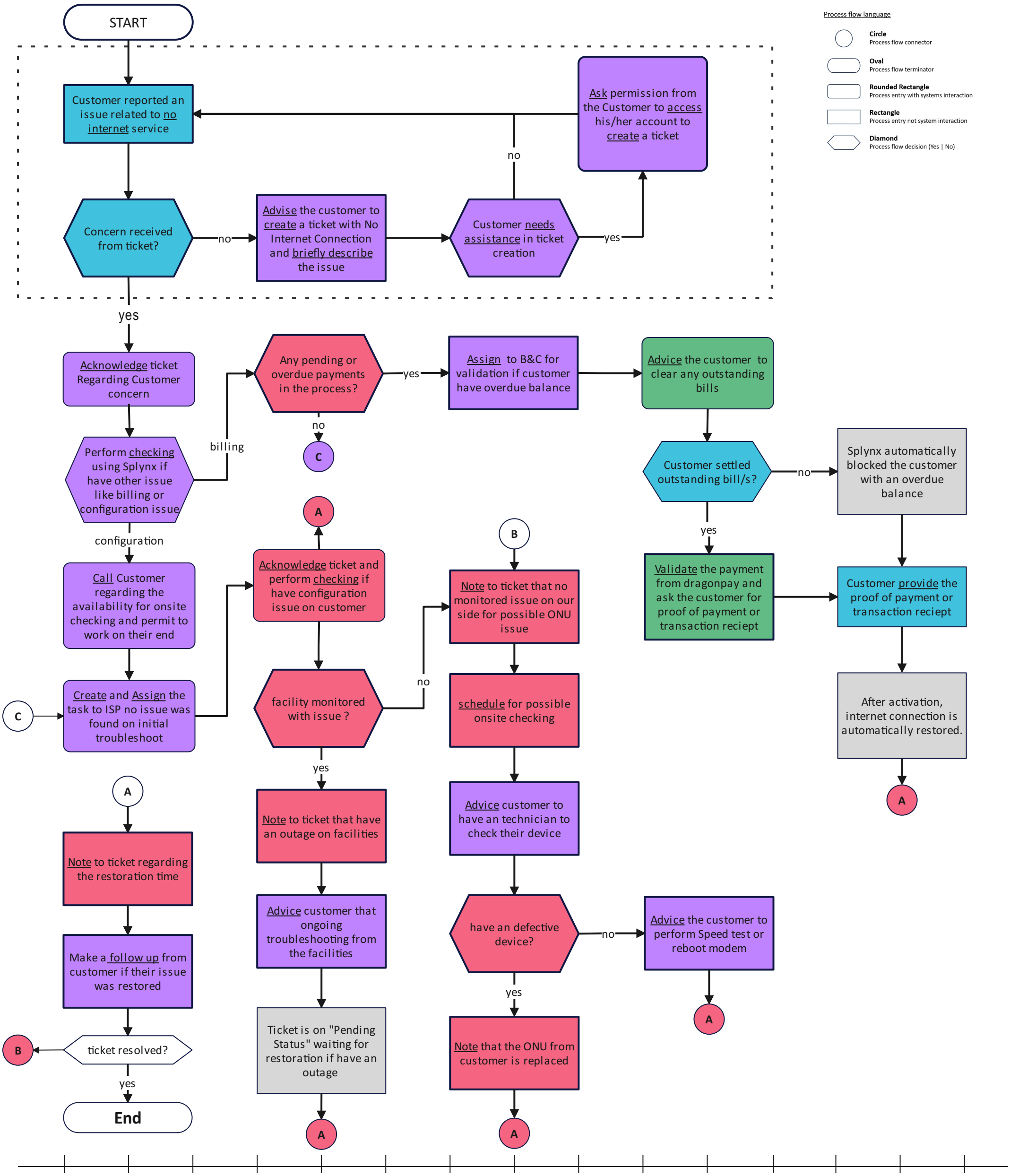Process:	Actors:	Assumptions:
Troubleshoot No Internet Connection	**Customer/Lead** **Customer:** ○ Conduct initial troubleshooting. **Sales Residential** **Sales Representative:** ○ Manages ticket operation and conducts basic troubleshooting. **Billing & Collection Team** **B&C:** ○ Checks customer's outstanding invoices **Inside Plant Engineers** **ISP-Engineer:** ○ Checks connection and OLT's	• Customer has no internet service connection. **Objectives:** • To identify and resolve the cause of the internet service interruption.