

# SOP: Handling Slow Internet Issue

## Purpose

To provide a structured process for diagnosing and resolving customer complaints related to slow internet speed for broadband or mobile services.

## Scope

Applicable to: Customer Support Agents, Technical Support Teams, Network Operations Teams

## Responsibilities

Role	Responsibility
Customer Support Agent	First-level troubleshooting, ticket creation, escalation
Technical Team	Advanced diagnostics, resolution
Network Team	Outage verification and restoration

## Procedure

### Step 1: Acknowledge Complaint

- Greet the customer and confirm the issue.
- Collect details:
  - Customer ID / Phone Number
  - Service Type (Mobile/Broadband)
  - Location (City, Pincode)
  - Plan Details
  - Duration of issue

### Step 2: Verify Account Status

- Check **CUSTOMERS** table:
- account\_status = Active
- kyc\_status = Verified
- If inactive or suspended → Inform customer and guide for reactivation.

### **Step 3: Check for Network Outage**

- Query **OUTAGE AREAS** using customer's pincode:  
SQL Query

```
SELECT * FROM outage_areas WHERE pincode = 'customer_pincode';
```
- If outage exists:
  - Inform customer of expected resolution time.
  - Create ticket in **TICKETS** table with issue\_type\_id = Network Issue.

### **Step 4: Validate Usage & Plan**

- Check **CUSTOMER USAGE** for current cycle:  
SQL Query

```
SELECT * FROM customer_usage WHERE customer_id = ? ORDER BY date DESC LIMIT 1;
```
- Compare usage with plan limits from **PLANS** table.
- If data limit exhausted → Suggest recharge or plan upgrade.

### **Step 5: Perform Basic Troubleshooting**

- Ask customer to:
  - Restart device/router.
  - Check signal strength.
  - Clear cache or reset APN settings.
- Document steps in **CHAT HISTORY** for reference.

### **Step 6: Speed Test & Evidence**

- Request customer to run a speed test and share results.
- Log findings in **TICKETS** description.

### **Step 7: Escalation**

- If issue persists after basic troubleshooting:
  - Create ticket in **TICKETS**:

- priority = High
  - status = Open
  - Assign to **AGENTS** (Technical Team).
- Include:
    - Customer details
    - Speed test results
    - Troubleshooting steps taken

### Step 8: Resolution & Closure

- Technical team investigates:
  - Line quality
  - Signal strength
  - Backend configurations
- Update ticket status to **Closed** once resolved.
- Inform customer and confirm satisfaction.

## Key SQL References

- **CUSTOMERS, OUTAGE AREAS, CUSTOMER USAGE, PLANS, TICKETS, CHAT HISTORY** tables for data checks and logging.

## KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score