



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

**(Recognised Majority Association of Executives in BSNL)
SNEA Bhavan, Dharmalayam Road, TVM-695001**

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No:- SNEA/KLA/CGM/2016-17/108

dtd at TVM, the 13-3-2017

To

**The CGMT
BSNL, Kerala Circle,
Thiruvananthapuram.**

Respected Sir,

Sub: Wimax Disconnections in the Circle, requesting intervention of CGMT, reg:

The Wimax disconnections in Kerala circle has been showing alarmingly high figures ever since RJIO launched their 4G services and BSNL Corporate Office revised the monthly charges of postpaid Wimax broadband plans with effect from 1st December 2016. The revised tariff plans were made applicable to all the then existing and new Wimax broadband customers in all the circles. For example, the monthly charges for the most popular unlimited plan in Kerala circle, WI 750, were made Rs. 825/- from December 2016 that too at some critical time when all TSPs in the country were indulged in reviewing their tariff strategies to compete with R-JIO tariff war.

The decision by BSNL Corporate Office to hike Wimax tariffs has put circles like Kerala in deep crisis not only in acquiring new customers but also in retaining the existing customers. It is to be noted that more than 5000 disconnections happened during last six months in Kerala. It is also to be noted that around 700 disconnections happened in the month of February 2017 alone taking total Wimax connections to 19k whereas we had more than 25k connections in April 2016. Other than R-JIO 4G, service providers like Rail Tel and other LCOs are offering unlimited usage with higher speeds in Kerala circle at tariffs very much lower than what BSNL provide. It is learnt that the GM NWO CM has already referred this issue to Sr. GM (CDMA & Wimax), BSNL corporate Office but the circle is yet to receive any decisions in this regard. We would like to suggest the following also in this regard.

1. Speed for all Wimax Plans may be enhanced to 1 Mbps.
2. An Unlimited usage plan with monthly charges around Rs. 500 may be introduced for new as well as existing customers with 1 Mbps speed for first 5GB and 512 kbps thereafter.

3. Usage charges for limited plans beyond free down load which is very high at present may be revised accordingly incorporating corresponding enhancement in speed as well as data usage in those plans.

It is requested that Respected CGMT may personally take up this case at BSNL corporate Office to sort out this issue without any further delay for revising Wimax tariff to most competitive rates to counter TSPs like R-JIO. We have also requested intervention of our CHQ to bring it to the notice of the Director/CMD. All out efforts need to be taken on war foot basis to arrest such mass disconnections happening in Wimax segment in Kerala as this negative trend can hamper the revenue as well as profit avenues of the one and the only potentially growing circle of BSNL.

With Warm Regards

Sincerely Yours



T Santhosh Kumar
Circle Secretary
SNEA, Kerala Circle

Copy to:

1. **The GM (S&M- CFA), O/o the CGMT, BSNL Kerala Circle**
2. **The GM (NWO-CM), O/o the CGMT, BSNL Kerala Circle**
3. **GS SNEA CHQ, New Delhi**