**SANCHAR NIGAM EXECUTIVES’ ASSOCIATION**

(Recognized Executives’ Association)

**KARNATAKA CIRCLE, BANGALORE.**



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No. SNEA/Corrs /22-23/ Dated: 26th September 2022

To,

TheChief General Manager Telecom,

Karnataka Circle, Bangalore.

**Sub: FTTH Issues being faced by field units due to non cooperation of other units / non availibity of essential Infrastructure resources reg.**

**Respected Sir,**

It is bring to your kind notice that at present potential business is FTTH and EB, when BSNL alone could not penetrate then the policy of TIP vendors adopted as a BSNL business partners. Now all the franchaisees have invested beyond their capacity to establish their own network to cater for BSNL FTTH with which Karnataka Circle crossed 2 lakh FTTH connections.

Now all the FTTH TIP vendors and customers of BSNL are facing the issues of,

1. Low Speed.

2. Intermittent disconnection.

3. Packet loss which will affect more for those who are working on VPN and whose business transaction continuously online.

4. Prolonged interruptions of TIP OLTEs.

On thorough analysis and found above issues are arising due to following

1. Frequent long distance OFC cable of especially STR mainly at Nelamangala Bangalore which entry point for all routes to Bangalore core Equipment which will affect more severely.

2. Hubli – Bangalore, Hubli - Raichur - Bellary – Adhoni – Hyderabad Route.

3. Mangalore – Bangalore route etc

4. Bangalore – Chennai main route which connects to IGW interruption of which affects entire Karnataka data Traffic.

5. Intermittent disconnection / packet loss due to lossy fibers in the route or over traffic handling by BNG.

5. There are only eight Districts out of 20 are having OTN which is severely affecting the rerouting of Traffic

in case of faults in any one route.

6. Poor Battery backup and Air conditioners all SDCA HQ Exchanges where our core Elements and OLTEs, BNG, OTN, CPANs are terminated and working. Recent incidents are Shimoga Main TE and NTB Bangalore.

Apart from all these above Issues our field units who are interface for FTTH TIP vendors and Core Network team are facing non cooperation / no proper support from **BBNW NOC, MPLS NOC, BNG** and **Incharges of Core elements In Bangalore and other places**. They are not sharing mobile number of concerned duty staff and not answering landline and not conveying the exact reason of faults and time for restoration, this is the common complaint from all the field units. **This is bringing more pressure on our field units and getting harsh words form TIP vendors and customers.**

Hence it is requested to your kindself to escalate the Issues of **STR**, **BBNW and MPLS NOC** with the concerned and may be asked to share **SPOC** ( **Land line and Mobile number**) round the clock so that our field units will escalate the issues and will be made known aware of the real Issues about Interruptions and will ensure the time of restoration and TIP vendor can be communicated accordingly , for early resolution of the Issues.

Dissatisfaction of individual customer can be loss of single connection but dissatisfaction of one TIP Vendor will lead to lose bulk customers. Let us try our best effort to increase the confidence of our Business partner TIP vendors and at the same time the field units may kindly be supported with good Infrastructures so that they can confidently handle the FTTH Business and TIP vendors please.

**Looking forward for your kind positive support in this regard please.**

**Thanking you.**

**Yours faithfully**

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**S P Jagadale**

**CS SNEA Ktk**