

Broadband Cell, Corporate Office
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 64-238/12-Broadband

Dated: 28-05-2013

To
The CGM
All Telecom circle/Metro Districts

Sub: Slow internet speed and frequent authentication server failure

With reference to above subject, MP circle was facing slow internet speed and frequent authentication server failure. BSNLCO has asked to MP circle to take various actions for improving broadband services. The detailed report is as under-

A. Problem:

MP circle observed frequent authentication server failure in addition to perennial complaints of slow browsing speed of customers.

B. Action taken by MP Circle:

1. Profile configuration of high bandwidth plan customers were rechecked and reconfigured as per requirement.
2. Network optimization report was obtained from NOC Bangalore. Traffic from Tier1 to BNG and vice versa has been rearranged considering traffic more than 50% bandwidth occupancy.
3. Regular monitoring of power level of RPR switches.
4. Regular monitoring of BNG report and shifting the load on less loaded BNGs.
5. Monitoring of all elements with the help of locally developed IP Tester.
6. Training session is conducted for field staff.
7. Directions issued to respective vendor for preventive maintenance of the element/equipments supplied by M/s UTStarcom, ZTE, NSN & Sterlite.

C. Improvement in Broadband service:

1. Average DSLAM down time has come down from 96 minutes to 55 minutes.
2. Broadband retention rate has improved from 52% in Sept'2012 to 68% in Dec'2012 and 73.3% in Jan'2013.
3. Power level comes within prescribed limit.

It is requested to initiate necessary action as given at point (B) for improving the broadband services in your circle. Compliance report may be sent to this office within week time.

(ANIL JAIN)
Sr. GM(NWP-BB)

Copy to:

1. Dir (CFA) BSNL CO, New Delhi for kind information please.