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/Kerala/2018-19/II/62   dated 14/11/2019

To
The Chief General Manager (Telecom)
BSNL, Kerala Circle
Thiruvananthapuram

Sir,

Sub: Issues related to UTStar NGN switch causing difficulties to customers, urgent intervention required to get the issues resolved by the vendor on war foot basis, our request, reg:

In UTStar NGN configuration no control/switching elements are locally available. It is merely an interface between the customer and the core. The signaling data and voice from customer equipment is collected by the LMG and sent to the core through the LAN switches and MPLS network.

Issues encountered with the system are as given below:

1. Frequent hanging of LMGs after lightning mostly at odd hours. The DC MCB has to be physically put OFF and then ON to restart and manpower wouldn't be available in many exchanges for this during odd hours. This is causing inconvenience to customers and affecting essential services like police, fire force and KSEB.

2. Many lines with slight impairments which were working with previous switches are not working properly after migration. In the CDOT, 5ESS etc switches separate line profiles may be defined and allotted to suit different types of lines as long, short, leaky etc.

3. A faulty line card may render the entire shelf with no ring and may damage the replaced power card also.

4. DID Routing and CLI issues with PRA need to be resolved.

5. Long time gap even more than 10 seconds without any tone after dialing outside numbers from PRA.

6. With this network architecture, even RBT has to come from core. No local switching. Any transmission link failure/impairment/packet loss will affect the performance. An effective monitoring/maintenance mechanism is required for transmission related issues.

7. Problems related to Clarity migration.

8. Fault escalation and card repair mechanism to be streamlined. RMA site and login are provided.
9. The insufficient capacity of IAGs to migrate all PRAs even some of the PRAs are shifted to CDOT NGN.
10. NE details are not available with fault reports, making it difficult for field teams for fault localization and early restoration.

It is requested that early action may be initiated to get the above issues resolved by the vendor on highest priority failing which customer retention would be extremely difficult and can badly affect our revenue prospects as well.

With kind regards,

Sincerely Yours

T.Santhosh Kumar
Circle Secretary
SNEA Kerala

Copy to: GM (NWP-CFA), Kerala Circle