

## History of your conversation on Chat

09:59

Hi!  
Thank you for reaching out. We'll be with you as soon as possible.

Have you thought of visiting the Community Hub : <https://community.fizz.ca/> ? If your answer is not already there, you can post your question and quickly get tips and support from other Fizz members.

Ryan Donaldson 10:01

**I recently put a ticket in for slow image text speed. I made the changes and it works now so thanks. However, the email instructions say to put my phone in 'WCDMA' only. My phone is set to 3G now. Does that mean I have slower mobile data speeds?**

Razvan 10:02

Hello Ryan,

Razvan 10:05

You will have a good speed of internet on your mobile phone

Ryan Donaldson 10:06

**But is it lessened from 4G?**

Razvan 10:10

"3G" connection can get you Internet speeds anywhere from 400Kbps to more than ten times that.

Razvan 10:11

From my point of view I advice you to visit the following link: <https://www.pcmag.com/news/293905/3g-vs-4g-whats-the-difference>

Ryan Donaldson 10:11

**My phone is a LGV20 4G phone and you are a LTE network though. Youre telling me to step back in time.**

Ryan Donaldson 10:12

**I will look at the link**

Razvan 10:12

You can go back to 4G if you want

Razvan 10:13

But for this moment you can use the mobile data through 3G connection

Razvan 10:15

I am happy because it works now, it is a temporary solution.

Razvan 10:16

I want to inform you that we are into a stabilization period and we are doing everything we can to improve our services.

Ryan Donaldson 10:17

**Well are you fixing your 4G network so that images files can be texted normally? I find this stance by Fizz to be very strange. Telling me to get used to 3G.**

Razvan

10:20

In meantime I propose you to try switch the sim card with another phone

Ryan Donaldson

10:20

**I dont have another phone lol**

Razvan

10:20

To introduce another sim card which works on 4G on another phone into your phone and test it

The conversation has ended.