<u>STEPS TO RESOLVING SLOW INTERNET</u>

1. Verify the link pulling the traffic chart on Smart OLT.
2. Check the number of devices connected on Smart OLT under Host.
3. Recommend the customer to restart the modem (Reboot the modem).
4. Suggest upgrading if the number of connected devices exceeds the subscribed bandwidth.
5. Advise the customer to conduct a speed test at www.speedtest.net and share the results via email or WhatsApp.
6. Initiate a ticket and assign to ISM if customer has done all the above and issue persist