

SANCHAR NIGAM EXECUTIVES' ASSOCIATION

(Recognised Majority Executives' Association)
KARNATAKA CIRCLE, BANGALORE.



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No. SNEA/ Mtce Issues / 18-19/

Dated: 21st February 2018

To,

Shri Shivaraj,

Chief General Manager Telecommunications
STR, BSNL,
Chennai .

Sub: Frequent interruption of 10 G link between Hubli to Bangalore reg.

Respected Sir,

It is to bring to your kind notice that the 10 G link working on OTN between Hubli to Bangalore is frequently getting interrupted. This link caters the traffic for **MPLS, ILL, Karnataka State Government KSWAN, DCR Links, NGN Exchanges, FTTH , and main IIT Dharwad ILL , VRL web co- located server.** The frequent interruption causing more inconvenience to the value added customers and general customers also. MPLS interruption greatly affects the services of the banks. It has brought to the notice of the STR local Hubli but they are expressing that as the number of OFC cable cuts have increased more due to road widening works and the numbers of joints are more. **The optical loss in many span between Hubli to Bangalore crossed the threshold and hence the link is not stable.** This is causing flip flop of the link and leading to frequent interruption. If this link flip flops once then it takes 20 to 30 minutes to get our Broad Band service to the customer which is causing more inconvenience and getting annoyed of the service.

Hubli SSA acquired more Local cable TV operators for FTTH on revenue share model who have given maximum FTTH connections, this frequent interruption of 10 G link causing more inconvenient, FTTH vendors, are bitterly complaining and are much annoyed.

Hence it is humble request to your kind self to make necessary arrangement for permanent restoration of the 10 G links immediately so that our value added customers get uninterrupted service and confident on our service. **Let us put our best effort in retaining brand name of our BSNL please.**

Thanking you,

Yours faithfully,

S P Jagadale
Circle Secretary, SNEA

- Copy to: 1. Sri S K Mishra CGMT Karnataka, Bangalore for infmn pl.
2. Sri K C Panday GM STSR Karnataka, Bangalore for kind instruction to restore pl.