

#50 Phone internet connection issue

Submitted Received via Requester

May 13, 2025 at 13:27 Web Form Travis Head <travis.head@manulife.com>

Status category Ticket status Type Priority Group Assignee

Solved Solved Question Normal Support Aleeza Tabassum

Topic

Other

Aleeza Tabassum May 13, 2025 at 13:27

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

Aleeza Tabassum May 13, 2025 at 13:54

Subject: Smartphone Internet Connection Issue

Dear Travis.

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.
- Verify your data plan and coverage. Additional Solutions

If the issue persists:

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

Support Options

If you need further assistance:

- 6. Schedule a call with our technical support team.
- 7. 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