

O/O General Manager (Network Operations) - CM  
3rd Floor Annex, Doorasamparka Bhavan, Halasuru  
Karnataka Telecom Circle, Bangalore - 560 008.  
Ph. : 080 - 25555111 Fax : 080 - 25555112  
E-mail : gmmso\_ktk@bsnl.co.in, gmmso2.ktk@gmail.com



भारत संचार निगम लिमिटेड  
(भारत सरकार का उद्यम)  
**BHARAT SANCHAR NIGAM LTD.**  
(A Govt. Of India Enterprise)

To:

Shri R.P. Sharma,  
GM (NWP) CM, BSNL HQ,  
New Delhi.

**No. GM(NOW)CM/BTS Corr /09-10 dated at Bangalore-8, the December 27, 2010**

**Sub: Low Data speeds for subscribers in Karnataka Telecom Circle  
On account of capping of Bandwidth at SGSN by M/s Huawei**

**Ref: Acute problem of low speed access faced by subscribers in  
Karnataka Circle resulting in numerous complaints and loss of  
brand image of BSNL in 3G segment.**

This is to inform that Karnataka Telecom Circle is having 2 SGSN one at NTB and other at RT Nagar, connected with 8 & 5 RNCs respectively. It was observed for the last 2 to 3 weeks that the data speed has suddenly dropped and subscribers are facing problems in accessing the internet. M/s Huawei was asked immediately to resolve the problem, but practically they did not come up with any solution for 2 - 3 weeks. It was only when we insisted to restore any capping on SGSN as occasionally the alarm are also observed on SGSN during peak period that M/s Huawei increased the bandwidth of SGSN from the existing 305 MB to 1GB temporarily for 7 days (temporary licence for 7 days) with the result that the problem was resolved. As per M/s Huawei the temporary licence is only for 7 days w.e.f. 24-12-2010.

In this regard I request that all these dimensioning issues should be immediately resolved with M/s Huawei and there should not be any capping on SGSN bandwidth (for RT Nagar also there is capping of 250 MB while present throughput is 150 MB) so as to avoid loss of brand image of BSNL in 3G segment. In fact there were numerous complaints of low Data speeds by subscribers in whole of Karnataka for last 2-3 weeks which now only could be diagnosed as on account of capping of bandwidth at SGSN.

Hence, M/s Huawei should be asked to continue with the licence of 1GB for NTB SGSN and dimensioning issues of equipment should be settled with M/s Huawei at the earliest please.

(SHUBHENDU TIWARI)  
General Manager Mobile (NWO) CM,  
O/o CGM Telecom, Karnataka Circle,  
Bangalore-560 008

Copy to:

1. CGM, Karnataka Circle - for kind information please.
2. GM (Task Force), BSNL HQ/ GM (D) NWP, KTK Circle- for kind information please.