

Success Stories

We have been able to help lots of expats and second home owners get connected in France. Here are a selection of case histories to show how we were able to help:

1. Client without ADSL - Department 47

Background:

The client had been told by various ISP's include Orange that they were ineligible for ADSL.

How we helped:

We were able to run a series of remote tests on her line that indicated that there was a technical issue at the local telephone exchange that was preventing her getting access to the internet. We were able to identify the technical issue following discussions with France Telecom and the local Marie and project manage the work.

Once the work had been completed we were able to set up an ADSL account, configure a Wireless Router and send it out for local installation. We then supported the client to install the device (simply plugging it in to the power and telephone line).

Outcome:

Our client now has a stable 8mps ADSL connection.

2. Client too far away from the exchange - Department 37

Background:

A client had been running some eligibility checks online and had seen that they were too far away from the local telephone exchange to receive ADSL as his line was 7.5kms long.

How we helped:

We ran some more detailed tests and discovered that he was eligible for a new extended ADSL service that works up to 8.5kms away from a telephone exchange. We were able to set up an ADSL account and provide a fully configured router. When there were technical problems with the installation we were able to liaise with the ISP and France Telecom and had an engineer on site within 24 hours. We dealt with allcommunication removing the need for our client to communicate directly with the engineer.

Outcome:

Our client now has a 512kps ADSL connection and is able to work remotely from his second home.

3. Business Client needs access for work - Department 06

Background:

We were approached by the IT company, whose client's MD required an ADSL connection at his 2nd home. Timing was tight and it needed to be up and running as soon as they arrived.

How we helped:

We were able to process the application for ADSL immediately and fast track the technical set up on the telephone line.

Outcome:

The ADSL was set up for the client's arrival and within 10 minutes he was connected to his company's remote network.Can we help you?

Why not give us a call on 04 50 34 17 29 or Contact Us to see whether we can get you connected.