

Top 3 Broadband Customer Complaints



Buffering ...

1. The Internet is broken!

Unspecified connectivity complaints are top of the list. The service agent's first job is often to try to help the customer narrow it down before any kind of troubleshooting can commence.



2. I can't get online in the bathroom!

Dead zones and other coverage issues are mostly due to building layout and materials, but perceived as a problem with router hardware or the service you provide as an ISP.



3. I'm not getting the speed I pay for!

Sometimes correct, but more often than not, caused by running a speed test from a Wi-Fi client and expecting to see the Mbps number from the subscription package.

Top 5 Root Causes

1. Misplaced or covered-up hardware

A frequent offender is hiding Wi-Fi access points inside a "technical" cabinet, behind the TV, or underneath a dresser.



2. Legacy hardware

Wireless performance will never exceed the capabilities of any device involved. A new smartphone will not get great speed on an outdated router, or vice versa. Streaming HD video is especially challenging.



3. Misconfigured access points, repeaters, and clients

Having multiple repeaters or frequency bands with identical SSID, but no client steering is one example of misconfigurations that may cause connection failure, or suboptimal user experiences from connecting to the "wrong" frequency band.



4. Congestion and Interference

Mostly because neighbors want to be online, too.



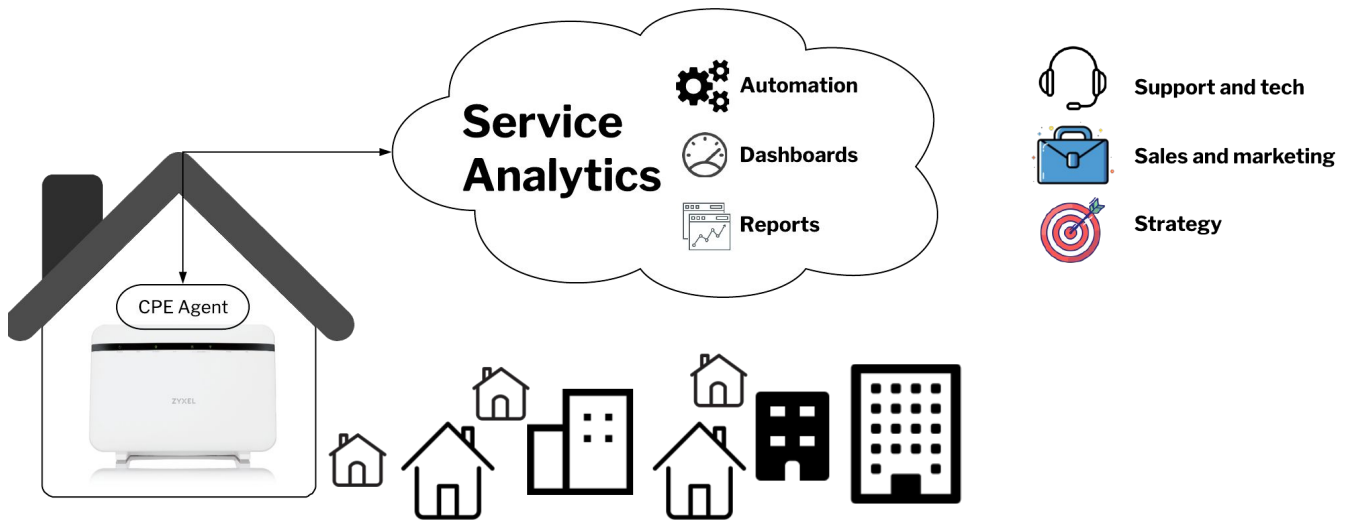
5. Defective CPE hardware

A number of things can go wrong with a hardware unit, including tampering. However, our own testing indicates that as many as 75% of hardware units returned as defective are actually functional.



Get Straight to the Root with EyeSaaS Carat

Time to skip the guesswork! With EyeSaaS Carat by Lifemote you get Wi-Fi quality analytics you can act upon, even before the customer calls. Carat includes web-based tools for customer support, upsales, and proactive maintenance.



Vendor Neutral CPE Agent

It's all software: The lightweight Carat agent can run on almost any CPE and has a tiny memory footprint.



AI + Domain Knowledge

Carat machine learning algorithms are developed, trained, and tested by Wi-Fi experts.



Learn From History

Real-time is not enough: Carat uses historical data to predict trends and identify problems over time.



About EyeSaaS

[EyeSaaS](#) is a suite of hosted services tailored to the needs of ISPs. EyeSaaS Carat is developed by [Lifemote](#).



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