Soutien PC
ET RÉSEAU ESTRIE

Jean-David Desgagnes – Soutien PC et Réseau Estrie
Call or text: 873 314-2143 · soutienpc.sherbrooke@gmail.com
https://soutienpc-estrie.pages.dev

Customer form — Wi-Fi / network

Never write a password on this form.

Form — home Wi-Fi and network

This helps us prepare a visit or advice. Do not copy the Wi-Fi password: it is often on the router sticker, and you can type it yourself if needed.

Your first and last name

Phone

Email

Town or city

Internet and the router

Internet provider (Bell, Videotron, Cogeco, Starlink, other, or “I don’t know”)

For the router (the small box that often has lights): look at the sticker underneath or on the back. You will often see the brand, the model, and the Wi-Fi name. Do not copy the password onto this form.

Router make / model

Wi-Fi network name only

The home

Type of home

☐ Apartment ☐ House ☐ Other

Number of floors

Approximate size, if you know it

The problem

What is happening?

☐ No internet at all ☐ Slow ☐ It drops often ☐ Weak signal in some rooms

☐ Some devices will not connect ☐ Unstable cameras ☐ We want a better network / a new setup

In which rooms is the Wi-Fi weak or missing?

Approximate number of devices (TVs, phones, PCs…)

Of which cameras (about)

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Camera brand, if you know it

Recent changes (new router, a move, new devices)?

☐ I have read the notes. The information above is accurate to the best of my knowledge. I understand that a password must never be written on this form.

Signature (or printed first and last name)

Date

Thank you. You can email this form to soutienpc.sherbrooke@gmail.com, or keep it for your appointment. Questions: call or text 873 314-2143.