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WHAT OUR
CUSTOMERS SAY
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David's story



How our wireless broadband helped David achieve a better work/life balance.

Like many people nowadays, David needed a fast, dependable connection in order to work from home effectively and to liaise with his head office in Copenhagen.

Life before WeLink

“To do my job, I need access to fast and reliable bandwidth. But when I moved into my new flat in the Old Town Edinburgh, Openreach broke the news that they'd only be able to supply a maximum of 5Mbps service via copper, and that fibre upgrades were only scheduled for 2024. WeLink were able to sort me out in days.”

“
...easy to set up, and
beats the Wi-Fi coverage
of the BT Home hub that I
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”

How have you found our customer service?

“The service from WeLink is outstanding. In less than a week, from initial enquiry to install, I had a fully working service. The mesh kit that WeLink supplied is great quality, easy to set up, and beats the Wi-Fi coverage of the BT Home hub that I had previously used.”

What have you been able to achieve since using our service?

“In addition to the regular browsing and streaming that

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you'll find in any residential household, I am also able to access secure systems in our Copenhagen-based head office, and easily connect to the company VPN, VOIP and video conferencing services – all of which I struggled with via the BT service. It means that I don't need to travel as often and has really improved my work / life balance.”

Would you recommend WeLink wireless broadband to others?

“The service works, and it works well. But it’s the people at WeLink that makes the biggest difference. The installation team was on-



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time and did a great job of onboarding me, and the support team are super responsive. I don’t get the feeling – as you would from pretty much any other broadband provider – that I’m dealing with an anonymous call centre rep, or that promises won’t be delivered.”

What would you tell someone who’s considering our service?

“Don’t be put off because there isn’t a physical cable. The service is equally as good (and in some cases even better) than the traditional copper /

fibre providers, and at similar speeds too. And what you also get is access to a committed team which makes sure that the service is delivering to its promises.”

If there’s one word you could use to describe your experience with us, what would it be and why?

“Relief! If it wasn’t for you, I’d have had no choice but to manage with the slow BT connection and spend many more hours working in the office to compensate for it.”