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

No: 12-11/2010/BB/Maint (Pt-1)

Dated 14/07/2011

To

The Chief General Manager
All Telecom Circles/Metro Districts

Sub: Presentation on slow broadband speed.

You may be aware that a lot of complaints are being received from Broadband customers regarding slow speed of Internet. You would appreciate that low broadband speed problem would definitely compound the broadband disconnection rate, which is already alarming.

In this regard kindly find enclosed a presentation received from Multiplay NOC, Bangalore regarding slow Broadband speed. The presentation indicates **reasons of broadband slow speed** and **steps to improve broadband speed**. Further, following steps may also be taken by circles to improve Broadband speed:

- a) **SNR:** Signal to noise ratio should be checked before giving new connection to customers. If it is low than the threshold limit (13 db), it may be rectified by improving copper pair quality or connection may be given through different pair.
- b) **RPR Power level:** RPR power alarms should be monitored by NIB incharges on regular basis.
- c) **Profile:** A proper speed profile as per tariff plan of customer should be configured at DSLAM port.

You are requested to give instruction to all Broadband incharges to implement above steps. It is expected that with this steps slow speed problems may be reduced to some extent.

Vishwa Mohan

(Vishwa Mohan)
Addl. GM (BBO)