Transcript 4:

Customer: Hi, it is Jhon sister Anna, I'm having trouble with my internet connection. It's been really slow, and I can't surf the web properly.

Service Representative: I apologize for the inconvenience. Let's troubleshoot the issue together. Have you tried running a speed test to check your internet speed?

Customer: Yes, I've already done that, and the results show that my internet speed is significantly slower than what I'm supposed to be getting.

Service Representative: I understand. Let's start by checking the physical connections. Please ensure that all cables are securely plugged into your modem and router.

Customer: I've just checked, and everything seems to be properly connected.

Service Representative: Alright. Let's try bypassing the router and connecting your computer directly to the modem using an Ethernet cable. This will help us determine if the issue is with the router or the internet connection itself.

Customer: Okay, I've connected my computer directly to the modem. Should I run the speed test again?

Service Representative: Yes, please run the speed test again and let me know the results.

Customer: I've just run the test, and the speed seems to be much faster now.

Service Representative: That indicates that the issue might be with your router. Let's try resetting the router to its factory settings. There should be a small reset button on the back or bottom of the router. Please press and hold it for about 10 seconds until the lights on the router start flashing.

Customer: I've reset the router as instructed. Should I wait for a few minutes before checking the connection again?

Service Representative: Yes, please give it a few minutes to establish a stable connection. Meanwhile, I'll check if there are any firmware updates available for your router.

Customer: Thank you. I'll wait and see if the problem is resolved.

Service Representative: I couldn't find any available firmware updates for your router. Are you still experiencing slow speeds?

Customer: No, the speed seems to have improved significantly after resetting the router. It's back to normal now.

Service Representative: That's great to hear! I'm glad the issue is resolved. If you encounter any further problems, please don't hesitate to reach out to us. Thank you for your patience, and have a great day!