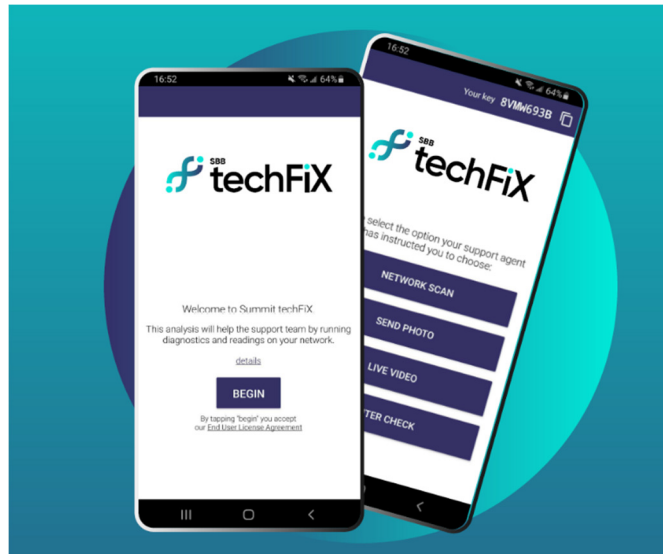




Troubleshooting with techFiX!

The SBB techFiX app gives users the tools they need to resolve simple issues without spending time on the phone with the Contact Center. It is FREE and gives you the assistance you need 24 x 7 x 365. Features include:

- Network Scan – Easily scan Wi-Fi signal strength throughout your home and detect network issues.
- Photo & Live Video Assist – If you need assistance from our Contact Center representatives, you can send real-time photos or share live video to help diagnose and resolve issues quickly.



- Router Check – With your permission, Summit agents can log into your router directly to change the channel it is using to reduce Wi-Fi congestion and improve performance or to check/modify usernames and passwords.



To get the techFiX app for your phone, download from the [Apple](#) or [Google](#) store.

Thank you for being part of the Summit Broadband family!

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