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भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED
(भारत सरकार का उपक्रम)
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To
The Head of SSAs
BSNL,
Tamilnadu Circle.

SUB: GUIDE LINES ON ANALYSING SLOW SPEED BROWSING ISSUES IN BROADBAND
       (MULTIPLAY) NETWORK.RELEASED BY BROADBAND NOC,O/o GM, BBNW CIRCLE,
        BANGALORE

Find enclosed here with the guidelines with regard to slow speed browsing issues in Multiplay network issued by NOC Bangalore, for further analysis and strict adherence please.

signed

Dy. General Manger (Tx)
BSNL
Tamilnadu Circle,
Chennai – 600 008.

An exhaustive check on the issue of slow browsing was carried out at Broadband (Multiplay) NOC based on various kinds of speed related complaints received from field. On examination found out that it is mainly due to the following reasons

1) Proper line profile is not provided in the DSLAM. DSLAM port should be configured with profile according to the plan.

2) SNR value is less at the central office (exchange side)/remote side (customer end). Please check the punching and media from the DSLAM to modem

PROFILE	LINE PROFILE	SNR REQUIRED
2MB	Download 2MB,upload 512/256 kbps	>16db
4MB	Download 4Mbps,upload 512/256 kbps	>15db
8MB	Download 8Mbps,upload 512/256 kbps	>14db

3) DSLAM pinging with packet loss.
   Action: Please check the media

4) RPR Power level low
   Please check whether the power level is within the range or not.

   The optimum power levels recommended are as below:

   For 10GE links: -9 to -14 db
   For 1GE links: -10 to -20 db

   If not please check the media.

5) For getting actual speed please check the speed using bsnlftp server which is hosted at 218.248.255.137. The user_id / password is bsnlftp / bsnlftp respectively.
   You may also check the speed with the Speed Tester tool available at www.dataone.in

6) In some cases, it is observed that the Broadband Connection is provided on fair usage policy (FUP Plans) where the speed comes down automatically after the stipulated download limit at higher bandwidth is exhausted.

   Action: Please check the usage/commercial plan opted by the customer, plan details from www.data.bsnl.in

After checking all these parameters if the speed is still low please escalate the issue to bbnoc_mp@bsnl.in with the details like DSLAM IP, particular username, inner vlan, snapshot of bsnl ftp test result and trace route to the websites.

IMPORTANT: Speed Measured in Kilo Bytes per Second should be properly interpreted in Mega Bits (Say 304.12 Kilo Bytes/Sec = 2.38 Megs Bits/ Second)