



No: 12-11/2010-BB/Maint

date 25/10/2010

Minutes of Meeting for discussing Slow Broadband Speed Problems

A meeting was held in the corporate office on 18/10/2010 to discuss & find ways to resolve issue of slow broadband speed in broadband network of some circles, especially Punjab & Rajasthan. Following officials were present in the meeting:

1. Sh. Anil Jain, Sr. GM (NWP-BB), BSNL C.O.
2. Sh. Kamal Kumar, GM(CFA), Punjab Circle
3. Sh. S. Ajith Kumar, DGM(NOC), Bangalore
4. Sh. Rakesh Kumar, DGM(ILD), BSNL C.O.
5. Sh. Sukumaran A.S., DGM(CNP-I), BSNL C.O.
6. Sh. Vivek Srivastava, DGM(CNO), BSNL C.O.
7. Sh. R.K Singh, DGM(BM), NTR Circle, New Delhi
8. Mrs. Sangeeta Asrani, DGM(MPLS), STR Circle
9. Sh. R.R. Yadav, DGM (CNP-II), BSNL C.O.
10. Sh. Vishwa Mohan, DGM (BBO), BSNL C.O.

At the outset, Sr. GM (NWP-BB) stressed that slower than promised broadband speed in different plans are becoming a major reason for subscriber complaints and one needs to identify the cause for such cases end-to-end. He mentioned that problem in any of the following areas could be leading to speed issues being raised by circles:

1. Configuration of subscriber plan at DSLAM end
2. Aggregation network
3. MPLS network
4. DNS loading
5. Transmission network

Following points have been discussed in detail in the meeting

A. DSLAM End

It was stressed upon by Sr. GM(NWP-BB) that customers taking higher speed plans need to be taken better care in the sense that *line profiles* of all such customers(who have taken more than 2 Mbps plan) be checked once a month by DGM(NOC), Bangalore. Sr. GM (NWP-BB) has asked DGM (NOC), Bangalore to provide circle wise monthly report of 24, 16, 8, 4 & 2 Mbps plans customers and define SNR for higher speed plans.

- Also field units should check Signal to noise ratio for new broadband connections (especially higher speed plans).All circles should use testers that had come with

broadband equipment to check the line condition, (especially before providing higher speed connections). Any requirement of these testers can be projected to Corporate Office.

- GM (CFA), Punjab informed that more number of these testers are required & promised to give his requirement to Corporate Office in next 7 days.
- Field units need to bring increasing number of DSLAMs in the ring so that alternate OF route is available from RPRT2 to DSLAM

B. Aggregation Network

- Sr. GM (NWP-BB) asked DGM (NOC) to submit a report to corporate office in next 10 days as to the number of DSLAMs circle-wise (& location-wise) facing congestion from OCLAN/RPRT2 end. In addition, DGM (NOC) should ensure that a daily report of RPR loading be submitted to Corporate Office for monitoring purpose.
- It was noted that at the BNG end, duplication is not available as per the present network design. However, failure of BNG may happen very rarely.

C. MPLS Network

- i. DGM (MPLS NOC) informed that continuous monitoring of MPLS network is being done, daily SMS alerts are being given for faulty links and monthly reports are sent to CNO section and also uploaded on portal.
- ii. Around 150-200 links are going down daily and an average of more than 3000 links failure cases are booked in a month. To avoid this transmission problem, STM-16 terminals need to be replaced by increasing no. of MADMs and DXC installation & commissioning is also required to be expedited.
- iii. It was observed that due to increased broadband and internet traffic, some of the PE routers are facing choking problem. To avoid this, additional STM-16 links and alternate routing is required. At some places two or 3 STM-16 are available. Sometimes these links fail leading to the remaining link incapable of handling the entire traffic resulting in choking. Choking problem is observed in following links due to non-up gradation of transmission link.

Mumbai- Ahemdabad, Mumbai-Pune, Mumbai- Indore, Mumbai- Nagpur

- iv. At most of these core locations, 10GE link are required instead of STM-16. Augmentation is required at A1, A2 & A3 locations also.

Sr.GM (NWP-BB) asked DGM (MPLS) to give complete report within 15 days to CNP cell of corporate office for the following:

- a. Links requiring up gradation urgently
- b. Consolidated requirement of additional ports in existing routers location-wise.

He also asked DGM (CNP), Corp. Office to consolidate this immediate (next 6 months) MPLS network requirement within 15 days time.

D. International Bandwidth

- i. DGM (NTR) informed that in last few months, international internet traffic has increased considerably. BSNL's international internet traffic was increasing in the range of 2.5 GB on monthly basis. However, in the months of July-August10, it has increased by almost 10GB.

Currently BSNL's Busy Hour Traffic and Capacity are 55GB and 75GB respectively. Location wise average traffic is 73%.

- ii. DGM (ILD) informed that an average of 3-4 months processing time is taken in processing the demand of additional international bandwidth, inviting the Bids, finalization of bid, issue PO and commissioning because NTR and ILD cells are involved in this.
- iii. It was suggested in the meeting to recommend that location wise average traffic limit for additional augmentation of international bandwidth be decreased to 60% instead of present 73%. ILD cell of Corporate Office can further take up this issue.
- iv. It was observed with concern that recently there was submarine cable cut due to which BSNL's international traffic suffered a lot. There was no alternate route available through which BSNL can divert its international traffic. Sr.GM (NWP-BB) asked DGM (ILD) to examine & process some alternate plan for availability of international bandwidth on critical routes in case of cable cut in next 15 days so that these problems do not recur.

E. **DNS server:** -

- It was informed by DGM (NOC) that there was an issue of DNS over loading earlier but after some rearrangement, the problem was solved. which has now
- It was also noted that a server diverted by CNP cell to be used for DNS functionality has not been put to use. DGM (NOC), Bangalore was asked to complete the process urgently and give a status report to corporate office in 3 days time.

Vishwa Mohan

(Vishwa Mohan)
DGM (BBO), Corp. Office.

Copy to:

1. CMD/ Director (CFA)/ (ENT) for kind information pl.
2. ED (CN)/ CGM (NTR)/CGM (STR)/CGM (BBNW)/CGM (Punjab)/CGM for info and n/a pl.
3. All the participants.