

Telecom Customer Service Troubleshooting Guide

Network Connectivity Issues

Problem: Customer Cannot Connect to Mobile Network

Symptoms: - No signal bars on device - “No Service” or “Emergency Calls Only” message - Cannot make or receive calls

Troubleshooting Steps: 1. **Check Device Settings** - Verify Airplane Mode is OFF - Check if Mobile Data is enabled - Ensure Network Selection is set to “Automatic”

2. **Physical Checks**

- Remove and reinsert SIM card
- Check for physical damage to SIM card
- Try SIM card in another device

3. **Location-Based Issues**

- Move to different location (signal strength varies)
- Check if customer is in a known dead zone
- Verify if other customers in same area have issues

4. **Account Status**

- Check if account is suspended or past due
- Verify if customer has exceeded data limits
- Confirm account is active in billing system

Resolution: - If device issue: Guide customer through device reset - If SIM issue: Process SIM replacement - If account issue: Review and resolve billing problems - If network issue: Escalate to network engineering

Problem: Slow Internet Speed

Symptoms: - Web pages load slowly - Video streaming buffers frequently - Apps take long time to load

Troubleshooting Steps: 1. **Speed Test** - Run speed test using company’s official app - Compare results with plan specifications - Test at different times of day

2. **Device Optimization**

- Close unnecessary apps running in background
- Clear browser cache and cookies
- Restart device to refresh network connection

3. **Network Congestion**

- Check if issue occurs during peak hours (6-10 PM)
- Verify if issue affects all websites or specific ones

- Test on different networks (WiFi vs mobile data)

4. **Plan Limitations**

- Check if customer has reached data cap
- Verify if plan includes speed throttling after certain usage
- Review plan upgrade options

Resolution: - If speed test shows normal speeds: Device optimization - If consistently slow: Network issue escalation - If data cap reached: Explain throttling or upgrade options - If plan limitation: Offer plan upgrade

Billing and Account Issues

Problem: Unexpected Charges on Bill

Symptoms: - Customer reports charges they don't recognize - Bill amount higher than expected - Charges for services not requested

Troubleshooting Steps: 1. **Review Bill Details** - Go through each line item with customer - Identify specific charges in question - Check billing period dates

2. **Verify Service Usage**

- Check call logs for international calls
- Review data usage patterns
- Verify premium service subscriptions

3. **Check Account Changes**

- Look for plan changes or upgrades
- Review any service additions
- Check for automatic renewals

4. **Third-Party Charges**

- Identify premium SMS charges
- Check for app store purchases
- Review subscription services

Resolution: - If billing error: Process credit adjustment - If customer error: Explain charges and provide usage details - If unauthorized charges: Investigate and potentially credit - If plan confusion: Explain plan details and suggest alternatives

Problem: Payment Processing Issues

Symptoms: - Payment not processing - Customer receives payment failure notifications - Account shows past due despite payment

Troubleshooting Steps: 1. **Payment Method Verification** - Verify card expiration date - Check if card has sufficient funds - Confirm billing address

matches

2. Payment Processing

- Check payment processing logs
- Verify payment amount and date
- Look for any error codes

3. Account Status

- Check if account is suspended
- Verify payment due date
- Review any payment holds

4. Alternative Payment Methods

- Offer different payment options
- Suggest payment plan if needed
- Provide payment extension if appropriate

Resolution: - If payment method issue: Update payment information - If processing error: Retry payment or use alternative method - If account issue: Resolve account status and process payment - If financial hardship: Discuss payment assistance options

Device and Technical Issues

Problem: Phone Not Receiving Calls

Symptoms: - Calls go directly to voicemail - No missed call notifications - Others report calls not going through

Troubleshooting Steps: 1. **Device Settings** - Check Do Not Disturb settings - Verify call forwarding is disabled - Ensure phone is not in silent mode

2. Network Settings

- Check if device is connected to network
- Verify call barring settings
- Test with different SIM card

3. Account Settings

- Check for call blocking on account
- Verify call forwarding settings
- Review any service restrictions

4. Device Hardware

- Test with different phone
- Check for physical damage
- Verify microphone and speaker function

Resolution: - If settings issue: Guide customer through settings correction - If network issue: Escalate to network team - If account issue: Review and correct account settings - If device issue: Recommend device replacement or repair

Problem: Data Not Working

Symptoms: - Cannot access internet on mobile device - Apps show “No Internet Connection” - Web browsing fails

Troubleshooting Steps: 1. **Basic Checks** - Verify mobile data is enabled - Check if device is in Airplane Mode - Ensure data roaming is enabled if traveling

2. APN Settings

- Verify Access Point Name (APN) settings
- Reset APN to default settings
- Check for APN configuration issues

3. Account Verification

- Confirm data plan is active
- Check if data allowance is exhausted
- Verify account is not suspended

4. Network Testing

- Test data connection in different locations
- Try different websites or apps
- Check if issue affects all data usage

Resolution: - If settings issue: Guide through APN configuration - If account issue: Resolve account status or plan issues - If network issue: Escalate to network engineering - If device issue: Recommend device troubleshooting or replacement

International Roaming Issues**Problem: Cannot Use Phone While Traveling**

Symptoms: - No service in foreign country - Cannot make or receive calls - Data not working internationally

Troubleshooting Steps: 1. **Roaming Settings** - Verify international roaming is enabled - Check if customer has international plan - Confirm destination country is covered

2. Device Configuration

- Enable data roaming in device settings
- Check network selection settings
- Verify time zone settings

3. Account Verification

- Confirm international plan is active
- Check for any roaming restrictions
- Verify account balance for international usage

4. Destination Support

- Check if destination country is supported
- Verify partner network availability

- Review any country-specific restrictions

Resolution: - If roaming disabled: Enable international roaming - If plan issue: Add international plan or explain charges - If network issue: Provide alternative solutions or escalate - If unsupported destination: Explain limitations and alternatives

Escalation Procedures

When to Escalate:

- Network outages affecting multiple customers
- Billing disputes over \$100
- Technical issues requiring network engineering
- Customer service complaints requiring supervisor review
- Account security concerns

Escalation Contacts:

- **Network Issues:** Network Engineering Team
- **Billing Disputes:** Billing Supervisor
- **Technical Support:** Tier 2 Technical Support
- **Customer Complaints:** Customer Service Manager
- **Security Issues:** Security Team

Documentation Requirements:

- Customer account number and contact information
 - Detailed description of issue
 - Steps already taken to resolve
 - Customer's preferred resolution
 - Any relevant screenshots or error messages
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Common Resolution Codes

Code	Description	Action Required
RES001	Device settings corrected	No further action
RES002	SIM card replaced	Monitor for 24 hours
RES003	Account status updated	Confirm with customer
RES004	Network issue escalated	Follow up in 2 hours
RES005	Billing credit applied	Send confirmation email
RES006	Plan upgraded	Confirm new plan details
RES007	Payment processed	Send receipt

Code	Description	Action Required
RES008	International roaming enabled	Test with customer

Customer Communication Tips

Active Listening:

- Let customer fully explain the issue
- Ask clarifying questions
- Paraphrase to confirm understanding
- Show empathy for their frustration

Clear Communication:

- Use simple, non-technical language
- Provide step-by-step instructions
- Confirm customer understands each step
- Offer to stay on line while they try solutions

Follow-up:

- Always confirm issue is resolved
- Provide case number for future reference
- Offer additional assistance if needed
- Thank customer for their patience

This troubleshooting guide should be used in conjunction with the company's billing system and network monitoring tools. Always verify account information and follow company policies for customer service interactions.