

# **TROUBLESHOOTING AND MITIGATION GUIDE**

## **Broadband**

### **ISSUE 1: No Internet / Slow Speed**

**Step 1: Restart Your Router & Modem – Refreshes the network connection.**

**Step 2: Check for Loose Cable Connections – Ensure cables are properly plugged in.**

**Step 3: Move Router to a Central Location – Avoid signal interference from walls and obstacles.**

**Step 4: Disconnect Unused Devices – Frees up bandwidth for better speeds.**

**Step 5: Run a Speed Test & Contact ISP – If speeds are lower than expected, report the issue.**

### **ISSUE 2: Wi-Fi Not Connecting / Dropping Frequently**

**Step 1: Restart Router & Reconnect to Wi-Fi – Fixes temporary connection issues.**

**Step 2: Forget & Reconnect to the Network – Resets stored settings for a fresh connection.**

**Step 3: Change Wi-Fi Frequency Band – Switch between 2.4GHz and 5GHz for better stability.**

**Step 4: Update Router Firmware – Ensures performance improvements and bug fixes.**

### **ISSUE 3: Broadband Not Working After a Power Cut**

**Step 1: Unplug Router & Modem, Wait for 5 Minutes, and Restart – Resets connection stability.**

**Step 2: Check If ISP is Experiencing Outages – Verify with the provider if there's a service disruption.**

**Step 3: Reset Router Settings to Default and Reconfigure – Restores the factory settings if needed.**

### **ISSUE 4: Issues with Streaming or Gaming Lag**

**Step 1: Switch to a Wired Connection (Ethernet) – Provides a more stable and faster connection.**

**Step 2: Prioritize Streaming/Gaming Traffic Using QoS Settings – Reduces lag by optimizing bandwidth.**

**Step 3: Reduce Network Congestion – Limit background downloads or streaming on multiple devices.**

### **ISSUE 5: Wi-Fi Extender Not Working Properly**

**Step 1: Place Wi-Fi Extender in a Strong Signal Area – Avoid placing it in weak coverage zones.**

**Step 2: Ensure Extender is Properly Configured – Check if it's connected to the main router.**

**Step 3: Restart Both Main Router and Extender – Refreshes the network connection.**

### **ISSUE 6: Incorrect Bill Amount (Overcharges, Wrong Deductions)**

**Step 1: Check Bill Summary – Review extra charges and hidden fees in the portal.**

**Step 2: Verify Plan & Usage – Ensure charges align with your subscribed broadband plan.**

**Step 3: Check for Additional Services – Look for any added subscriptions or router rental fees.**

**ISSUE 7: Bill Not Received / Delayed Billing**

**Step 1: Check Spam or Promotions Folder – If billed via email, it may be filtered.**

**Step 2: Download Bill from ISP Portal – Manually access your bill through the broadband provider's website.**

**Step 3: Verify Billing Cycle – Check if the billing date has changed due to system updates.**

**ISSUE 8: Auto-Debit Issues (Extra Amount Deducted)**

**Step 1: Review Bank & ISP Statements – Verify multiple deductions or incorrect charges.**

**Step 2: Disable Auto-Pay (If Needed) – Turn off auto-debit to prevent further issues.**

**Step 3: Confirm Extra Charges – Ensure deductions aren't for additional services or equipment rentals.**

**ISSUE 9: Refund Request for Failed Transactions**

**Step 1: Check Payment Status – Verify if the amount was deducted but not credited.**

**Step 2: Wait for Processing Time – Refunds may take 24–72 hours to reflect.**

**ISSUE 10: Late Fee Disputes**

**Step 1: Verify Bill Due Date & Payment Date – Ensure your payment wasn't late due to processing delays.**

**Step 2: Check for Payment Confirmation – Confirm the payment was successfully credited to your account.**

**Step 3: Request a Waiver – If you have a valid reason (billing delay, bank issue), ask for a one-time waiver.**

**Step 4: Provide Proof of On-Time Payment – Share bank/payment receipts to dispute wrongful late fees.**

**ISSUE 11: Plan Not Upgraded After Payment**

**Step 1: Restart Router & Check Account – Refresh network settings and verify in the ISP app.**

**Step 2: Wait for Processing Time – Some upgrades take 24 hours to reflect.**

**ISSUE 12: Slow Speeds Despite Plan Upgrade**

**Step 1: Check Router & Device Compatibility – Ensure your router supports the new speed.**

**Step 2: Test Speed on a Wired Connection – Wi-Fi speeds may be lower than advertised.**

**ISSUE 13: SIM-Based Broadband Not Connecting**

**Step 1: Restart Router & Remove/Reinsert SIM – Refreshes the network connection.**

**Step 2: Check Network Mode in Router Settings – Ensure correct 4G/5G settings.**

**Step 3: Verify Data Plan Activation – Ensure there's an active broadband plan on the SIM.**

**ISSUE 14: Streaming Services Not Working (Bundled with Broadband Plan)**

**Step 1: Check Account Linking – Ensure the correct email/phone is registered with the**

**OTT platform.**

**Step 2: Confirm Plan Inclusions – Verify if the OTT subscription is still active with your broadband plan.**

**Step 3: Restart Router & Streaming Device – Refresh network settings for smoother access.**

**ISSUE 15: Security or Parental Control Services Not Working**

**Step 1: Ensure Service is Active in ISP Portal – Some security features require manual activation.**

**Step 2: Check Router Settings – Parental controls might need configuration updates.**

**ISSUE 16: Slow broadband speed**  
**Step 1: Restart Router & Modem – Power cycle your devices to refresh the connection.**

**Step 2: Use a Wired Connection (Ethernet) – Wired connections offer more stability than Wi-Fi.**

**Step 3: Disconnect Unused Devices – Too many connected devices can reduce bandwidth.**

**ISSUE 17: Frequent Disconnection in Home Wi-Fi**

**Step 1: Restart Router & Update Firmware – Regular updates fix stability issues.**

**Step 2: Reduce Interference – Keep the router away from walls, microwaves, and electronic devices.**

**Step 3: Check for Overloaded Network – Limit the number of active devices.**

**Step 4: Use 5GHz Wi-Fi for Stability – Switch from 2.4GHz to 5GHz if supported.**

**ISSUE 18: Fiber Optic / DSL Connection Setup Issues**

**Step 1: Ensure Proper Wiring & ONT/Modem Connection – Loose cables can cause connectivity issues**

**Step 2: Check Router Compatibility – Ensure your router supports fiber or DSL standards.**

**Step 3: Restart & Reset Modem if Needed – Factory reset may help resolve setup errors.**

**ISSUE 19: Router/Modem Configuration Problems**

**Step 1: Access Router Settings via Web Interface – Use the router's IP address (e.g., 192.168.1.1).**

**Step 2: Ensure Correct ISP Settings – Set up PPPoE, DHCP, or static IP as per ISP instructions.**

**Step 3: Update Router Firmware – Outdated firmware can cause performance issues.**

**Step 4: Reset Router to Factory Settings – If misconfigured, reset and reconfigure it.**

**ISSUE 20: Public Wi-Fi Authentication Issues**

**Step 1: Ensure Wi-Fi Login Page Loads – Open a browser and try navigating to a non-HTTPS site.**

**Step 2: Accept Terms & Conditions – Some public networks require agreement before access.**

**Step 3: Disable VPN & Custom DNS Settings – These can interfere with authentication pages.**

**Step 4: Forget & Reconnect to the Network – Remove the saved network and try reconnecting.**

**Step 5: Check Wi-Fi Limitations – Some public networks have device limits or time restrictions.**

**ISSUE 21: Unauthorized Access or Account Hacking**

**Step 1: Reset Router & Wi-Fi Passwords – Change passwords immediately to secure your connection.**

**Step 2: Enable Router Firewall & WPA2/WPA3 Security – Protect against unauthorized access.**

**Step 3: Monitor Connected Devices – Check your router settings for unknown devices.**

**Step 4: Disable Remote Access (If Unused) – Prevent unauthorized external access to**

**your network.**

**ISSUE 22: Complaints About Spam Emails, Phishing Messages, and Fraud Attempts**

**Step 1: Use Spam Filters in Email Services – Block phishing attempts automatically.**

**Step 2: Report Suspicious Emails to Your ISP – Inform your provider about fraudulent emails.**

**Step 3: Do Not Share Wi-Fi Credentials Publicly – Avoid unauthorized users connecting to your network.**

**Step 4: Monitor Data Usage for Unusual Activity – Unexpected data spikes can indicate security threats.**

**ISSUE 23: Requests for Usage Details, Billing, or Plan Changes**

**Step 1: Check Usage & Bills via ISP App/Website – Track your data consumption and billing history.**

**Step 2: Request Call/Internet Usage Breakdown from ISP – Get a detailed report if needed.**

**Step 3: Verify Account Ownership for Plan Changes – Identity verification may be required.**

**Step 4: Set Up Data Limits or Parental Controls – Restrict access to certain websites or services.**

**ISSUE 24: Account Verification & Security Updates**

**Step 1: Ensure Updated Contact Details with ISP – Keep your email and phone number up to date.**

**Step 2: Enable Two-Factor Authentication (2FA) for ISP Account – Adds an extra layer of security.**

**Step 3: Secure Router Admin Panel with a Strong Password – Prevent unauthorized access.**

**Step 4: Check for Suspicious Login Attempts – Some ISPs provide security alerts for unusual activity.**

**ISSUE 25: Plan Upgrade/Downgrade Requests**

**Step 1: Check Available Plans via ISP Website/App – Compare speed and data limits before switching.**

**Step 2: Ensure No Downtime During Upgrade – Some changes may cause temporary disconnection.**

**Step 3: Confirm Billing Cycle Adjustments – Mid-cycle changes may affect charges.**

**Step 4: Restart Router After Plan Change – Ensure the new speed or data limits apply.**

**ISSUE 26: Change of Address for Broadband Connection**

**Step 1: Check for Service Availability at New Address – Some ISPs don't cover all locations.**

**Step 2: Request Relocation via App or Customer Care – Some providers offer an online address change.**

**Step 3: Provide Valid Address Proof – Some ISPs require documentation for relocation.**

**Step 4: Schedule an Engineer Visit (If Needed) – A technician may need to set up the new connection.**

**ISSUE 27: Switching from Broadband to Fiber**

**Step 1: Check Fiber Availability in Your Area – Not all locations support fiber internet.**

**Step 2: Ensure Your Router is Fiber-Compatible – Some modems may not support fiber speeds.**

**Step 3: Schedule an Installation Appointment – A technician may need to replace your existing setup.**

**Step 4: Confirm Speed & Plan Benefits Before Switching – Fiber plans may have different pricing and benefits**

**ISSUE 28: Temporary Suspension/Reactivation of Service**

**Step 1: Request Suspension If Going on Vacation – Some ISPs allow holding a connection for a fee.**

**Step 2: Check If Reactivation Fees Apply – Some providers charge a fee for restarting service.**

**Step 3: Ensure Account Is in Good Standing – Pending payments can delay reactivation.**

**Step 4: Restart Router After Reactivation – Refresh settings to restore connection.**