

🙀 #37 Smart phone internet connection issue

Submitted Received via Requester

Md Adil Zulfiquar <adil.zulfiquar@roco.com> May 11, 2025 at 13:43 Web Form

Status category Ticket status Type Priority Group **Assignee**

Solved Incident Aleeza Tabassum Solved Low Support

Topic

Order

Aleeza Tabassum May 11, 2025 at 13:43

Customer reached out through Google Chat for assistance with connectivity issues with his smart phone. Hence raising ticket for the same and providing assistance to the user

Aleeza Tabassum May 11, 2025 at 13:45

Subject: Smartphone Internet Connection Issue

Dear Md Adil.

Thank you for reaching out to us about your smartphone's internet connection issue. We're here to help.

Troubleshooting Steps

To resolve the issue:

- 1. Restart your device.
- 2. Check your network settings and ensure you're connected to the correct network.
- 3. Verify your data plan and coverage.

Additional Solutions

If the issue persists:

- 1. Reset your network settings (Settings > General > Reset > Reset Network Settings).
- 2. Check for software updates.

Support Options

If you need further assistance:

- 1. Schedule a call with our technical support team.
- 2. Visit our knowledge base for more troubleshooting guides.

Your support ticket INC210787 has been created. Our team will follow up promptly. Thank you for contacting us. We're committed to getting your internet up and running.

Best regards,

Aleeza Tabassum Roco IT Support Team

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