



No. IT/C106-1/CDR project/ 2012-13/

27th June 2013

To

All Head of SSA,
BSNL,
TamilNadu Circle.

Sub: usage during suspension period BB - reg

Ref: 1. GM/BBNW/BG/2013-14 dated @ Bangalore the 18/06/2013

It is observed that

1. BB Usage is being received against the unsuccessful connection attempts by the customer, as for example when the BB service is in suspension status as per NIB. As a result lakhs of IPDRs are in error bucket pertaining to this category of error.
2. Servers are getting avoidable hits from the suspended, inactive customers and are affecting the server performance.

In the view of above,

1. **It is requested to take necessary actions by the node/SSA incharges to remove jumpers, disconnect ports for the suspended NP numbers and to put through links expeditiously.**
2. **Analysis of the disconnecting customers shall be carried out as a routine practice.**

Encl: Reference letter

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General Manager (BP and IT),
O/o CGMT, Chennai-2.

D. M. EZHIL BUDDHAN. I.T.S.
General Manager



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

To ATTENTION SLIP

ALL SSA Incharges
Broadband Circle Co-ordinators.

Date: 18.06.13.

GM/BBNW/BG/2013-14 dated @ Bangalore the 18.06.2013

- ★ It is observed that SERVERS are getting AVOIDABLE HITS from the DISCONNECTED, INACTIVE Customers and are AFFECTING the SERVER Performance.
- ★ The SERVERS are not reachable because of LINK FAILURES between various NETWORK ELEMENTS and SERVERS which is also affecting the RESPONSE TIME for CUSTOMERS.
- ★ Action shall be taken by Node/SSA Incharges to remove jumpers, disconnect ports and to put through LINKS expeditiously.
- ★ Analysis of the disconnecting customers shall be carried out as a ROUTINE PRACTICE and Action shall be taken to Improve the FIELD ENVIRONMENT & CUSTOMER EXPERIENCES to avoid disconnection.
- ★ Reasons quoted by customer shall be summarized and sent to NOC for n/a if required at NOC.

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18/6/13
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