



Mobile Signal Issues Checklist

What's Disrupting Your Office Connectivity?

This checklist will help you identify the most common causes of poor mobile signal in your office. Go through each section and mark the issues that apply to your workplace.

Building Structure and Materials

The #1 cause of signal problems in offices

- Concrete walls** — Thick concrete, especially with rebar, blocks signals significantly
- Metal cladding or roofing** — Creates a “Faraday cage” effect
- Low-E glass windows** — Modern energy-efficient glass has metallic coating that reflects signals
- Underground or basement offices** — Being below ground level dramatically reduces signal
- Internal metal partitions** — Common in open-plan refurb and industrial spaces

Quick check: Stand by a window. Is your signal noticeably better? If yes, building materials are likely the culprit.

Location and Geography

- Valley or low-lying area** — Natural terrain blocks line-of-sight to cell towers
- Surrounded by taller buildings** — “Urban canyon” effect blocks signals from all carriers
- Rural or remote location** — Distance from nearest cell tower
- Near hills or dense tree coverage** — Physical obstruction between you and towers

Office Layout and Interior

- Server room or data centre on-site** — Heavy EMI interference
- Lift shafts centrally located** — Concrete and metal absorb signals
- Internal rooms with no external walls** — Dead zones in building cores
- Multiple floors with issues on lower levels** — Signal degrades as you go down

Network and Carrier Issues

- Only one carrier has problems** — Likely a carrier-specific coverage issue
- All carriers affected equally** — Building or location issue
- Problems started recently** — New construction nearby, carrier mast maintenance, or network congestion
- Dropouts during busy hours** — Network congestion at peak times

Device and Setup Issues

- Older phones (3+ years)** — May not support newer frequency bands
- Inconsistent across devices** — Some phones work better than others in same spot
- WiFi calling not enabled** — A temporary workaround for some situations

Impact Assessment

How is poor signal affecting your business?

- Missed calls from clients/customers**
- Staff using personal mobiles for work calls**
- Hotspot-dependent internet backup failing**
- Two-factor authentication SMS not arriving**
- Video calls dropping or failing to connect**
- Field teams unable to reach office**
- Customer complaints about unreachable staff**

Summary

Total checked boxes: ____ / 26

Score	Assessment
0–5	Minor issues — Quick fixes may help
6–12	Moderate impact — Worth investigating solutions
13–20	Significant problem — Affecting daily operations
21+	Critical — Likely costing you business

Next Steps

Immediate Workarounds

- Enable WiFi calling on all devices
- Identify “signal spots” where reception is best
- Use messaging apps (Teams, Slack, WhatsApp) as backup

Proper Solutions

- Mobile signal booster** — Amplifies existing outdoor signal throughout your building
- Distributed Antenna System (DAS)** — Enterprise-grade solution for larger sites
- Carrier-specific solutions** — Some networks offer femtocells for business customers

Ready to solve your signal issues?

Book your free site assessment today.

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