

MINUTES OF MEETING

Meeting Purpose:	Scheduled Meeting Between O&M And Marketing
Prepared and minutes taken by: Minhaz Hossain Deputy Manager, Sales & Marketing	Date: 26.07.2018

Date	:	July 26, 2018	
Time	:	2.50 PM 3.35 PM	
Venue	:	TK Bhaban (13 th Floor), Karwan bazar C/A, Dhaka-1205	
Meeting Attendees	:	1	O&M Team members
		2	Sales and Marketing Team members

Brief Description of the Agendas

S/L	Issue	Brief Description regarding the issue
1	Ring up-gradation taking more than 8 days	<p>Some of the clients faced issue for delay in Ring up-gradation. O&M will check and take action to upgrade the Ring for ensuring committed service and timeline to clients. (Dependency on Planning team).</p> <ul style="list-style-type: none"> - Tangail Online - Tangail BB PoP - KS Network- Feni - ICC Communication - Circle Network- Ichapura - Alpha Network- Narayanganj Bondor-03 - BKB Network- Munshiganj Sadar-01 (Timeline: 03/08/18) - BKB Network- Siddhirganj - MetroNet- Bhairab
2	Link Down Issues	<ul style="list-style-type: none"> - Asia Pacific Communication- Power Issue after site shifting - Easy Net- Feni - Open Network- Birganj Link down for longer period due to Power issue) - Open Network- Naogaon (Link down for longer period). The issues are resolved but O&M will take care of this type of issues for minimizing restoration time
3	OPUS data mismatch	<ul style="list-style-type: none"> - Synchronization of information is required in OPUS - All internal stakeholder needs to input the proper data in OPUS
4	Complaint from Maya Cyber world	<ul style="list-style-type: none"> - Maya Cyber world complaint regarding the misuse of SCL core by local Cable operator

		<ul style="list-style-type: none"> - Maya Cyber world already discontinued the business with local clients where the cable operators are serving which is hampering the business of Maya Cyber world - Operation will investigate this issue further and give feedback to S&M <p>Timeline: 03/08/2018</p>
5	Teletalk MEP-96 Project	<ul style="list-style-type: none"> - SCL has commissioned links of MEP-96 project which are not being utilized (approx. 20 sites) by the client. SCL is maintaining the link without any revenue. - Mr. Musabbir (O&M) will share the list of sites and Mr. Tanveer (S&M will discuss the issue with client) <p>Timeline: 29/07/2018</p>