Document 2.2: Tier 1 Troubleshooting & Performance Optimization

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1.0 THE "60-60-60" POWER CYCLE PROTOCOL For all reports of "No Connection" or "Intermittent Sync," agents must guide the customer through the mandatory power cycle:

1. Unplug the power cable from the back of the Gateway and the ONT.

2. Wait a full **60 seconds** to allow all capacitors to discharge and the session to clear at the Central Office.

3. Plug in the ONT first and wait **60 seconds** for the "Power" and "Optical" lights to turn solid green.

4. Plug in the Gateway and wait **60 seconds** for the "Online" or "Internet" indicator.

2.0 DIAGNOSING WI-FI VS. NETWORK ISSUES Agents must use the "Bypass Test" to isolate the fault:

- **The Test:** Have the customer connect a laptop directly to the Gateway using an Ethernet cable.

- **The Logic:** If the wired connection works but Wi-Fi does not, the issue is **Local Interference**. If both fail, the issue is **Network Side** (Line Fault or Outage).

3.0 LOCAL INTERFERENCE & CHANNEL MANAGEMENT Common sources of 2.4GHz interference include baby monitors, cordless phones, and Bluetooth speakers. For 5GHz/Wi-Fi 6, the primary barrier is physical density (brick/concrete walls).

- **Resolution:** Use the "Auto-Channel" feature in the Gateway settings. If a specific room has poor coverage, recommend a **Mesh Wi-Fi Extender** (Rental: $5.00/mo).

4.0 AUTOMATIC SERVICE CREDITS (OUTAGE POLICY) Per Regulatory Policy `CRTC 2025-9`, automatic bill credits are applied if a verified service outage lasts more than **24 consecutive hours**.

- **Calculation:** The credit is a pro-rated daily amount based on the monthly subscription fee.

- **Manual Override:** For outages under 24 hours, agents have the "Goodwill Authority" to offer a one-time **$10.00 credit** if the customer has a documented history of reliability issues.