



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Largest Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001

Circle President George Varghese DGM, Ernakulam Mob: 9447162900	Circle Secretary Jithesh.K.P SDE, Kannur Mob: 9447707475	Circle Treasurer Suneer.S AO, Circle Office Mob: 9447341693
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No.SNEA/Kerala/2018-19/II/134

dated 21st Sep 2020

To

Sh. C V Vinod,
Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram-33

Respected Sir,

Sub: Severe bandwidth issue in Attappadi area causing heavy customer complaints and churn

The following is brought to your kind notice for your urgent intervention and necessary actions.

There is heavy demand for BSNL services in Attappady area in Palakkad BA which is a known hilly area of Kerala. As of now the people of Attappady are mostly dependent on BSNL services only and competitors are yet to build up their base in Attappady area. This is a populated area with lots of Government projects and offices in place.

Presently the connectivity to Attappadi area is by two means.

1. via Microwave from Mannarkkad to Kalkandi and from there OF upto Agali (Bandwidth 155Mbps Maximum)
2. via OF from Coimbatore to Agali, bandwidth allotted only 3 STMs (450Mbps)

Due to poor reliability of cable via Coimbatore BA and low bandwidth, our connectivity is mostly dependent on the microwave link via Kalkandi.

Sir this area is having

- 1) Two BSNL Telephone Exchanges
- 2) 5 DSLAMs
- 3) 7 GSM Sites including five 3G sites
- 4) 2 OLTs with more than 100 FTTH connections and
- 5) Another 100 FTTH connections in waiting list

As it is clear from the above illustration, the bandwidth of around 450 Mbps is totally insufficient to cater to the increasing needs of Attappadi area. The end user is suffocated with bandwidth crunch and

lots of complaints are pouring in. We are also unable to give further FTTH connections in the area despite heavy demand.

Moreover it is understood that RJIO is also planning to enter the area. This may result in massive churn out of our customers unless we do something to improve the connectivity bandwidth to the region.

The proposals are

1. Implement IP Microwave with at least 2.5 G capacity from Mannarkkad to Kalkandy
2. STM 16 from Coimbatore to Agali as already allotted by TN Circle (Presently only 3 STMs are extended to Agali by Coimbatore BA) may be upgraded to 10G bandwidth using CPAN ring.
3. If the above proposals are not feasible BSNL may lease in fibre from other agencies.

Hence it is requested to kindly intervene and take necessary action to address the issue at the earliest in the interest of BSNL service and image.

Thanking You,

Sincerely Yours



Jithesh K P

Circle Secretary

SNEA Kerala Circle

Copy to GM(NWP-CFA), Kerala Circle