Steps to be taken to resolve call drop of phone, internet speed: Palak

BSS – State Minister for Posts, Telecommunications and Information Technology Zunaid Ahmed Palak today said necessary steps will be taken to check the call drop problem of phones and increase internet speed.

“We will give importance to financial and technical audits to check internet speed. Technical team has been formed in this matter. Drives will also be carried out to resolve call drop problems. We will do monitoring and audit regularly,” he said.

The state minister said these while addressing a meeting held at the Bangladesh Telecommunication Regulatory Commission (BTRC) building in the city’s Agargaon area as the chief guest.

BTRC organized it to discuss the quality of customer service of mobile operators, a press release said.

Mentioning that the government wants to present a smart telecom ecosystem to the country, he said the authority concerned of the government will closely monitor the mobile network operators for call drop issues in the next six months.

By this time period, a satisfactory scenario from the customer’s end must come, he added.

He assured the mobile phone operators of giving necessary support to solve aforesaid problems.

About the third terminal of Hazrat Shahjalal International Airport, Palak said it would be inaugurated in October.

“Targeting October, I want to give a challenge to the four mobile operators to ensure 5G there by October 30,” he added.

The government is determined to ensure mobile customer service at the international level.

With BTRC Chairman Engineer Mohiuddin Ahmed in the chair, the meeting was attended, among others, by top officials of mobile phone operators including CEO of Grameenphone and President of the Association of Mobile Telecom Operators of Bangladesh (AMTOB) Yasir Azman.