**WAN - KB00777**

Impacted App/Service: WAN

Title: Access to the internet is slow and lagging

Short Description: There could be a multitude of reasons the internet may have a degraded performance. Follow the instructions below.

Resolution:

1. Create an incident ticket and assign to the **Network Support** group.
2. Include the following information:
   1. Machine name
   2. Login ID
   3. Physical location of user