

# FAQ – What Impacts the Quality and Strength of My Cell Phone Signal

## What are the main things that affect cell signal strength?

**Distance:** the farther you are from a cell tower, the weaker the signal.

**Obstacles:** certain materials such as brick, concrete and metal can interfere with signals when you are indoors. Mountains and even dense trees and foliage can also block or weaken signals.

**Weather:** heavy rain, snow or thunderstorms can weaken signals due to atmospheric interference.

## Does the type of phone I use impact my cell service?

**Yes.** Newer phones typically have better antennas and are designed to support more advanced network technologies (such as 5G or 4G LTE). Also, phones that don't have the most recent software installed may experience poor performance.

## Why does my cell phone call drop when I am traveling?

Most likely because of coverage gaps. Especially in rural or remote areas, there might be fewer towers, and you can lose signal in between them. Also, it could be congestion in the network. For example at ONroutes along Highway 401 during peak summer vacation time with many people stopped and using the network. This could lead to dropped calls.

## Can my data plan affect my service?

Some mobile carriers throttle (slow down) data speeds once you've used a certain amount of data within a billing cycle, depending on your plan. Make sure to check your carrier's policy.

## Why do I have full bars, but my call or data connection is still slow?

This could be due to network congestion. Even with strong signal strength, if many people are using the network at the same time, your connection could be slow.

## Can a phone case affect my cell signal?

**Yes.** Some thick or metal phone cases can interfere with the phone's antenna, reducing signal strength. If you experience frequent signal drops, try using a different case.

## What else can I try to improve my signal?

- Move to a different location.
- Use Wi-Fi calling if your carrier supports it.
- Try a cell signal booster at your home.
- Restart your phone.