

## MINUTES OF MEETING

<b>Meeting Purpose:</b>	<b>Scheduled Meeting Between O&amp;M And Marketing</b>
<b>Prepared and minutes taken by:</b> Minhaz Hossain Deputy Manager, Sales & Marketing	<b>Date:</b> 09.08.2018

<b>Date</b>	:	August 09, 2018
<b>Time</b>	:	3.00 PM 4.15 PM
<b>Venue</b>	:	TK Bhaban (13 <sup>th</sup> Floor), Karwan bazar C/A, Dhaka-1205
<b>Meeting Attendees</b>	:	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	Issues with Infobd24	<ul style="list-style-type: none"> <li>- Client is facing issue at Joypurhat</li> <li>- Client complained regarding illegal use of fiber by SCL vendor/facing sabotage by SCL vendor at Joypurhat Sadar-01 PoP vertical</li> <li>- SCM and audit to check and resolve</li> <li>- For SCL fiber, SCL will take care of any fiber cut/vertical/maintenance issue from now on</li> </ul>
2	Banglalink Service down issue	<ul style="list-style-type: none"> <li>- Banglalink service down due to SCL UG work for Info-Sarker site</li> <li>- Lack of synchronization between O&amp;M and internal stakeholders/Info-Sarker team.</li> <li>- O&amp;M to work on this issue and align other teams accordingly for avoiding this type of issues</li> </ul>
3	Power Issues	<ul style="list-style-type: none"> <li>- Weblink (Madaripur, Shibchar-02)</li> <li>- MetroNet (Madaripur, Shibchar-02)</li> <li>- Sayem Online (Munshiganj, Betka)</li> </ul> <p>O&amp;M to check and resolve issues permanently</p>
4	Access Problematic site list	<ul style="list-style-type: none"> <li>- Due to changes in the zones of O&amp;M, the primary feedback by O&amp;Ms are getting delayed</li> <li>- Two weeks to get the primary feedback from O&amp;M (Combined feedback for all the O&amp;Ms)</li> <li>- O&amp;Ms to check the updated spreadsheet shared by Planning and give feedback accordingly</li> </ul> <p><b>Revised timeline: 26/08/2018</b></p>