



BSNLEU

P. Abhimanyu
General Secretary

BSNL EMPLOYEES UNION

Central Head Quarters

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BSNLEU/ 604 (DEV)

04.11.2020

To,

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

Sir,

Sub: - **Frequent interruptions in the high speed bandwidth for FTTH customers in the Eastern and North Eastern region – requesting to take remedial measures immediately – req.**

We wish to bring the following to your kind notice, for favour of information and appropriate action.

It has been brought to our notice that, the BSNL FTTH customers in Assam and the North-Eastern region are complaining about the slow speed of the service, for the past few weeks. This problem is attributed due to the closing down of the Agartala International Gateway, and also due to the failure of Submarine links, carrying International Traffic.

In this connection, we wish to bring to your kind notice that, the Agartala International Gateway had been established specifically for reducing the latency and for increasing the availability of bandwidth, for International Traffic, for the broadband customers of the North-Eastern region. It has also been brought to our notice that, BSNL had also made a large investment for procuring IGWPE router, Akamal Server, Spam Filtering Server (Rs.1.9 crore), Web Filtering Service (Rs.3.5 crore), etc., required for an International Gateway. After having done all these expenditures, the International Gateway has been closed down, leaving BSNL's valued FTTH customers high and dry.

It is needless to state that, FTTH is a costly service and that, no customer would like to continue with BSNL, if the Company is unable to provide the assured speed. In view of this, it is requested that, re-opening of the Agartala International Gateway may be considered on a priority basis.

It has also been brought to our notice that, BSNL was having the high speed backbone link stability, when it had availed 10G PGCIL link between Guwahati and Chennai core Routers until recently. However, after the surrendering of the link, the stability of BSNL's backbone link has become a question mark. Hence, it is requested that the stable PGCIL link may kindly be taken (Guwahati – Chennai) with high SLA uptime, so that customers in the North-East region do not face the problem of low internet speed.

We urge upon you to kindly look into this matter urgently and to take the needful action on a war foot basis.

Thanking you,

Yours sincerely,

[P. Abhimanyu]
General Secretary

Copy to: Shri Vivek Banzal, Director (CFA), BSNL, Bharat Sanchar Bhawan, Janpath, New Delhi – 110 001