



An Roinn Comhshaoil,  
Aeráide agus Cumarsáide  
Department of the Environment,  
Climate and Communications

Ms Sarah Cremin  
Committee Secretariat  
Committee of Public Accounts

21 March 2023

By email: [pac@oireachtas.ie](mailto:pac@oireachtas.ie)

**Department of the Environment, Climate and Communications (Vote 29)**  
**Ref: S1206 PAC33**

Dear Ms Cremin,

I refer to your letter of 1 March 2023 regarding the quarterly National Broadband Plan (NBP) update provided to the Committee and the queries raised at the Committee meeting on 9 February 2023 about the number of premises connected to the NBP broadband network.

The number of connections is significantly ahead of that forecast when the Contract with National Broadband Ireland (NBI) was signed in 2019. The connection rate was expected to be in the order of 18% in 2023 and just over 21% in 2024 of premises passed. With a current connection rate of some 28%, the programme is showing a positive rate of connections to the network, once premises are passed and available to connect. NBI expects to have over 65,000 premises connected by the end of 2023 and over 100,000 connections by the end of 2024. This compares with an estimate when the Contract was signed of over 50,000 connections by the end of 2023 and 74,000 connections by the end of 2024.

To date the consumer satisfaction levels with the service offered by NBI is also high with a minimum speed of 500Mbps delivered to all fibre connections to date. NBI and the Department has carried out customer surveys and both sets of surveys have indicated high customer satisfaction levels.

As of the end of February 2023, NBI have passed more than 120,000 premises and have connected some 34,000 of those premises which is a penetration rate of 28% of the premises passed in the Intervention Area to date. Where fibre has been available from NBI since 2021 the take up is reaching 40%. There are currently around 3,000 premises connecting to the NBP network every month and this monthly connection number is expected to increase to about 4,000 per month during 2023. There are now almost fifty retail service providers selling high speed broadband and other services over the NBI network. Some of the larger retail service providers have only recently started to sell at scale and NBI expect that this will contribute to the higher number of connections expected.

Should you require any clarification or additional information, please do not hesitate to contact Karen McCaffrey in my Department, by email at [karen.mccaffrey@decc.gov.ie](mailto:karen.mccaffrey@decc.gov.ie) or by phone at 087 738 1463.

Yours Sincerely,

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Mark Griffin  
Secretary General