



MTNL

(A GOVERNMENT OF INDIA ENTERPRISE)

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NEWS LETTER



Tweet



Ravi Shankar Prasad ✓
@rsprasad



Officers of @mtnlmumbai greeted @deepakjeswal with bouquet after all the hard work in restoring his broadband.

ABOUT MTNL

MTNL was set up on 1st April, 1986 by the Government of India to upgrade the quality of telecom services, expand the telecom network, introduce new services and to raise revenue for telecom development needs of India's key metro cities of Delhi & Mumbai. MTNL is the principal provider of fixed-line and broadband telecommunication service in the two Metropolitan Cities of Delhi and Mumbai. It offers mobile services in the city of Delhi including four peripheral towns Noida, Gurgaon, Faridabad & Gaziabad and the Mumbai city along with the areas falling under the Mumbai Municipal Corporation, New Mumbai Corporation and Thane Municipal Corporation.

MAJOR INITIATIVE BY MTNL SINCE JUNE 2015

UNDER THE ESTEEMED GUIDANCE OF CMD FOLLOWING MEASURES UNDERTAKEN TO IMPROVE THE QUALITY OF SERVICE

NEW DSLAM NODES: New DSLAM Nodes near to the customer premises are being continuously installed and 100 new DSLAM nodes in Delhi and 65 DSLAM in Mumbai have been installed during last six months to improve the speed and quality of BB services being provided to its customers which is highly appreciated.

IP TESTER: For online monitoring of network elements like DSLAM, BTS, VPN-LL, ILL, FTTH was introduced in beginning of June 2015. Which has facilitated effective monitoring of the elements online. Thus resulted the reducing the fault liability drastically.

FTTH AND WI-FI FOR MEMBER OF PARLIAMENT: The dedicated OFC based network to M.P.'s residence financed through grant from DOT. The dedicated OFC Network is laid

to provide FTTH & Wi-Fi to all the residence of MP's of Rajya Sabha and Lok Sabha (773). The work of OFC & FTTH is completed and Wi-Fi is in progress.

ACTION TAKEN IN LBZ AREA TO IMPROVE THE SERVICE QUALITY: MTNL has introduced New traffic channel synthesized frequency Hopping Plan to optimize the usage of available frequencies/spectrum. The Localities having high call drops were identified and 29 new BTSs have been installed for better coverage. New BCCH frequency plan has been implemented to address the call drops. Online BTS monitoring have been introduced through IP tester to minimize the BTS downtime. A working group comprising of BSNL and MTNL's professional/ RF experts was formed and on the recommendation, around 10,000 (Ten Thousand) cell level parameters of LBZ area sites have been modified for minimizing call drops. The 12 micro BTS sites, have been shifted on OFC from copper pairs to improved the network availability and stability.

**Current Customer
Status of MTNL:**

MTNL has the customer base of (As on 31.12.2015)
Landline: 35,17,794, Broadband: 11,92,157 Mobile: 35,27,552 and FTTH : 7063

MAHANAGAR TELEPHONE NIGAM LIMITED

**ACTION TAKEN TO IMPROVE COVERAGE IN PARLIAMENT COMPLEX:**

A new BTS site has been installed on the rooftop of Parliament Annexe Building, Rail Bhawan, Transport Bhawan, North Block, Sansad Marg, Parliament Annexe BTS sites have been shifted from microwave to OFC backhaul. The Augmentation of In-Building Solution (IBS) inside the Parliament Annexe building have been completed and the work for augmentation of IBS inside parliament library building is underway. After a thorough survey detailed layout plan of IBS inside the parliament house building have been prepared and submitted to concerned authorities for approval.

STEPS TAKEN TO IMPROVE THE MOBILE SERVICES IN MUMBAI

- 3G Network of GSM integrated with IP Tester for monitoring outage of NodeBs constantly. This enables to take corrective action and minimize 3G network faults effectively and increase the uptime of NodeBs.
- Adoption of BTS by officers for proper up keeping of selected high traffic BTS sites improved QoS KPIs.
- BTS site outages reduced by constant monitoring and taking necessary prompt corrective actions.
- Regular RF network optimization plan devised with systematic activities for reducing call drop in network.

LAUNCH OF MTNL'S CCTV PROJECT IN MUMBAI:

City Surveillance System was declared operational by Hon'ble Chief Minister of Maharashtra on 30-11-2015. In collaboration with L&T, who has bagged the contract of City Surveillance Project, a meticulous action plan was made to commission the surveillance system in time by MTNL. High Quality and accuracy of visuals and signals enable the end user with true picture of any given situation of the area under observation.

SPECIAL PLANS LAUNCHED BY MTNL FOR BETTER CUSTOMER EXPERIENCE**PAN INDIA FREE INCOMING ROAMING FACILITY FOR MTNL CUSTOMERS:**

MTNL introduced "Pan India Free Incoming Roaming Facility for MTNL Customers" from 1st Jan-2016. Initially the facility is offered for a period of six months. Free Roaming is available for all new/existing Prepaid and Postpaid customers including MNP customers. This will help increase the customer base as MTNL will have the first

The entire network architecture has been provided with fail safe arrangement supported by advanced Tier Data Centers and other modern networking devices.

TIER-III CONSTRUCTED FACILITY DATACENTERS OF MTNL MUMBAI AT WORLI AND BELAPUR:

MTNL offers next generation datacenter services ranging from hosting services (web-hosting, video-on-demand) to more complex IT virtualization services using virtual machines, such as financial computational software, stock-market backup, enterprise IT applications, and remote IT processing.

In order to provide these services with assured availability, MTNL has constructed Two state of the art TIER-III certified data centers at Worli and Belapur in Mumbai in technical collaboration with IIT Mumbai.

These Tier-III Datacenters offers redundancy in each and every critical component of the Datacenter and is concurrently maintainable, i.e. The Datacenter critical components can be maintained/repaired/replaced without affecting the functioning of the Datacenter. Expected uptime of Tier III Datacenters are better than 99.999%, services are managed by a dedicated team of MTNL engineers at the 24x7 level.

mover advantage of service providers in Delhi and Mumbai areas. The incoming voice call to the numbers is free while the outgoing call will be charged as per existing tariff plan of the subscribers. The data charges are same for both home service area and roaming network. MTNL has already offered free incoming roaming facility to its customers in MTNL Delhi and Mumbai network.

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PARTICIPATION IN THE MTNL PERFECT HEALTH MELA-2015



The 22nd edition of the MTNL Perfect Health Mela-2015 was held from 04th Nov. to 08th Nov. 2015 at Talkatora Stadium New Delhi. The event was inaugurated by Sh. Satyendar Jain Hon'ble Minister of Health & Family Welfare, Govt. of NCT Delhi and Padam Vibhusan Awardee Dr. Sonal Mansingh. The event was presided over by Sh. N.K. Yadav, CMD MTNL.

On this event MTNL provided the basic infrastructure like 4 Mbps Internet Leased Line to showcase the concept of Tele-medicine & Virtual OPD with the help of Heart Care Foundation of India. Through Virtual OPD the patient on the other end can take the advice from Doctors of Medanta Hospital.

MTNL Delhi showcased various service/product like High Speed BB, FTTH, Toll Free Service, Leased Line, 3G etc. The stall was inaugurated by Sh. N.K. Yadav, CMD MTNL Delhi.

PARTICIPATION IN 2ND INDIA MSME EXPO & SUMMIT 2015



MTNL Delhi unit participated in the 2nd India MSME Expo & Summit-2015 which was held on 28.08.2015 to 30.08.2015 at Pragati Maidan New Delhi. Focus of the event was highlighted sector in India. During the events MTNL showcased its services/products as being provided to the customers through live demo and display materials.

HIGH SPEED BROADBAND & DIGITAL VOICE SERVICE IN CWG VILLAGE



MTNL started High Speed Broadband & Digital Voice Services in Common Wealth Games Village using Fibre To The Home (FTTH) Technology. Under the plans MTNL is providing High Speed Broadband upto 50 Mbps speed and Digital Voice Services.

MESSAGE OF SWACHH BHARAT CAMPAIGN

MTNL Delhi unit has recorded the voice prompt of Swachh Bharat message to play along with existing IVRS at unified call centre i.e. 1500 to strengthen the campaign of Swachh Bharat mission.

"1130" MTNL'S SINGLE CUSTOMER HELPLINE NUMBER

A Single Helpline number "1130" is launched for MTNL's customers. Now, Customers can easily access MTNL Helpline number "1130" from all service providers numbers from all States and Union Territories (UTs) of India at free of cost as this is non-metered and unrestricted accessibility service.



MAHANAGAR TELEPHONE NIGAM LIMITED

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Compiled & Edited by EB & Marketing Unit of Corporate Office, MTNL