

Cork County Council

Broadband

Guide



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This guide uses many of the interactive features of PDF documents, including:

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eguides@smythy.com

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Millions of computers all over the world are connected to a network called the Internet which allows them to communicate with one another.

The Internet is now part of our everyday lives. At home and at work its acceptance has grown to the extent that it is now difficult to imagine life without it. But the Internet does not stand still. Instead it changes and adapts to new technologies as they are introduced. One such technology is broadband, which removes many of the barriers and frustrations of using the Internet through a dialup telephone line.

This section introduces broadband and explains what it's all about.

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The Internet



Broadband is now an essential core strategy across all aspects of business within individual, small to medium enterprises or multinational corporations. Speedy access to information is one of the key drivers for all sectors of the economy and Cork County Council is fully committed to facilitating this demand with the roll-out of this Broadband Programme.

*Maurice Moloney
Cork County Manager*

AT WORK

For businesses of all sizes, the Internet has become an essential communication tool for keeping in touch with work colleagues, customers and suppliers. It is also invaluable in the workplace for research and for business promotion and development. Within the past few years the Internet has changed the world of work and it will continue to be an instrument of innovation and change into the future.

IN EDUCATION

In terms of availability and access, the Internet is hard to beat as an educational resource. Teachers, publishers and educators all over the world have made content available online that provides unique learning and collaboration opportunities.

Internet-literacy is increasingly expected in all walks of life so the government is encouraging Internet use by making broadband available in all primary and secondary schools.

For more information on the Broadband in Schools project, visit <http://www.education.ie/>.

AT HOME

Many of us are using the Internet at home now and wouldn't be without it. Email allows us to keep in touch with family and friends wherever they may be. The web provides access to information on every topic under the sun. Online shopping is now a reality and we're buying everything from books and music to travel tickets, and a lot more besides. E-government initiatives mean that we are gradually being encouraged to pay taxes like motor and income tax online. Online banking is now a reality too. All of these activities can be now undertaken from the convenience of our own home computer.

BROADBAND

Broadband is important because it makes the Internet much more accessible and useful, and also provides access to new telecommunication services and possibilities. To make the most of these developments, it is important that we become proficient as both providers and consumers of broadband-based services.

What is broadband?



FAST INTERNET ACCESS

For most people broadband simply means faster Internet access. Web pages display quicker, files transfer faster, websites with video become accessible and online horizons just seem to expand. But there's more to broadband than faster data transmission speeds.

The availability and extensive use of Broadband by all companies in the Cork region is vital to long term growth and competitiveness of the region. It is vital for any company trading or planning to trade in international markets.

*Mr. Brian Quinlan,
SW Regional Director,
Enterprise Ireland*

PREDICTABLE COSTS

Broadband also has an impact on cost. Monthly payments are usually fixed at a flat rate, regardless of use, because there's no meter running. That means that there are no nasty surprises in the bill at the end of the month. Considerable savings can also be made by subscribing to combined telephone and/or television services, and broadband.

The cost of broadband access to the Internet is now on a par with dialup costs and, with everything getting done faster and more conveniently, the whole Internet experience is less frustrating and costs less in the long run.

SPEED GAINS

Most broadband suppliers offer data transmission speeds starting at 1Mbps. That means that data travels at a speed of one million (M) bits of information per second (bps). Speeds are quoted as the maximum attainable so the rarely achieved speed of 56Kbps quoted for dialup modems (where K means a thousand) is only about one twentieth the speed of 1Mbps broadband. That's why everything happens much faster on broadband.

Some service providers offer starter broadband packages based on slower speeds but connection speeds overall are on the increase. Most providers offer a range of data speeds at different prices.

As you get used to using broadband and grow into it, your thirst for speed is likely to grow so most providers allow upgrades to higher speeds.

Broadband in practice



Broadband has revolutionised the development potential for regional locations. We have ten companies employing over 400 people in a variety of high-value back office roles and hope to grow this number significantly over the next few years. None of this would have been possible without Broadband.

*John Connolly,
Marketing Director,
West Cork Business and
Technology Park Clonakilty.*

It's not just for their own sake that the speed, cost and convenience already mentioned are important. It's what they mean in practice that bring the major benefits.

WHAT IT MEANS

Broadband means access to a wider range of business application and rich media websites (sites with animation, sound and video).

- In the **workplace** broadband means lower cost and higher productivity. Email messages, for example, can be delivered and received in real time right throughout the day, instead of just once or twice.

Large documents of software upgrades can be downloaded with ease.

- In **education**, the Broadband for Schools initiative will bring multi-media resources into classrooms and will expose pupils to a wealth of educational opportunities. It will also allow them to become proficient in the use of email, web browsers and

the search engines that are now essential tools in today's workplace.

- In **healthcare** it means opportunities for telemedicine with the promise of remote diagnosis and the electronic transmission of results such as x-rays.
- For **home users** broadband is nothing less than a gateway to a new digital lifestyle, and to a world of online information and entertainment.

Broadband is rapidly becoming a requirement rather than a luxury in all walks of life.

Broadband delivery



Broadband can be accessed by a range of different methods involving phone, fibre or cable TV networks, and without wires via wireless or satellite services.

PHONE LINES

The line is divided into two separate channels – one for Internet data and one for normal voice calls. A special modem is supplied so that the phone can still be used as normal even while you’re online. If a special wireless modem, called a router, is used then access to broadband is available to PCs with a wireless card in other rooms.

Special equipment has to be installed at the telephone exchange to enable phone lines to be divided. If your local exchange is not yet enabled you will not be able to use broadband through your phone line. The quality of the service is also dependent on distance from the exchange and on the quality of the wiring. Unfortunately, because of these limitations, not everyone can avail of broadband via phone line.

ADSL (Asymmetric Digital Subscriber Line) is the technical term for broadband over phone lines. Data travels from the Internet to your PC (the downstream/download direction) at a different speed (usually faster) than it does from your PC to the Internet (upstream/upload). The download speed is usually quoted since that’s what’s important to most of us. The speeds are usually shown together as 1M/256K – showing the asymmetric download/upload speeds.

FIXED WIRELESS

High-speed Internet access can also be delivered without wires. A wireless modem inside the building or a small antenna outside picks up the signal – the choice depends on where you are located relative to the transmission site and what obstacles might be in the way. A phone line is not required.

Wireless broadband is growing in popularity, as are public “hotspot” locations from which you can access broadband on a wireless-equipped laptop in public areas such as cafes, airports, etc.

The availability of broadband in today’s mobile work environment is essential. In support of this, broadband supplied by BT is widely available throughout the airport in Cork.

*Joe Gantly,
Chairman Cork Airport.*



CABLE NETWORKS

Broadband can also be delivered through cable TV networks. A separate cable socket is installed and is connected to a PC through a special cable modem. To use the connection from other rooms, an internal wireless modem can be used.

TV viewing is not interrupted while the Internet is being used and neither service interferes with the other. A phone line is not required.

Because of the capacity of the wiring used, faster data transmission speeds can be provided on cable networks than are currently available on phone lines.

SATELLITE

Satellite broadband is useful in remote locations which are beyond the reach of other delivery methods or where the costs of providing infrastructural equipment are prohibitive. Download data transmission speeds are usually faster than upload speeds and there can be a time delay (lag) associated with uploads which can make some services difficult to use. Because

of the equipment involved, satellite access is more expensive than phone and wireless access.

FIBRE-OPTIC NETWORKS

Fibre optic is the Rolls Royce of broadband delivery methods. Capacity is unlimited and data is transmitted at the speed of light – as fast as you want and as much as you’ll ever need. Some new housing developments are now being built with a fibre-optic network installed to provide access to TV and video on demand (by download), Internet access and phone services, all delivered on the same broadband line.

Cork County Council is project managing the delivery of fibre optic networks to 15 towns in Cork County. These Metropolitan Area Networks are called MANs. These are described later in the guide on the Regional Broadband Programme page (see page 10).

County and Group Broadband Schemes



The County and Group Broadband Scheme is supporting high levels of connectivity throughout all areas of the South West. With Broadband availability, many aspects of work have now become independent of location - this presents greatly enhanced opportunities for companies, individuals and communities throughout the region.

*John McAleer, Director
South West Regional
Authority*

Broadband is central to the development of a knowledge-based economy throughout Ireland. Areas without broadband will soon find that they are losing out by not being able to take advantage of Internet-centred developments in education, banking, research, business, etc.

However, for a variety of technical reasons, there are areas of the country that do not have access to broadband. Typically these are the smaller or more remote communities, or those that are spread over a wide geographic area. Some areas in larger towns can also be outside the reach of broadband services.

In order to overcome this *digital divide*, the County and Group Broadband Scheme was established in 2003. This initiative, by the Department of Communications, Marine and Natural Resources, aims to promote a partnership approach in the provision of broadband services. It provides grant aid to service providers who form partnerships with local communities, to provide sustainable broadband service to their areas.

Regional coordinators have been appointed to provide information on the scheme to community organisations, business groups, local authority and service providers.

The coordinator for the South West Regional Authority, covering Cork and Kerry, is Billy Sheehan (phone: 021-4876877, email: bsheehan@swra.ie). Details of the scheme are provided on the Regional Authority website at <http://www.swra.ie/>, together with information on the current applications. You can also register your interest in broadband on line.

Already more than a hundred communities around Cork County have applied for broadband in their area under the scheme.

INFORMATION

The County and Group Broadband Schemes' website has full information at <http://www.gbs.gov.ie/>

See also the South West Regional Authority website at <http://www.swra.ie/>.

Regional Broadband Programme



The towns were selected in a competitive process and will benefit from next generation broadband infrastructure. Once the rollout is completed it will provide cheap, always on access to the Internet, a vital tool for industry and business and invaluable for educational institutes, health and research bodies and private consumers.

*Micheál Martin, TD
Minister for Enterprise,
Trade and Employment.*

Cork County Council has received approval from the Department of Communications, Marine and Natural Resources under Phase 2 of the National Regional Broadband Scheme for proposals in relation to Cork.

This means that Cork County Council will project manage the delivery of fibre optic networks to 15 towns in Cork County before December 2006. This is the first step in ensuring that a modern and effective communications network is made available to the businesses and residents of Cork County. The provision of Metropolitan Area Networks (MANs) in these areas will cost €17.7 million with 90% from funding from the Department and the balance from Cork County Council.

Large corporations, and medical, educational and local government institutions, need very fast data transmission speeds and sophisticated telecommunications services. They also need additional security and reliability. For them, broadband delivered on a fibre-optic cable is a requirement and that's why the MANs are being introduced throughout the county.

In addition to high capacity and unlimited speed, the MANs are separate from other networks and thus provide alternatives and increased competition in the marketplace. Each is routed to reach the major industrial and commercial areas and provides the essential infrastructure that heavy broadband users need in order to have the services they require delivered to their door.

Although high-level telecommunication users are the initial priority, smaller businesses and residential users will gradually benefit as services mature on the MANs, with a variety of offerings from competing service providers.

Most projects should be completed by the end of 2006.

The 15 towns approved in Cork County are: [Bantry](#), [Blarney](#), [Carrigaline](#), [Charleville](#), [Cobh](#), [Dunmanway](#), [Kanturk](#), [Kinsale](#), [Fermoy](#), [Midleton](#), [Mitchelstown](#), [Passage West](#), [Ringaskiddy](#), [Skibbereen](#) and [Youghal](#).

To view your individual Town Map and for more information please click www.corkcoco.ie/broadband



Advantages

Broadband provides faster Internet speeds and access to advanced telecommunication services and facilities.

Research shows that people go online more frequently and stay online longer when they have access to broadband. But that does not mean that more time is being wasted. With broadband the Internet is much more responsive and you achieve more when the frustrations of dialup are removed. The Internet becomes more useful so, naturally enough, you use it more.

This section outlines some of the many advantages and opportunities that broadband delivers.

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Advantages for home users



If you regularly use the Internet on a dialup modem you will already be familiar with the frustrations involved. Apart from slow download speeds there's also the cost of peak phone calls to worry about. Then there's the anxiety about running up your telephone bill and, to crown it all, the phone is engaged while you or another family member is online. Hardly ideal.

With broadband, the annoying whistling and screeching noise of the modem making the connection is a thing of the past. Once your PC is up and running, the Internet is already there in the background waiting for you to use it.

With always-on broadband there's no need to watch the clock while you're online. You pay a fixed monthly fee to use the Internet, no matter how often you go online or at what time of day. And you can still use the phone at the same time.

Some providers are now offering broadband for a limited number of hours per month, for light users of the Internet who want to avail of broadband speeds.

Broadband is Great. No more noisy phone-lines and slow connection speed. I can download cool tunes and transfer to my iPOD much faster. I was also able to e-mail a video of my 21st birthday to my big bro who lives in Australia. Nice One.
Ms. Elaine Gough, Student.

DIGITAL RECREATION

- Music and video files download faster, so the new rich media services are much more attractive.
- Depending on your point of view, online shopping can be less stressful. Services such as online banking and share dealing are also more efficient.
- Sending and storing digital photos works a treat, as does sending them to an online lab for printing.
- Visits to video and audio streaming sites, where data is viewed as it downloads, are worthwhile. Many of the big international sites offering news and sport now provide online video clips too.
- Listening to radio stations around the world is no longer wishful thinking.
- Interactive gaming with people elsewhere on the Internet runs more smoothly.

Broadband delivers many of the promises of the digital home. The so-called triple play (TV, Internet and phone via broadband) is not far away.

Advantages for business users



Broadband delivers opportunities to the workplace for cost-saving, productivity gains and innovation. Some examples follow.

- **Email.** Messages are delivered and sent faster so less time is wasted watching and waiting. In fact, since broadband is always there in the background once the PC is switched on, email can be checked at regular intervals throughout the day, automatically. Communication at all levels becomes more immediate.
- **Large files.** Sending and receiving large files, whether drawings, images, proofs, large documents or software upgrades, is not a problem with a broadband connection. Again, there's no waiting.
- **Web.** The latest browsers provide facilities that work best with broadband. Tabbed browsing, for example, allows several favourite pages to be nominated and opened at once – not a realistic option on a dialup line. New technologies, such as live news feeds, are always there in the background and can be accessed without delay.

- **Research and learning.** With websites loading faster and rich media sites accessible, research and training can be undertaken more efficiently.
- **Virus protection.** The frequency of updates to computer virus protection programs and security patches, and their size, makes broadband a must for those who are serious about online security. Updates can be downloaded immediately.
- **Customer support.** Staff who look after customers can be online and on the phone to the customer at the same time when answering queries.
- **Flexible working.** Staff with broadband at home can be more flexible. They can work uninterrupted at home on occasion, to meet a deadline for example, and can still check email and connect with the office as normal. Teleworking is also facilitated.
- **Employee satisfaction.** Staff appreciate broadband because it allows them to get more done, quicker and more conveniently.

From a hotels perspective broadband is an essential tool in helping us respond more quickly to the 24/7 flow of requests and information our business now endures. From a personal point of view I would be lost without it

*John Gately, Proprietor
Country Club & Vienna
Woods Hotels*

Advantages for educational users



Broadband brings additional benefits to education and learning:

- **Online learning.** Broadband provides a much better learning environment than dialup ever can. There's no clock watching involved so the requirement to be online for extended periods of time is not a problem. Online lessons and demonstrations load and play smoothly. Interaction is facilitated. And there are lots of course choices available now on a huge range of academic, professional and lifestyle topics.
- **Research.** Without the frustrations of a dialup connection, barriers to online research are removed.
- **Online publications.** Many publishers now provide books and magazines in an online format too. These usually work out cheaper and can be delivered as soon as they are published. There is the added benefit of being able to search through publications electronically to find specific information.
- **Internet phone calls (VOiP).** Increasingly, a broadband connection can provide free or low-cost phone calls for contacting tutors, support staff or fellow learners.
- **Software evaluation.** Try-before-you-buy versions of software are often provided online to allow a test drive prior to purchase. Without broadband the often very large downloads involved are impractical.
- **Video conferencing.** A broadband connection provides smoother video and voice synchronisation. Some courses now include online lectures and tutorials delivered by webcast which can be "attended" from anywhere in the world.
- **Future skills.** Using online tools and applications on the Internet (searching, instant messaging, newsfeeds, blogging, etc.) equips students with useful skills for the knowledge-based economy as it evolves in the workplace.

To succeed in our increasingly knowledge-based society the quality of research and teaching in universities is vital. Delivering excellence in UCC's dynamic university environment requires infrastructure that provides comprehensive and fast access to knowledge for students and staff. Quality, low-cost, widely available broadband is central to the required infrastructure.

*Prof. Gerry Wrixon
President of UCC*

Advantages for Cork



To continue as an excellent place to work and to do business, County Cork needs a broadband-literate population and business community. Fortunately, we already have the necessary telecommunications infrastructure in place to get the most from maturing technologies and new developments.

Broadband availability increases workplace flexibility and could also have wider implications. For example, as home and work boundaries continue to blur, daily admin tasks performed at home could help relieve peak traffic congestion and allow for more flexible childcare arrangements.

The roll out of Broadband in 15 towns throughout County Cork is a major leap forward for the people of Cork. It enhances Cork County Council's efforts to improve the quality of life in rural areas providing access to a range of telecommunication services and facilities.

*Cllr. Michael Creed
Mayor of County Cork*

Because of the Cork Metropolitan Area Networks (MANs) – see Regional Broadband Programme on page 10, Cork is now well placed to meet the telecommunications needs of bigger businesses and institutions, and is better able to compete on an equal footing with other locations in the country to attract new businesses to the county.

As services become available on the MANs, new and innovative telecommunication services will also become available to smaller and medium-sized businesses around the county.

With foresight and innovation, benefits to society and cost-savings are possible if broadband is widely embraced.

CONNECT CORK

Connect Cork is a Cork City Council initiative aimed at increasing awareness and demand for Information and Communication Technology (ICT) among businesses and consumers in Cork. For details, visit: <http://www.connectcork.ie/>.



Despite regular reports of new broadband services being rolled out, not all areas of the county can immediately avail of these services. So you might not have all of the choices available.

Before you decide on a broadband service you should first consider your needs. What do you expect of broadband? How much do you want to spend? What connection speed is likely to match your expectations? Is technical support and reliability important?

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With your own requirements in mind you will be better able to strike a balance between cost, speed, facilities and availability.

This section outlines the main factors to consider when making your choice.

Cost



The costs involved vary depending on the facilities required. Services for home users range from about €10.00 to €50.00 per month, depending on the options chosen; business packages start at around €45.00 per month and increase depending on speed and services required.

Right now (September 2005), many of the service providers have special introductory offers available to home users, and some to business users. These provide a low-cost way to try broadband without too much commitment to see if it meets your requirements and expectations. *Only a small percentage of people give it back.*

Several providers now offer a combination of phone, Internet and/or television services at cost-saving prices.

If you are a business user you should consider your needs carefully. Connection speeds, number of PCs to connect, facilities, technical support, and service level agreements all have to be considered.

At one end of the scale a basic package will suit a small business with only one PC accessing the Internet once or twice a day. Typical uses include checking email, monitoring software updates and visiting a few websites for online banking, market research or to catch up on trade news.

At the other extreme, a large corporation with hundreds of staff will have sophisticated telecommunications requirements and will be in a position to invite service providers to tender for their business.

Connection speed



As explained in the introduction, connection speeds are expressed in bits per second (bps). Faster is better because as the data transfer rate increases more information can be received in the same amount of time. Websites load faster and files are transferred quicker.

Broadband speeds typically start at 1Mbps and move up to 2Mbps and higher. At about twenty times the maximum connection speed of a dialup modem (56Kbps), 1Mbps is a good place for most people to start. You will soon begin to notice the difference.

If you're unsure what speed will match your needs, ask the service provider if you can upgrade later to a higher speed if necessary and make sure that there are no cost penalties involved.

Don't expect to be blown away at first. Broadband has no immediate wow factor. What you get is more of what you are already used to on dialup but without many of the delays and frustrations involved. It takes

time to appreciate the changes broadband brings and after a few weeks you'll wonder how you ever got on without it.

At some time in the future we'll probably all have broadband delivered to our door by fibre optic network and then we'll have all the broadband capacity we could possibly need – supplied at the speed of light.

FASTER UPLOADING

As explained earlier, download speeds on most broadband services are usually faster than upload speeds. If you want to send as well as receive large files (photographs, video, etc.) or you need to use services that require high speed in both directions (such as video conferencing, for example), look for a service providing fast upload speeds too.

Availability and setup



Don't assume that just because you have a phone or cable TV line that you can avail of broadband services. Even some wireless services might not be accessible if there is an obstacle between you and the transmitter.

Your geographic location will determine what broadband choices you have available. A phone call or email to a service provider will get you the information you need – click on the Directory section link above for details of providers in County Cork.

There are some conditions involved in making ADSL by phone line available. First, the local telephone exchange has to have special equipment installed. Once installed, the exchange is said to be enabled. However, ADSL is distance dependent – signal quality degrades as the distance increases – so you will also need to be located within a certain distance of the enabled exchange. And it doesn't end there. The condition of your individual phone line might not be up to scratch so you could still fail at the final hurdle, even if someone nearby already has broadband.

Most service providers offer a line test facility on their website so you can determine if their service is available on your line – you type your phone number into a simple online form to find out.

INSTALLATION AND SETUP

Some services are easy enough to install yourself, usually with the assistance of a set of on-screen instructions (wizard). Providers usually charge a callout fee if you want them to do the installation.

CONTENTION RATIO

Somewhere along the line you share broadband capacity with other users. As more subscribers sign up, this could be a problem. To compare services, broadband providers supply information on the numbers sharing. Called a contention (sharing) ratio, this gives you an indication of the maximum number of other users you might have to share broadband capacity with at any one time. Lower contention ratios (fewer subscribers sharing) are better.

Other considerations



HARDWARE AND SOFTWARE

The hardware required is usually supplied as part of the service. An external modem is provided and, in the case of wired services, a splitter (filter) to provide the additional channel for broadband on the existing line. Depending on your location, a wireless modem or small antenna might be required to access wireless broadband.

You probably already have the software you need, such as an email program and web browser. Anything else you need for specific purposes you can download from the Internet. The service providers' websites provide links to most of the important software resources online.

In addition to anti-virus software, a program called a firewall is also recommended. This provides a barrier between your PC and the Internet to stop unwanted intrusion. The service provider will either provide a firewall or be able to recommend a specific one. Don't forget to ask!

TECHNICAL SUPPORT

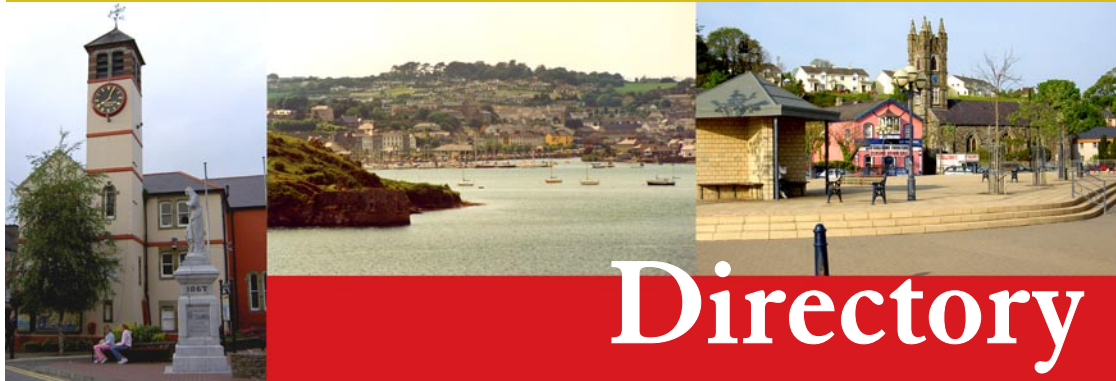
Follow-up support is provided by email and by phone. Depending on the particular broadband service, the call charge is provided at either premium or lo-call rates, or free of charge. This can be an important consideration if you expect to need assistance from time to time. For business users, support is provided according to the service-level agreement that applies.

DOWNLOAD LIMITS

To discourage misuse, providers impose limits on the volume of data that can be downloaded during a particular period, usually monthly. Although generous for most people, it's best to check what this limit (cap) is if you intend downloading large files regularly. A charge is usually imposed when limits have been exceeded.

CONTRACT

Because of the setup costs involved for them, service providers often require you to commit for a minimum period, usually six or twelve months.



This section provides details of some of the providers offering broadband services in County Cork. Once you have clarified your own specific requirements (as explained in the previous section) the Directory can help you in finding a broadband provider to match your needs.

Links are provided to each provider’s website where more detailed information is available.

AHC Networks	22
Airwave Internet	23
Amocom.....	24
Azotel	25
BT	26
Smart	27

The service providers are listed in alphabetic order.

PLEASE NOTE

Details for the directory entries were provided by the service providers in September 2005.

The ever-changing nature of the market means that the details provided are subject to change.

Please check individual websites for up-to-date information and availability of services.

The government broadband site (see opposite) provides details of all service providers.

FURTHER DETAILS

The following websites provide additional, useful information:

Department of Communications, Marine and Natural Resources

<http://www.broadband.gov.ie/>

Impartial and confidential consumer advice about broadband, including detailed list of service providers.

The Commission for Communications Regulation

<http://www.comreg.ie/>

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radiocommunications and broadcasting transmission) and the postal sector.

South West Regional Authority

<http://www.swra.ie/>

Information on local e-initiatives, and on the County and Group Broadband Scheme.



AHC networks,

Carrig Rua, Enniskeane, Co. Cork.

Phone: 023-39885 Fax: 023-39885

Email: info@ahcnetworks.com Web: www.ahcnetworks.com



AHC networks specialise in the provision of wireless broadband and internet solutions. AHC networks has built and deployed an advanced fixed wireless broadband internet network for town and rural communities in the West Cork area. Our network is built upon high-speed network capacity that is distributed using Motorola radio platform and Azotel WISPer solution (Core Network and Managed Services). This system has been deployed successfully in 85 countries around the globe, and in Ireland by Amocom since October 2002.

AHC networks assures its customers of high dependability and outstanding performance. We can cater for any of your bandwidth needs. AHC networks is connected directly to the main Cork Fibre Ring. Our network is continuously monitored from our Network Operations Center (NOC). AHC networks is based in West Cork. We have a customer approach and can provide immediate local backup.

Broadband services	
Costs	Starting at €35 (+VAT) per month.
Connection Speeds	From 512kbps upwards. Symmetric speeds for uploads and downloads.
Availability	See coverage map: www.ahcnetworks.com/coverage_map.html
Hardware and software	AHC networks presents standard Ethernet.
Support Provided	24/7
Usage Limits	No Caps. A fair usage policy is used.
Contract	12 months minimum.
Installation	€199 (+VAT)
Contention Ratio	From 40:1 to dedicated.
Other	Services delivered using Motorola Canopy and Azotel core network and back-office.



Airwave Internet

Lackabeha, Carrigtwohill, Co. Cork

Phone: 021-4882277 Fax: 021-4354113

Email: info@airwaveinternet.net Web: www.airwaveinternet.net



Airwave Internet is a company that specializes in providing wireless Internet solutions. We have experience in the construction and maintenance of Wireless Networks, point to point links, and Public Hotspot facilities.

Airwave Internet has built and deployed an advanced fixed wireless Broadband network for town and rural communities in the Cork area. Our network is built upon high-speed network capacity that is distributed using the Motorola radio platform and Azotel WISPer solution. Airwave assures our customers of high dependability and outstanding performance from a locally based company.

Please visit www.airwaveinternet.net, email info@airwaveinternet.net or call us at 021-4882277.

Broadband services	
Costs	From €35 (ex VAT) per month.
Connection Speeds	From 512kbps.
Availability	Extensive coverage of East Cork, and northern and western surrounds of city. We are constantly increasing our coverage. See map at: www.airwaveinternet.net/coverage_map.html
Hardware and software	Ethernet connection – no modem required.
Support Provided	24 / 7
Usage Limits	No Caps. A fair usage policy is used.
Contract	12 months minimum.
Installation	€149 + VAT
Contention Ratio	From 40:1 to dedicated.
Other	Services delivered using Motorola Canopy and Azotel core network and back-office.



Amocom Net

National Software Centre, Mahon, Cork.

Phone: 021-730 4635 Fax: 021-730 4636

Email: info@amocom.com Web: www.amocom.com



Amocom Net has built out a world-class carrier network reaching over 80% of the greater Cork metro area and is successfully delivering wireless services to a broad range of clients since December 2002.

Amocom was first to deploy Motorola Canopy in Europe, first to bring end-users on to the Cork Metro Area Network and first to use the Azotel core network and back office system. According to the Cork Broadband Business Survey 2005 by Cork Chamber of Commerce - "Amocom appear to be the largest local broadband provider".

For more information please visit www.amocom.com email info@amocom.com or call us at 021-730-4635

Broadband services	
Costs	From €35 (ex VAT) per month.
Connection Speeds	From 512kbps.
Availability	Most extensive coverage of Cork City stretching from Ballincollig to Carrigtwohill and south to Crosshaven. See map at: www.amocom.com/coverage_map.html
Hardware and software	Amocom presents standard Ethernet.
Support Provided	24 / 7
Usage Limits	No Caps. A fair usage policy is used.
Contract	12 months minimum.
Installation	€149 + VAT
Contention Ratio	From 40:1 to dedicated.
Other	Services delivered using Motorola Canopy and Azotel core network and back-office.



Azotel

National Software Centre, Mahon, Cork.
 Phone: 021-730 4644 Fax: 021-730 4636
 Email: info@azotel.com Web: www.azotel.com



Azotel Technologies revolutionises the delivery of broadband by providing a low-cost, turn-key solution to wireless operators. Azotel’s WISPer platform allows operators to deploy rapidly and focus on their customers with Azotel centrally managing the Network and Back Office functions, at significantly lower cost than is otherwise possible. Local Azotel operators include:

- AHC Networks in West Cork
www.ahcnetworks.com
- Airwave Internet in East Cork
www.airwaveinternet.net and
- Amocom Net in Cork city and surrounds
www.amocom.com

For further information on current coverage or if setting up a broadband network in your area, please visit www.azotel.com or call us at +353-21-730-4644.

Broadband services	
Costs	See Azotel operator.
Connection Speeds	See Azotel operator.
Availability	Extensive coverage in Cork City and County via Azotel enabled operators – http://www.azotel.com/operators.html
Hardware and software	Standard Ethernet.
Support Provided	24 / 7
Usage Limits	No Caps. A fair usage policy is used.
Contract	12 months minimum.
Installation	See Azotel operator.
Contention Ratio	See Azotel operator.
Other	Services delivered using Motorola Canopy and Azotel core network and back-office.



BT Ireland

Headquarters: Grand Canal Plaza, Dublin 4
 Cork Office: 5, The Stables, Alfred St, Cork
 Email: business@btireland.ie or residentialsales@btireland.ie
 Web: www.btireland.ie



Grow your whole world with Broadband from BT..

Whether for home or business use, BT Broadband can transform your online experience by offering fast, always-on access to the Internet.

Always available

Use both the phone and internet at the same time.

Fixed cost

A flat monthly fee helps with budget control.

Easy installation

We can provide and install everything you need.

With a choice of 1Mb or 2Mb download speeds, that's up to 35 times faster than a dial-up connection. For Business customers, there's also the option of SDSL and leased line connectivity for those companies requiring higher bandwidth, with zero contention.

Broadband services	
Costs	From €10* for business and €15* for home users
Connection Speeds	From 1Mb upwards.
Availability	Across Cork – subject to line test.
Hardware and software	Provided – Firewall recommended.
Support Provided	Lo Call Tech Support for Home users. Business users call 1800 924 924.
Usage Limits	From 12Gb to 24Gb for home users dependant on package selected.
Contract	6 months for home users; 12 months for business users.
Installation	Self Install or Engineer Install.
Contention Ratio	From 48:1 to 20:1

***Please note:** BT Broadband is subject to availability and line test. €10 and €15 euro promotional prices are subject to terms and conditions, which are available on www.btireland.ie



Smart Telecom

3300 Lake Drive, Citywest Business Campus, Dublin 24

Phone: 01-4699300 Fax: 01-4699301

Email: Marketing@smarttelecom.ie Web: www.smarttelecom.ie



Smart Telecom plc is the second largest provider of residential, business and Metro telecommunications services in Ireland. The company offers homes and businesses the highest quality telecommunications services at the lowest possible rates.

Smart Telecom employs 330 people between offices in Dublin and Cork, making it the third largest employer in the Irish telecommunications sector.

All Smart Telecom residential customers benefit from FREE telephone calls to other Smart Telecom customers 24 hours a day, seven days a week. Customers receive just one bill for line rental and call charges. 'Smart Broadband' incorporates voice and broadband and is the most competitive on offer in the Irish and European market. The service is twice as fast and almost €30 cheaper than broadband products offered by rival companies such as Eircom.

Broadband services	
Costs	€35.00 per Month.
Connection Speeds	2Mb Download / 128 Upload.
Availability	As per live exchanges.
Hardware and software	ADSL 2 + Router / Install CD.
Support Provided	Technical Support Line 8-9 pm 1550719199
Usage Limits	N/A
Contract	12 Months.
Installation	Free Self Installation.
Contention Ratio	N/A