

O/o The Principal General Manager  
(Broadband Networks , Bangalore)



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)  
**Broadband Network Circle**

No. PGM/BSNL/BBNW/Tech/2020-21/

Dated 07.04.2021

To  
All SSA Heads, Circle co-ordinators,  
Telecom District/ Telecom Circles.  
BSNL.



**Sub:- Precautionary measures to improve the Quality of Service to FTTH customers**

Congratulations to all SSAs/Circles for achieving the milestone of **crossing more than 1 Lakh Gross FTTH connections.**

FTTH connections are presently being provided by Franchisees/Vendor Partners as per BSNL policy. This office had discussions with customers across various SSAs/Circles. As per observations and feedback received from the Customer end, it is to inform that the installation including wiring & Modem (ONT) is not being carried out in a professional manner. The internal wiring of the Fibre Cable is not properly carried out, but kept as a coil which is getting disturbed frequently.

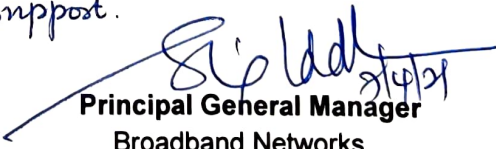
The OFC brought from the nearest distribution panel is also reported to be hanging haphazardly across the road and trees, which gets damaged frequently because of the vehicle movement and development activities of various government/utility agencies.

Customers are not being informed about the configuration of the devices and the need to follow certain best practices of Configuring and maintaining the devices. A Ready Reckoner Page shall be prepared and issued to customer about the minimum required configuration for IP, DNS, Gateway, Security etc.

While analysing the complaints/responses of the ONT, it's found that the power levels at the ONT is not meeting the standard requirements because of which the customer service is getting affected. Customers have started expressing that BSNL has delegated to Vendors and the quality of workmanship is compromised.

Though care is being extended by field units, it is hereby requested to pay additional attention in ensuring that the activities are carried out in a professional way such that the best Quality of Services are extended to customers, thereby ensuring a better image of BSNL.

*Thankyou Very Much for your support.*

  
**Principal General Manager**  
Broadband Networks,  
Bangalore.

Copy to:

- CGMs Telecom Circles – for kind information please.
- CGM BBNW - for kind information please.
- Sr. GM CFA – BSNL CO - for kind information please.
- GM (NWP-BB) BSNL CO-for kind information please.