* Good morning, operator Dmitri, how can I help you?
* **Good morning, I have problems with my Internet connection.**
* I understand. Can you please describe your issue?
* **The network is not stable. The connection drops every minute. In the last hour, the modem rebooted itself about 10 times.**
* Did you try to shut down and then turn on your modem?
* **It’s the first thing I did.**
* OK. Did you have the same issue in the past?
* **Yes, it is not the first time this issue occurs. I called your company, but no one answered. However, the issue vanished the next day.**
* I see. First of all, I need your contract ID.
* **Just a second. 345261.**
* OK. Mrs Cernolev, is that right?
* **Yes.**
* Give me a second. I will try to solve your issue. I need you to open the modem settings from your PC.
* **Where can I find them?**
* Just right click on your WI-FI connection and press settings.
* **OK. I got it.**
* Now, in the IP adress you have to type the following numbers: 192.168.0.1
* **Done.**
* Then in the DNS server field type in 8.8.0.0
* **OK, it’s done.**
* That’s pretty much it. If the issue persists, feel free to call. We will do our best in order to provide the best user experience for you.
* **Thank you. Have a nice day.**
* Thank you. You too.