

BSNL FTTH Problems & troubleshooting

BSNL FTTH is growing day by day in the telecom industry as it is best in the market. People face difficulty when FTTH not working. So here I am describing some basic problems of the BSNL FTTH and their solutions.

Possible cause for FTTH not working

1. First reason may be that the fiber connectivity may be broken.
2. Other possible cause may be the configuration issue of the ONT.
3. Check also your network settings as specified by the BSNL at the time of installation, may be your network settings have been changed by someone else.
4. One reason may also be there that the media connectivity from the far end that is the exchange end is broken in-between customer modem and the gateway.
5. Sometimes the problem may be with the particular site your check regularly and other sites are working. You may check for other websites.
6. Last reason may be you have not paid bill of the service and BSNL has disconnected the service. So check for the payment.

PON lamp indication

PON light red or no light on it, there are two possible case of it. Either the fiber is break somewhere or the power coming in the fiber is Low or high than the threshold.

PON light blinking, then the possible cause can be configuration issue of the ONT or OLT.

If PON led is **green** stable then FTTH is in working condition.

FTTH speed problems

If you are facing speed issue in the BSNL FTTH then do the following steps to check

- Check for DNS settings it should be primary **DNS 61.1.1.1 and 61.0.3.3**
- MTU size is necessary step to check it should be between 1400-1500. The best possible value for the MTU size for BSNL FTTH is 1460.
- Fiber power for better speed is between -14 dB to -25 dB. You cannot check the fiber power directly you should get it checked by the engineer that visit your area in case of failure

Note: sometimes just restarting your modem can resolve the problem for you.

Data light is not showing

If your data light is not glowing then the problem may be in the configuration of the modem. Then you will need to configure your FTTH modem.

BSNL FTTH complain

You can book BSNL FTTH complaint on the BSNL selfcare portal. Click on the **register complaint** option shown on the left side. Select Bharatfiber voice and broadband. Enter your telephone number allotted and select complain type. Click on submit complaint and your complaint is registered.

In short if your BSNL FTTH is not working first of all raise online complain using the BSNL selfcare portal. Then do check my suggestions. Even if the problem is not solved wait for the engineer after raising the complaint.