

## History of your conversation on Chat

	20:55
Hi! Are you leaving us already?	
joshua kirkland	20:55
<b>My modem doesnt work</b>	
joshua kirkland	20:55
<b>no activity at all since this morning</b>	
Marius Daniel	20:56
Hello Joshua.	
Marius Daniel	20:56
Please give me a few moments, in order to take a look.	
joshua kirkland	20:56
<b>ok</b>	
joshua kirkland	20:57
<b>I had the service guy here check all the cables twice today</b>	
joshua kirkland	20:57
<b>the modem has a power LED but nothing else</b>	
joshua kirkland	20:57
<b>upload and download lights are faint blue and static</b>	
Marius Daniel	21:00
Thanks for your patience.I see in my tools that your modem is not connected.	
joshua kirkland	21:00
<b>what does that mean?</b>	
Marius Daniel	21:00
The coaxial cable must be properly screwed in on both ends.	
joshua kirkland	21:00
<b>it definitely is</b>	
joshua kirkland	21:00
<b>tested each cable and replaced them today</b>	
joshua kirkland	21:01
<b>Videotron guy was here twice</b>	
Marius Daniel	21:01
Did he verify if you have a coaxial socket?	

joshua kirkland 21:01

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**yup**

Marius Daniel 21:03

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Allow me a few moments, so I can open your account while I am doing a couple of checks.

joshua kirkland 21:03

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**k**

Marius Daniel 21:09

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Thanks for your patience.Please send me a picture with your modem.

joshua kirkland 21:09

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**one second**

Marius Daniel 21:10

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Ok.

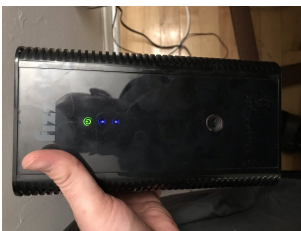
joshua kirkland 21:11

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joshua kirkland 21:11

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Marius Daniel 21:12

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Thanks for your patience.have you tried to factory reset your modem?

joshua kirkland 21:12

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**yes nothing happens even when i hold the button for minutes**

joshua kirkland 21:13

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**those lights do not change status at all**

Marius Daniel 21:14

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Thank you for the clarification, Joshua.Have you tried also to restart your modem?

joshua kirkland 21:14  
**unplug for ten seconds and plug back in**

joshua kirkland 21:14  
**yes**

Marius Daniel 21:16  
Thank you for the info.We will have to contact our technical team now so please don't close the chat window.

joshua kirkland 21:16  
**kk**

Marius Daniel 21:34  
So sorry for the long delay.In the case is necessary to schedule an appointment with the technician. When will you be available ?

joshua kirkland 21:35  
**what is the times available?**

joshua kirkland 21:35  
**im working 9 to 5**

joshua kirkland 21:36  
**i took the day off work to be home today]**

Marius Daniel 21:39  
We were advised that on our end everything looks good.You will have to redo your internet connection.

joshua kirkland 21:40  
**what do you mean redo?**

joshua kirkland 21:41  
**Like I said the tech was here twice to check the connection**

joshua kirkland 21:41  
**he replaced all the cables**

joshua kirkland 21:41  
**I saw his tests were successful**

Marius Daniel 21:42  
The coaxial cable must be properly screwed in on both ends.  
Make sure the power cord is properly connected to the Wi-Fi modem and wall outlet.  
Ideally, connect the power cord directly into the wall outlet instead of to a power strip.  
Once plugged in, your Wi-Fi modem will make its first system update. It may need to reboot after about 15 minutes.

joshua kirkland 21:42  
**This was all done today - should we try with a new modem?**

Marius Daniel 21:44  
We checked with our specialized team and all the signals looks fine.You will have to unplug your coaxial cable.

joshua kirkland 21:45  
**you mean the one two stories up on the side of my building?**

joshua kirkland 21:45  
**this was done today**

joshua kirkland 21:45  
**climbed up the latter and brought in a brand new cable**

joshua kirkland 21:46  
**why don't we just unsubscribe until you figure this out - I have not used any of the service, can you explain how to return the modem?**

Marius Daniel 21:48  
The coaxial cable is the one which is plugged in the modem.

Marius Daniel 21:50  
I am extremely sorry for this situation and I respect your decision.If you want to return the modem check the following FAQ : <https://fizz.ca/en/faq/how-do-i-return-my-wi-fi-modem> .

joshua kirkland 21:50  
**Marius - I have been working on this all day since 10 am - I have unscrewed and un plugged and replaced everything possible - I wouldn't resort to cancelling unless I had no choice**

Marius Daniel 21:53  
I understand your reaction, but I assure you that our technical team told us that all the signals looks good on their side.The issue comes from your modem set up.

joshua kirkland 21:53  
**modem set up? I cannot even access 192.168.0.1**

joshua kirkland 21:53  
**even when I connect directly to my computer with an ethernet cable**

joshua kirkland 21:54  
**there is no activity**

joshua kirkland 21:54  
**When I run IPconfig there is no media connected**

joshua kirkland 21:54  
**no IP Address**

joshua kirkland 21:54  
**default Ip doesnt work and factory reset has no impact**

Marius Daniel 21:54  
You will have to re-manufacture all the connections.

joshua kirkland 21:55  
**this was done today - I mentioned this earlier**

Marius Daniel 21:55  
I understand that but I have been informed that this will resolve the situation.

joshua kirkland 21:56  
**but if it was done today how is doing it again going to change anything**

joshua kirkland 21:56  
**It is not possible that the modem is broken?**

joshua kirkland 21:56  
**defective?**

Marius Daniel 21:59  
Please allow me a couple more moments to investigate.

joshua kirkland 22:03  
**kk**

Marius Daniel 22:06  
The modem is not broken because it turns on.

Marius Daniel 22:06  
The issue comes from the connections.

Marius Daniel 22:07  
You will have to re-manufacture all the connections.

joshua kirkland 22:08  
**thanks**

joshua kirkland 22:08  
**i will unsubscribe now as this has all been done already**

joshua kirkland 22:09  
**will i receive full refund?**

Marius Daniel 22:10  
Unfortunately, you can not receive a refund because there is no trial period for home internet.

joshua kirkland 22:11  
**but it doesn't work?**

Marius Daniel 22:12  
Like I told you before the issue comes from your cable connections.

joshua kirkland 22:12  
**but like i told you this was done already - how many times do I have the change them?**

joshua kirkland 22:13  
**I will dispute the charges with my CC company**

Marius Daniel 22:14  
That is what I have been informed.

Marius Daniel 22:14  
I regret the situation and I will respect your decision.

joshua kirkland 22:14  
**its not letting me unsubscribe**

Marius Daniel 22:16  
If you want to unsubscribe please follow this steps : My account/My plans/Manage plan/Unsubscription .

joshua kirkland 22:16  
**done**

Marius Daniel 22:16  
Is there anything else? Helping you out is my number one priority.

joshua kirkland 22:17  
**just know this conversation is going live on facebook 😊**

joshua kirkland 22:17  
**hopefully no one else faces the same shitty 50 \$ mistake**

Marius Daniel 22:18  
I am sorry for the situation.Thanks for reaching out.Have a nice evening ,Joshua.

The conversation has ended.