

# Network Service Quality Guide

AnyCompany Telecom | Version 2.4 | April 2024

Technical Support Reference Document

## CONFIDENTIAL INTERNAL DOCUMENT

For authorized support personnel only

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### SIGNAL QUALITY REFERENCE

Signal Level	Measurement (dBm)	Service Quality	User Experience
Optimal	-50 to -70	Excellent	HD streaming, gaming
Strong	71 to -85	Good	Standard streaming
Moderate	86 to -95	Fair	Basic services
Weak	-96 to -100	Poor	Voice only
Critical	Below -100	Very Poor	No service likely

### TROUBLESHOOTING PROTOCOL

#### Level 1: Basic Diagnostics

##### 1. Device Status Verification

- Network indicator
- Airplane mode
- SIM status
- System version

##### 2. Network Configuration

- Carrier settings
- Network selection mode
- Band selection

#### Level 2: Advanced Diagnostics

##### 1. Signal Metrics

- RSSI values
- RSRP readings
- SINR ratios

##### 2. Environmental Assessment

- Building location
- Known coverage areas
- Recent network changes

### DEVICE-SPECIFIC PROCEDURES

#### 1. iOS Devices

##### Standard Checks:

###### 1. Settings > General > About

- Carrier version
- iOS version

##### Network Reset Procedure:

###### 1. Settings > General > Reset

2. Select "Reset Network Settings"
3. Verify after restart

## 2. Android Devices

### Standard Checks:

1. Settings > Network & Internet
  - Carrier services
  - Android version

### Network Reset Procedure:

1. Settings > System > Reset options
  2. "Reset Wi-Fi, mobile & Bluetooth"
  3. Verify after restart
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## PERFORMANCE BENCHMARKS

### LTE Network

Metric	Optimal	Acceptable	Poor
RSSI	> -70 dBm	85 to -70 dBm	< -85 dBm
SINR	> 12.5	7 to 12.5	< 7

### 5G Network

Metric	Optimal	Acceptable	Poor
RSSI	> -80 dBm	90 to -80 dBm	< -90 dBm
SINR	> 15	8 to 15	< 8

## RESOLUTION WORKFLOWS

### No Service Resolution Path

1. Verify device status
2. Check coverage area
3. Test SIM card
4. Reset network settings
5. Escalate if unresolved

### Poor Signal Resolution Path

1. Location assessment
  2. Network selection
  3. Device diagnostics
  4. Settings optimization
  5. Consider equipment options
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### Document Control

- Version: 2.4
- Last Updated: April 2024
- Review Date: October 2024
- Document Owner: Network Support Team