

# A NEW WAY TO SOLVE YOUR INTERNET ISSUES

**Dear Summit Broadband Customer,**

We would like to introduce you to **RouteThis**, our latest state-of-the-art diagnostics tool for your internet needs!

**RouteThis** allows you to diagnose and resolve issues that may be occurring with your Wi-Fi network...all on your own time.

## **When should I use RouteThis?**

Before giving our technical support team a call, we recommend you use our new App if you are experiencing any of the following issues:

- Speed issues
- Video buffering
- Wireless coverage issues
- Wireless congestion

## **Steps:**

1. For IOS: Download the App [here](#) | For Android: Download the App [here](#).
2. Open the App and click BEGIN
3. Use the access code **SUMT** if asked for one
4. Following the instructions within the App, place your phone within six feet of your router & select the NETWORK SCAN option
5. Wait approximately two minutes for the scan to complete
6. Follow Self-Help prompts
7. Still having problems? Contact us at 407.996.8900 or 239.444.0400