Common Network Issues FAQ
AnyCompany Wireless Support Guide | April 2024

No Signal in Specific Locations

Q: "I have no signal in my house but my wife's phone works fine"
Customer Context:
- Device: iPhone 14 (iOS 17.3.1)
- Already attempted: Phone restart
- Comparison: iPhone 13 on same carrier has full service
- Account Type: Premium Customer (6-month history)

Troubleshooting Steps:
1. Verify carrier settings are up to date
2. Check for device-specific network settings
3. Compare signal readings in different house locations
4. Test network reset if issues persist
5. Examine device hardware diagnostics

Intermittent Signal Issues

Q: "My signal keeps dropping to one bar every few minutes"
Customer Context:
- Device: Samsung Galaxy S23 (Android 14)
- Issue started: After recent software update
- Location: Office area (normally full signal)
- Account Type: Business Customer (2-year history)
- Impact: Affecting work calls

Troubleshooting Steps:
1. Review recent software update impact
2. Check historical signal patterns
3. Verify network settings configuration
4. Test in different office locations
5. Consider rollback options if update-related

5G Performance Questions

Q: "Is my 5G performance normal?"
Customer Context:

- Device: Google Pixel 7 (Android 14)
- Service: New 5G upgrade
- Plan: 5G Unlimited Elite
- Observation: 5G UC showing but speeds vary
- Account Type: Standard Customer (New to 5G)

Troubleshooting Steps:
1. Explain 5G UC indicators
2. Compare speed test results
3. Review location-based expectations
4. Verify device 5G settings
5. Explain normal 5G behavior patterns

Support Notes
- Always verify account status before troubleshooting
- Document all steps taken in customer record
- Escalate if initial steps don't resolve
- Consider customer tenure when suggesting solutions
- Reference latest network status before diagnosing