) For the price you're asking per ticket it is quite the shame you can't hire a decent network engineer and web developer. Seriously, change the provider or hosting company cause that's a joke.

Timestamp: Fri Jun 24 09:27:43 BST 2016

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Every time I get the Dublin - Galway train there is an issue with the wifi connection. On multiple devices the issue is always the same; showing signal but cannot connect. Usually told by staff to just keep trying but would like if the issue could be resolved at some point.

Timestamp: Mon Jul 11 09:51:30 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

WiFi extremely poor to non-existent.

Mobile phone signal patchy at best all along the route. I dropped at least six calls.

Reserved seat did not show on in-carriage display.

Carriages themselves were poorly identified.

Timestamp: Mon Jul 11 12:32:50 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Hi,

I am writing to you to express my frustration at not being able to connect to your "Free" Wifi on board my journey from Kilcock to Sligo today the 18/07/16. I initially believed that the Wifi automatically picked up once you turned your phone on with your wifi. After I lost all my phone credit, I was then told I had to agree to terms and conditions with Iarnród Éireann. I tried this numerous times ticking all the acceptance box's and putting in my email but the box titled "Connect me" was a very faded color and wouldn't enable me to connect. I was in despair as I had no way of contacting my family to pick me up at the station in Collooney. After paying ?47.10 return I would expect to get value for my money. I eventually had to ask a fellow passenger to use their phone as I couldn't use my free WhatsApp to make a call. I was very embarrassed having to do this. The toilet also smelled like something was rotting and the smell went down the train. I hate having to complain but my fare ended up costing me a lot more than ?47.10 which is not acceptable.

Timestamp: Mon Jul 18 23:58:20 BST 2016

Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

To whom this concerns ,

I travelled via train today from Sligo to DUBLIN Connolly for work purposes. I paid 38? for a single ticket expecting a reliable service. All of the plug sockets where not working on the train. This is just so dissapointed and such an inconvenience and I could not charge my phone/laptop . At this cost I think it is ridiculous that business people cannot rely on this resource , this was the main reason I had decided to travel by train and pay the hefty 38? fare was so that I could do business from train. I was not the only dissapointed customer today . I hope to hear back from you soon.

Eimear merrick

0863554217

Timestamp: Mon Jul 25 19:05:11 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I take the galway-dublin train every week and the wifi never ever works. my colleagues who also travel weekly have started to take the bus, not because its more comfortable, not because its cheaper but because they have good wifi and they can actually work on their journey. if you don't upgrade the wifi you will lose all your business customers on this route because its impossible to work

Timestamp: Wed Jul 27 10:50:01 BST 2016

Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

19.00 Cork service from houston.

06 August 2016

Sir / Madam

I was having issues with the wifi on board this service. Also the power outlet on carriage E seat 63.

Overall i enjoy irish rails sevices. But need a more stable internet connection

Regards

Timestamp: Sat Aug 06 19:52:40 BST 2016

Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

While travelling on the train from Dublin to Cork yesterday I could connect to the WiFi but it kept saying there was no internet on my tablet?? Can you help please before my return tomorrow? I use Google Chrome

Timestamp: Tue Aug 09 13:49:11 BST 2016

Hi,

I am on the train from Cork to Dublin and there is no working wifi, I took the train for the sole purpose so I could work. Can this be sorted asap?

Regards,

[REDACTED]

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:
Dear Sir/Madam

I was travelling on your service yesterday from Dublin to Tullamore. I traveled on the 08:00 to Tullamore and returned on the 20:17 to Dublin booking number 800 15633911. I had decided to travel with Irish rail as your service supplied wifi and I had numerous documents to prepare and email correspondence to attend to on my way to my destination which was the Tullamore show. Not only was your service over 20 minutes late but there was no wifi on your service either, due to this I was completely unprepared for business that day.

I did not receive the service I paid for and so I would request a refund.

With Thanks

[REDACTED]

Timestamp: Mon Aug 15 11:51:39 BST 2016

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:
Hi, I take the train quite often, as I have to work in Dundalk and Kilkenny, the service is always great, but last Sunday 21st August I took the train to Belfast at 10 am and return was at 19:00, first the Internet didn't work in both ways and the return train was late. I was meant to do some work on train using the Internet provided. I have to go to Kilkenny next Saturday, I hope not having the same problem. Tks

Timestamp: Tue Aug 23 11:28:29 BST 2016

Title: Ms
Firstname: [REDACTED]
Surname: [REDACTED]

Comments:

I have been traveling 4 hours each way every other day from Clare to Dublin to visit a relative n hospital for two weeks. The WiFi NEVER once has been consistently working constantly being kicked off, having to 're log in. What's the story? I can understand an issue once in a while, but both ways every day? I wouldn't need it if there was proper mobile services but there's not. Thanks in advance.

Timestamp: Sun Aug 28 16:40:39 BST 2016

Firstname: [REDACTED]
Surname: [REDACTED]

Comments:

Just wondering about free WiFi on board trains. I know video was never available and I understand that would take up too much bandwidth.

But I always listen to online podcasts or music on route to dublin but not this seems to be blocked too?

Why oh why?

Surely listening alone should be ok?

Thanks

Shane

Timestamp: Thu Sep 01 17:55:23 BST 2016

Firstname: [REDACTED]
Surname: [REDACTED]

Comments:

Why is the WiFi so poor on the cork to Dublin service. I've wasted 2 .5 hours trying to connect for work. Surely the technology is sufficiently advanced not to drop the signal every 2 minutes. Its far better on the bus!

Timestamp: Thu Sep 08 09:58:58 BST 2016

