

“  
WHAT OUR  
CUSTOMERS SAY  
”

## Jamie's story



### How our wireless broadband made work (and flat sharing) easier

Jamie needed a fast, reliable broadband connection, but traditional fibre optic broadband wasn't available in his area, meaning regular trips to the local library to avoid the internet crashing completely for him and his flatmates.

#### Life before WeLink

“It was pretty bad. We live in an area of Edinburgh where we don't have fibre-optic broadband. For them to install fibre optic broadband they would have had to close down the area - it's just not going to happen.”

“The download speed was about 10 megabits roughly, we averaged about 10 or 11 megabits which is actually not too bad, it was everything you'd need for streaming. Occasionally it would be a problem if we had to download massive files, like several gigabytes of stuff. That didn't happen too often - the nature of our work doesn't require that, but it did happen from time to time and if that was the case we'd have to either

leave the laptop running to download overnight, or just go down to the local library where we've got really fast internet speeds which was kind of disruptive. It became a bit of a joke we'd say to each other 'hey man I'm going down to the library do you need me to download anything for you?'”

“If I uploaded anything which was larger than say, 20-50 megabytes - in that sort of range - it would literally just crash the internet for everyone in the flat.”

“As for upload, that was the real issue, that's where we were having a massive, massive problem. Upload speeds were like one megabyte if that and if I uploaded anything which was larger than say, 20-50 megabytes - in that sort of

range - it would literally just crash the internet for everyone in the flat, so when I start uploading like a 50 megabyte PDF, no other device would be able to access the internet.

My flatmate would be in his room and he would suddenly be cut off from everything he's doing. We would have to wait for that 50 megabyte file to be uploaded which is just a complete joke, it was really, really disruptive.”

#### What is the performance like with WeLink broadband?

“It is absolutely spot on - more than we would ever need.

We don't have to do that thing where we go down to the library to download stuff.

There's certainly no issue with uploading. So, it's been good – it's created a lot more freedom where I'm no longer thinking to myself 'oh no I can't upload this I need to wait for my roommate's permission before I can upload this'.

Things are just seamless so I can just go to work – it doesn't impede anything which I'm doing throughout the day. I realised just how much the old upload speed was impeding us because we found ways of working with it, but then once we moved into this new solution, you suddenly realise - wow that actually was quite disruptive."



**...it's created a lot more freedom where I'm no longer thinking to myself 'oh no I can't upload this**



"The speeds I couldn't be happier with – it's absolutely awesome"

### **How has it affected your online experience?**

"It's definitely made things a

lot smoother with work. I kind of realised just how much I was being limited by the old way. I'm quite basic with the stuff I do every day - it's just various work things – I'm not online gaming, I'm not streaming, I'm not doing anything – I'm not crypto-mining or whatever.

You know, there's nothing which I would massively need that I was being blocked from doing. But like I say, it has just made my day to day like a lot more smooth and a lot more relaxed."

### **How was the installation process?**

"It was pretty slick, the guys were really friendly, there was no messing around. Yeah, actually really impressed. We live in this property on the first floor and then on the third floor above us, my flatmate actually owns that property. The guys who installed the thing were also able to install it for the flat above and they were able to do the whole thing very, very seamlessly when they did both properties at the same time.

There were some teething issues for sure but it's mostly been handled – your guys, your support teams, your tech teams have been really, really good. Every single time we've had an issue you've had our back."

"Your guys, your support teams, your tech teams have been really, really good. Every single time we've had an issue you've had our back."



**Every single time we've had an issue you've had our back.**



### **Would you recommend WeLink wireless broadband to others?**

"Yeah absolutely, absolutely. If someone is living in an area where they don't have fibre optic as an option or their fibre optic broadband is limited to certain speeds, then you know this is definitely a solution for taking things to the next level, for increasing speeds. It's been completely seamless and any teething issues we have had, we've not really needed to worry about them as you guys have sorted it.

This is definitely a solution for taking things to the next level, for increasing speeds"