



BSNL EMPLOYEES UNION

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BSNLEU/604 (DEV)

20.03.2024

To,

Shri P.K. Purwar
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi – 110 001

Sir,

Sub: - Quality of BSNL's FTTH service - req.

Ref: - BSNLEU letter no.BSNLEU/604(DEV) dated 28.02.2024.

Kindly recollect the discussion that our Union had with you on the subject on 04.03.2024 and also the views expressed by BSNLEU vide the letter cited under reference.

In the meeting held on 04.03.2024, we expressed our anxiety regarding the complaints being received from our functionaries in various circles, regarding the deterioration in the quality of BSNL's FTTH service. In that meeting, we also told that more feedback on this issue would be given by the Union. In this connection, we share with you the following inputs received from our functionaries in Tamil Nadu circle.

For the past few months we are experiencing frequent data traffic congestion in core network which results in speed issue for the FTTH and ILL subscribers. **For Example, there were 88 failures during the period from 23.02.2024 to 13.03.2024 (more than 4 failures per day for continuous 20 days).** The STR carries out planned activity only during day time, whereas, in the past, the activities were carried out even during midnight.

Moreover new CUPs BNG migration is going on in a phased manner at various BA's. Within a month itself, authentication issue happened three times and it took more than 3 hours to resolve the same. Whenever authentication issue arises, BNG team is not capable of resolving the issue with minimum downtime.

FTTH subscribers are affected due to core link failure and BNG authentication issues. Due to this,

- Speed issues observed in **FTTH and ILL** services and this traffic disruption is the main cause for disconnection and dissatisfaction among subscribers.
- **VPN subscribers** are disconnected from their cloud server.
- **Work From Home** subscribers are affected - login disruptions cause problems in their working shift.
- IRCTC and other online **ticket booking and stock traders** are annoyed.
- **Gaming servers** are disconnected-received several complaints.
- **GST portal** tax filers getting penalized monetarily during payments disruption caused by STR failures.
- All sort of commercial subscribers especially those who do **online billing work** like Petrol pumps, automobile vendors during RTO office token booking for sales registration suffer during network cuts.
- Whenever there is **dip in traffic**, all ILL subscribers who are doing voice support business / Real-time network monitoring, are severely affected-getting **packet drops** to their client networks.

The subscribers and franchisees are very much annoyed and it is a difficult task to convince them with no reasons. If this trend continues, it will be difficult to retain our subscriber base.

We earnestly urge upon you to kindly look into the above mentioned issues and to take early remedial measures, so as to maintain our FTTH customer base.

Thanking you,

Yours sincerely


[P. Abhimanyu]
General Secretary