

दु.मु. एझिल बुद्धन, आई.टी. एस
मुख्य महाप्रबंधक
D. M. EZHIL BUDDHAN, I.T.S
Chief General Manager



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

Broadband Networks Circle

CGM/BBNW/General Correspondence/2025-26/

dated 29.01.2026

To
The Chief General Manager,
All Territorial circles.

Sub: Extending priority for the VoLTE Calls in the mobile network – Reg

With the increasing adoption of Voice over LTE (VoLTE) services and the growing dependence on mobile networks for critical voice communication, it is essential to ensure consistent call quality and reliability, even during periods of high network congestion. At present, substantial amount of the mobile traffic has been shifted to the MPLS network of BSNL where the voice & data calls are passing through the MPLS backbone and handed over to the mini DCs. The issue of having higher priority for the VoLTE calls was being examined by the MPLS NOC team.

A POC has been done in 3 BAs of Kerala, 1 BA of Karnataka and Tamil Nadu each by MPLS NOC team in coordination with M/s TCS and M/s Tejas. In this regard, it is found that to provide higher priority to the VoLTE calls, differential QCI parameter is to be enabled on the eNodeBs and the Platinum category (Low Latency Queuing) is to be enabled in access network(MAAN) and MPLS PE Routers.

It is requested to kindly direct your mobile teams to take necessary action in coordination with M/s TCS and M/s Tejas to:

- 1) Enable the VoLTE QCI on the eNodeBs
- 2) Enable the Platinum queue in the MAAN network
- 3) Raising request for Platinum queue for the MPLS interfaces in BMAP portal as per the progress to enable the configuration of the same in the respective PE Routers

For any technical clarifications & expeditious processing of these cases, mpls4gsupport@bsnl.co.in a special id has been created which shall be utilized apart from raising in service desk.

Let's improve the SERVICE QUALITY of VoLTE calls pl


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