

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