

Network Service Quality Guide

AnyCompany Telecom | Version 2.4 | April 2024

Technical Support Reference Document

CONFIDENTIAL INTERNAL DOCUMENT
For authorized support personnel only

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

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

Document Control

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