

# We're laying the groundwork for rural Ireland's high-speed fibre broadband network.

High-speed fibre broadband is coming your way. NBI are working on bringing our fibre cable to your property and soon you will be able to stream, work, play and download online, all at the same time, with no glitches or freezing.

With over 40 retail service (broadband) providers using the NBI network™, you can choose the provider that is right for you, once the network is connected.

Every home is different and some require bespoke solutions when it comes to delivering your cable. If you are experiencing a delay in your delivery, please know that we are doing our best to get to you as soon as possible.

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## Your connection requires trees to be trimmed.



### Why is this required for my connection?

In some cases, natural tree growth has blocked the route between two or more poles meaning access to the fibre cable is restricted or there is an increased risk of service interruption in the future. In these cases to facilitate fibre route to your premise this foliage needs to be cut back by NBI.

### What types of Tree Trimming are there?

#### 1. Tree trimming with a handsaw

- Person in a cherry picker cutting back small branches
- Minor handsaw trimming which does not adversely affect wildlife or general surroundings

#### 2. Mechanical Tree Trimming

- Chainsaw removal and mulching of significant foliage required
- Traffic Management required
- Certified/Qualified Resources required

This kind of tree trimming is not permitted between March - September due to the [Irish Wildlife Act](#). If your fibre broadband connection is affected by this type of tree trimming, there may be significant delays in connecting your home or business.

Continued overleaf



### Who is responsible?

NBI will take responsibility for carrying out tree trimming related to the connection of a home or business to the NBI network. A customer may also prefer to carry out any tree trimming on their own land. The technician will advise the customer of the tree trimming requirements.

### Does it cost me anything?

In the vast majority of cases, NBI will carry out this tree trimming work with no cost to you. In the unlikely event that there are additional costs for works carried out on private land, NBI will work with your service provider to confirm costs prior to any work being done.

### What could cause a delay?

- Where a connection requires tree trimming between the months of March and September, NBI cannot proceed with any installation until the tree trimming has been completed. This is a government stipulation aligned with the Irish Wildlife Act which can be found [here](#).
- Delays can be incurred where there are issues relating to permissions to access private land to complete tree trimming. NBI will engage with local landowners to secure permission. This can often take a little longer to agree as the landowner may not be available or they may have follow up questions.