**Juan David:** Good afternoon, my name is Juan David. How can I help you today?

**Cristian:** Good afternoon, Juan David. My name is Cristian, and I'm contacting you because I've been having problems with my fiber optic service. The connection has been constantly failing, and this is causing me a lot of inconvenience.

**Juan David:** I'm very sorry to hear that, Cristian. I understand how frustrating that must be. Could you give me more details about the problems you're experiencing? When did you first notice the issues?

**Cristian:** Sure, the issues started about a week ago. The connection drops several times a day, and when it's active, the speed is much lower than it should be. This has affected my work and my children's online classes.

**Juan David:** Thank you for the information, Cristian. We will review your case in detail. First, I need to confirm some details. Could you provide me with your identification number and the address where the service is installed?

**Cristian:** Yes, my ID number is 12345678, and the address is Calle 123 #45-67, Bogotá.

**Juan David:** Perfect, Cristian. I'm verifying your account and service records... One moment, please... (brief pause) I see that there have been some interruptions registered in your area recently. We will proceed with some tests to determine the exact cause of the problem. Could you confirm if any other devices connected to the network are experiencing the same issues?

**Cristian:** Yes, all the devices at home are having the same problem. The TV, cell phones, and computers all experience disconnections and slow speeds.

**Juan David:** Thanks for the confirmation. To rule out basic problems, I would ask you to perform some actions. First, please unplug the modem from the power outlet for 30 seconds and then plug it back in. We'll wait for it to restart and see if this improves the connection.

**Cristian:** Okay, I did it. The modem is restarting... (brief pause) It looks like the connection is back, but I'm not sure if the problem is completely resolved.

**Juan David:** I understand, Cristian. We will monitor your connection for a few moments. In the meantime, I will check if there are any maintenance reports or issues with the network in your area. Is there a particular time of day when the issues are more frequent?

**Cristian:** Yes, it usually happens in the afternoons and evenings, which is when we need the connection the most for work and study.

**Juan David:** Thanks for the additional information. There are no scheduled maintenances in your area, so this could be a network saturation problem. We will escalate your case to our advanced technical team for a more in-depth review. In the meantime, I would recommend avoiding having too many devices connected simultaneously and making sure none are performing heavy downloads that could consume bandwidth.

**Cristian:** Okay, Juan David. I appreciate your help, but I hope you can resolve this soon. It's very important for us to have a stable connection.

**Juan David:** I understand perfectly, Cristian. We will prioritize your case and keep you informed of the progress. Is there a contact number or email where we can send you updates?

**Cristian:** Yes, you can contact me at 9876543210 or email me at cristian@example.com.

**Juan David:** Perfect, Cristian. I have registered your contact information and will send updates there. We appreciate your patience and apologize for the inconvenience. If you have any other questions or problems, please don't hesitate to contact us again.

**Cristian:** Thank you, Juan David. I hope you can solve this soon. Have a good day.

**Juan David:** You too, Cristian. Have a good day. We are here for anything you need.