

# ALL INDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION



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No. AIBSNLEA/CHQ/CMD/2020/

Dated: 23.09.2020

To

**Shri P.K.Purwar ji**  
CMD, BSNL,  
New Delhi- 110001.

**Subject: Request for plugging the extraordinary slips in the growing up FTTH Sector through N/E LCOs to avert turns which may open up Pandora Box resulting in nail-biting situations to BSNL- reg.**

**Respected Sir,**

We would like to draw your kind attention towards the provision of FTTH services in BSNL, which is very growing business now-a-days. BSNL leaps forward successfully in the FTTH Sector aiming conversion of Copper to Fiber by adding 2 OLTs per Exchange per month and focuses through the ELCOs (at least one connection per OLT per day). Some of the important points of fragility in the roadmap for triumphant FTTH Services of BSNL are furnished below for your kind intervention to plug the extraordinary slips in the FTTH services.

**Sir,** it is well known fact that BSNL strictly adhering to Acceptance Testing (ATs) of all its Installations right from the DOT period which helps to extend the Quality Services to our beloved Customers. As part of AT, while FTTH Services have been started by BSNL, many of the OLT ATs have been rejected on account of Poor Voice Quality in many aspects and the concerned OLT Vendors had been attending the failures for months together resulted in the good quality voice service through their OLTs. **AIBSNLEA CHQ received feedback from many of the Circle Secretaries** that wide spread anguish are being reported by many of the BSNL FTTH Customers connected through N/E LCOs that voice quality is not there, unpleasant noise while on hook, one-way speech etc., These feedbacks may kindly be taken on deserved merit as already BSNL announced extending existing Land Line Directory Numbers through FTTH Circuits. Moreover, the state of the art VOIP voice quality is very much imperative as BSNL expecting a new lease of life through the FTTH Sector.

On behalf of AIBSNLEA, we submit the following suggestions which may kindly be considered to ensure QOS in both the Services 'Data' and the 'Voice' through N/E LCOs.

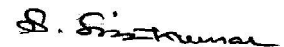
1. The quality of both "Voice" and "Data" may be ensured by BBC/concerned for new LCOs before extending commercial connections to BSNL Customers from the OLTs. The same AT procedure for BSNL OLTs may be extended to non-BSNL OLTs also as we are expecting induction of these kinds of OLTs in a big way to BSNL.

2. Many complaints of slow speeds are reported on Wi-Fi service with ONTs of Net Link, TP Link etc., though it supports IEEE 802.11 b/g/n standards. As almost all the Customers prefer wireless connectivity within Home/Offices, the slow speed complaints are troubling BBCs. Instead, troubles shooting, these issues are to be fixed with concerned LCOs while fixing agreement with them.
3. A check sheet may be introduced and to be collected duly filled in from the FTTH Customers verifying-
  - e) QOS in Data,
  - f) QOS in Voice,
  - g) Received trouble shoot/Fault reporting Number from LCO,
  - h) Received email-ID to contact LCO.The same may be verified by BBC/concerned.
4. Authenticity of address for FTTH provision by LCOs may be cross checked with the documents submitted by the Customers to avoid further multiple headaches to BSNL on the prevailing Internet based dishonest activities.
5. As per the constraints in allotment of VLAN-ID for Voice Service, chance of disguised fraudulent voice calls prevails in FTTH Service. Any Directory number can be configured from any other ONT. This is a matter of serious concern due to the default password provided to the Customer can be known to anyone through his voice number. This may be arrested by providing password changing options to the Customers. This can be implemented through NIB Nodes as the same option is available with self-care portal for data services

**In view of the foregoing facts, we request your good-self to kindly intervene in the matter and issue necessary instructions to all concerned to plug the extraordinary slips in the growing up FTTH Sector through N/E LCOs in BSNL.**

**With kind regards,**

Yours Sincerely



**(S. Sivakumar)  
General Secretary**

**Copy for favour of kind information & necessary action to:**

1. Shri Vivek Banzal, Director(CFA), BSNL Board, New Delhi-110001
2. Shri S.K. Gupta, Director (Finance), BSNL Board, New Delhi-110001