



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
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No. SNEA/KRL/CGM/2015-17/86 Dated 06-01-2017

To

The Chief General Manager Telecom
BSNL, Kerala Circle
Thiruvananthapuram

Respected Sir,

Sub: Broad band complaints due to issues in notification on FUP reg:-

Complaints are received from field units that on 01.01.2017 itself, FUP web page was popped up to BB customers before reaching the FUP limit. In a specific case a BB ULD 1495 customer with 30 GB FUP limit received the same when his actual usage was only 1.5 GB. The FUP page has the following issues.

Case 1: Decline option is not shown in the FUP Page

Case 2: In some cases where decline option is displayed but even after selecting the decline option, due to congestion or other issues the same page is frequently redisplayed which prevents internet browsing

Case 3: In some cases, browsing getting stopped without actually displaying FUP page.

From the Administration side the advice was, the exchange In-charges should connect those user-ids' from MDF and unlock the same. During Last month similar kind of issues was there with the FUP Page. On enquiry it was informed that New SSSC was installed at Bangalore NOC and the FUP page is not compatible with the new SSSC. The issues with the FUP page unnecessarily creating BB faults. It is to be noted that nowadays BB users are using their mobile phones for browsing and many mobile phones may not be having necessary software supporting these activities and result hanging of the operations. Customers are very much agitated and threaten about migrating to other operators. Nowadays the customers requesting Plan speed after reaching FUP Limit has drastically reduced after BSNL introduced minimum 1Mbps speed. Also BSNL is sending personal messages to the registered mobile number of the BB customer when FUP limit is reached with full details about the FUP site. If customer needs speed they can go to that site and upgrade their BB speed. Therefore it is requested that the speed reduction has to occur automatically and the FUP Page may be avoided or displayed as popup page without interrupting the browsing.

In this regard, your kind intervention is urgently requested for further arresting the churn of our revenue earning Broadband customers.

With Warm Regards

Sincerely Yours

T Santhosh Kumar
Circle Secretary
SNEA, Kerala Circle