QoS-PMR Broadband Services

Service Provider: Triple Play Broadband Pvt. Ltd. **Service Area:** All India **Quarter:** Jun-2026 **Due date of Submission:** 15-Jul-2026

1 Submit PMR — 2 Submit DU Speed — 3 Preview and Final Submit

Service Provisioning

S.No.	Parameter	Benchmark	Performance
1 (a)	Postpaid: Total number of Subscribers at the end of reporting period		0
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		0
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		0
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		74008
1 (e)	Prepaid: Total number of Subscribers excluded from PMR- Subscriber with service level Agreement (SLA)		0
1 (f)	Prepaid: Number of Subscribers for which PMR is being submitted		74008
2	Grand total of Subscriber for which PMR is being submitted		74008
3	Total number of connections for which demand note paid by the customer		3476
4	Total number of connections provisioned after 7 working days of payment of demand note		0
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	100.00

Broadband Service Performance

6	Latency (msec)	<=50msec	5.00
7	Packet Drop Rate (%)	<=1%	0.00
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40msec	25.00

Fault Repair

10	Total no. of faults reported		3665
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.65
12	Fault Repair by Next Working Day (%)	>=85%	97.60
13	No. of faults repaired after three working days		34
14	Fault repair within three working days (%)	>=99%	99.07
15	No. of Postpaid subscribers, to whom rent rebate/ validity extension provided		0
16	No. of Prepaid subscribers, to whom rent rebate/ validity extension provided		0

Customer Service

17	Number of total billing and charging complaints reported (Prepaid + Postpaid)		70
18	Billing and charging complaints not found valid		0
19	Billing and charging complaints (%)	<=0.1 %	0.09
20	Number of billing or charging complaints NOT resolved within 4 weeks		0
21	Resolution of billing/ charging complaints within four weeks (%)	100%	100.00
22	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable (%)	100%	100.00
23	Total number of call attempts on call centre / customer care		6015
24	Number of calls connected to call centre / customer care		5995
25	Accessibility of call centre/ customer care (%)	>=95%	99.67
26	Number of subscribers requested to connect to the operator		5930
27	Number of calls answered by the operator within 90 seconds		5901
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	99.51
29	Total number of requests received for Termination / Closure of service		2450

29	Total number of requests received for Termination / Closure of service		2450
30	Number of requests for Termination / Closure of service completed after 7 working days		0
31	Termination/ closure of service within seven working days of receipt of customer's request (%)	100%	100.00
32	Number of closure of service which require refund		233
33	Number of service provisioing request for which deposit taken but service could not be provisioned		0
34	Number of deposits not refunded within 45 days		0
35	Refund of deposits within 45 days of closure of service or non-provisioning of service (%)	100%	100.00

DU Speed

S.No.	Service Area	Name of Tariff offerings	Number of Active Subscribers as on last day of the reporting period	If tariff offering is a part of Group for testing, then mention Group number (1, 2, 3...) for each such different group	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In Mbps)	Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
1	All India	Broadband Plan 3 mbps	20	1	3	3	3	3
2	All India	Broadband Plan 4 mbps	2	2	4	4	4	4
3	All India	Broadband Plan 5 mbps	89	3	5	5	5	5
4	All India	Broadband Plan 10 mbps	693	4	10	10	10	10
5	All India	Broadband Plan 15 mbps	1	5	15	15	15	15
6	All India	Broadband Plan 20 mbps	395	6	20	20	20	20
7	All India	Broadband Plan 25 mbps	20	7	17.5	17.5	5	5
8	All India	Broadband Plan 30 mbps	417	8	21	21	6	6
9	All India	Broadband Plan 32 mbps	3	9	22.4	22.4	6.4	6.4
10	All India	Broadband Plan 40 mbps	1624	10	28	28	8	8
11	All India	Broadband Plan 50 mbps	14277	11	35	35	10	10
12	All India	Broadband Plan 60 mbps	803	12	42	42	12	12
13	All India	Broadband Plan 70 mbps	1	13	49	49	14	14
14	All India	Broadband Plan 75 mbps	1625	14	52.5	52.5	15	15
15	All India	Broadband Plan 80 mbps	30	15	56	56	16	16
16	All India	Broadband Plan 100 mbps	31499	16	70	70	20	20
17	All India	Broadband Plan 150 mbps	3797	17	105	105	30	30
18	All India	Broadband Plan 175 mbps	9	18	122.5	122.5	35	35
19	All India	Broadband Plan 200 mbps	8610	19	140	140	40	40
20	All India	Broadband Plan 250 mbps	751	20	175	175	50	50
21	All India	Broadband Plan 300 mbps	8016	21	210	210	60	60
22	All India	Broadband Plan 350 mbps	1031	22	245	245	70	70
23	All India	Broadband Plan 400 mbps	154	23	280	280	80	80
24	All India	Broadband Plan 500 mbps	133	24	350	350	100	100
25	All India	Broadband Plan 1000	8	25	700	700	200	200

25	All India	Broadband Plan 1000 mbps	8	25	700	700	200	200

You have successfully submitted and verified on 15-Jul-2026 03:23 pm

This is delayed submission !

* The Parameters highlighted in red indicates non compliance.

Color indicates QoS Parameters as per regulations.

Color indicates auto Calculated value.

Date: 22-Jul-2026 17:59 PM