QoS-PMR Broadband Services

Service Provider: Triple Play Broadband Pvt. Ltd. **Service Area:** All India **Quarter:** Sep-2026 **Due date of Submission:** 15-Oct-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		75066
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		75066
2	Grand total of Subscriber for which PMR is being submitted		75066
3	Total number of connections for which demand note paid by the customer		3493
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		3213
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.43
12	Fault Repair by Next Working Day (%)	>=85%	100.00
13	No. of faults repaired after three working days		0
14	Fault repair within three working days (%)	>=99%	100.00
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)		62
18	Billing and charging complaints not found valid		2
19	Billing and charging complaints (%)	<=0.1%	0.08
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		5173
24	Number of calls connected to call centre / customer care		5173
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		5173
27	Number of calls answered by the operator within 90 seconds		5172
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	99.98
29	Total number of requests received for Termination / Closure of service		2256
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		304
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)

			period	different group		(In Mbps)		(In Mbps)
1	All India	3 mbps	135	1	3	3	3	3
2	All India	4 mbps	2	2	4	4	4	4
3	All India	5 mbps	89	3	5	5	5	5
4	All India	10 mbps	743	4	10	10	10	10
5	All India	15 mbps	1	5	15	15	15	15
6	All India	20 mbps	379	6	20	20	20	20
7	All India	25 mbps	18	7	17.5	17.5	5	5
8	All India	30 mbps	417	8	21	21	6	6
9	All India	32 mbps	3	9	22.4	22.4	6.4	6.4
10	All India	40 mbps	1581	10	28	28	8	8
11	All India	50 mbps	13993	11	35	35	10	10
12	All India	60 mbps	775	12	42	42	12	12
13	All India	70 mbps	1	13	49	49	14	14
14	All India	75 mbps	1559	14	52.5	52.5	15	15
15	All India	80 mbps	31	15	56	56	16	16
16	All India	100 mbps	31270	16	70	70	20	20
17	All India	150 mbps	4106	17	105	105	30	30
18	All India	175 mbps	9	18	122.5	122.5	35	35
19	All India	200 mbps	9157	19	140	140	40	40
20	All India	250 mbps	808	20	175	175	50	50
21	All India	300 mbps	6855	21	210	210	60	60
22	All India	350 mbps	2754	22	245	245	70	70
23	All India	400 mbps	189	23	280	280	80	80
24	All India	500 mbps	180	24	350	350	100	100
25	All India	1000 mbps	11	25	700	700	200	200

You have successfully submitted and verified on 14-Oct-2026 06:04 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: 27-Oct-2026 18:25 PM