

Internet Problems and Different Checks Summary

Common Internet Problems Include:

- a) No internet.*
- b) Slow internet.*
- c) Drops in connection.*
- d) Specific site issue.*

A)No internet

When a call/ comes in from a client to raise a complaint that they do not have internet.

Create a ticket on desk for follow up.

Wireless

Causes of this issue might be: -

- Damaged cable. (Rain water entering the cable, rodents, due to weather adverse condition, etc.)
- Critical signal.
- Faulty CPE – Customer premise equipment. (Faulty/Damaged router and Or POE adapter or Radio).
- The Clients subscription is disconnected.
- CPE have been stolen.
- Network outage.
- Ethernet status is down.

Resolution

- Check in with client to know when the issue started.
(While doing this check on the client's subscription status on whether they are Disconnected or Not Disconnected as this might help save a lot time and effort.)
- Inquire from the client if the devices are powered on i.e., Router and the POE adapter.
- If they confirm that everything is powered On, ask them to check if the cable is properly plugged in(Basic support). You can proceed to have them Pull and reinsert the cables on the POE adapter Port without changing the original positioning and also the patch cable from the POE to the router.
(While client is doing all the above a customer care agent should always have their Zabbix monitoring tab open to check on the problems to see if there any alarms.)

- In Zabbix you will check on the Signal or if the Devices status is reachable, this can also be done by a customer care agent who has access to VPN & Zoho vault who can try to reach the devices remotely.
- If after all that client still says that they do have internet, you can ask them for pictures of both the router and the POE adapter to see if the cables are where they are supposed to be inserted and also If the devices are powered On.
- The pictures have been shared and you see that the router or the POE adapter is not powering On. You can proceed to ask the client to try to change the position of the power plug on the extension to see if they might power On.
- If they are not powering on you will inquire if the client has a voltage guard.
- When the client responds that they do not have voltage guard then you proceed to inform them of the price of the damaged item and that they need to have it replaced.
- Then proceed to assign the ticket to a technician who will go to check on the issue much closely before replacing the items.
- If you have access to Zoho Vault you can try reaching the devices remotely. (As there have been instances whereby the clients Subscriber Module (SM) is reachable but not the router).
- You can proceed to ask them to check if the LAN cable is properly plugged in behind the router.

i.e. WAN port or Port no's 1 and also if the router is On.

ii. If not, you can ask them to Unplug then plug then the power plug of the router in another port of the extension.

iii. If the router is still not powering on you will inform the client on the charges of the router to be replaced, once accepted you will send a tech with a router for the support.

If the client's router and adapter are well plugged in and you still not able to reach it issue might be on the access point, in this stage you will check on the Access point. At this point you will escalate the ticket to the lead technician to look into the issue further.

B)Slow Internet

Causes of the internet to be slow might be: -

- Bad uploads and downloads from the access point the client is connected to.
- Over usage.
- Range from the router.
- Device uptime.
- Internet downtime from us.

Resolution

- Ask the client when the issue started.
- You can check on the client's device uptime and inform them to do a restart.
- Check on the client's current plan and ask them how many users are there, you can also try to log in to the router to see the number of users.
- You can ask the client to share with you a speed test from [Speedtest.net](https://www.speedtest.net) from the test you can check on the clients' pings, jitters uploads and downloads.
- Inquire on the client's distance from the router while using the internet example: are they far from the router when using the internet.

If you have access to VPN you can Log in to clients SM and check on how the signal is and do a wireless link test so that you can determine whether the client is getting his downloads and uploads.

C)Regular Drops in connection.

Causes of regular drops in connection: -

- Session drops – Clients SM disconnects from the Access point frequently.
- Critical signal.
- Pole shifting/Swinging a lot during windy season.
- Incorrect Router/SM configurations.
- Issues with the access point.

Resolution

- Inquire from the client when the issue started.
- Check Zabbix or log in to the clients Antennae and check if client has had any session drops. Check on e-align to see how the clients signal is behaving.

- Escalate the issue so that the configurations can be looked into as there might be an issue with the client's access point where they are getting internet from.

Sometimes during heavy rain/windy season client's pole might be shifting a lot leading to drops in connection as signal might be shifting from good to bad then good.

D) Specific sites and Apps issue.

Such cases occur mostly from clients who stream videos online or are online meetings during Live chat.

Causes of Specific sites and Apps issue: -

- Slow internet.
- Router configurations.
- Clients' devices i.e it might need to be updated, cache need to be clearing, device uptime.
- Distance from the router.
- How the device is connected to the internet.
- Where they are getting their Movies/Tv shows. IPTV channels.

Resolution

- Ask them to do a restart.
- Inquire when the issue started.
- Ask them if their devices are updated.
- Ask how the device client is using is connected to the internet e.g via cable wirelessly.
- If they complain that they have issues streaming movies, ask them where they got there Tv channels. Did we provide them or did they procure it themselves?
- Escalate the issue so that the router configuration can be looked into and if the issue persist then send technician for a site visit.