

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



6th January 2018

[REDACTED]

Re: FOI Notification of estimation of fees [IE_FOI_041]

Dear [REDACTED],

I refer to your request dated 03rd January 2018 made under the Freedom of Information Act 2014, which was received on that date for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

All records relating to complaints about Irish Rail and/or its website, including but not limited to letters, emails, internal and online correspondence and reports, as well as the nature of these complaints.

All records relating to a possible fault in the Irish Rail website which may have been used to print numerous tickets after only one was purchased and if this exists, the amount of money this may have cost Irish Rail, including but not limited to letters, emails, internal and online correspondence and reports.

The Act allows for the charging of fees in certain circumstances and this is set out in section 27 of the Act, a copy of which is enclosed.

I am now writing to you to advise you of the costs of your request. The Act allows for the charging of search, retrieval and copying of records which are within the scope of your request, from within this body as set out in Section 27(2) and (3).

After careful consideration and consultations, I estimate that the services of staff member(s) for 1042 plus hours will be the minimum amount of time required to efficiently complete the 'search, retrieval, redaction and copying' work on your request. The prescribed amount chargeable for each such hour is €20.00 resulting in an overall fee of over €20,840

The estimated cost of your request is therefore over the appropriate minimum amount provided for in Section 27(3)(d) of the Act. There will therefore be charges in relation to your request.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lynette O'Toole".

Ms. Lynette O'Toole

Freedom of Information / Data Protection Officer,