

QoS-PMR Broadband Services

**Service Provider: GTPL KCBPL
Broadband Private Limited**

Service Area: Kolkata Quarter: Jun-2026

Due date of Submission: 15-Jul-2026

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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		2556
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		363
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		2193
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		84315
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		84315
2	Grand total of Subscriber for which PMR is being submitted		86508
3	Total number of connections for which demand note paid by the customer		100
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	25.00
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%	72.00
9	Jitter (msec)	<=40msec	10.00

Fault Repair

10	Total no. of faults reported		5913
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.28
12	Fault Repair by Next Working Day (%)	>=85%	94.00
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)		6943
18	Billing and charging complaints not found valid		6935
19	Billing and charging complaints (%)	<=0.1%	0.01
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		45819
24	Number of calls connected to call centre / customer care		44346
25	Accessibility of call centre/ customer care (%)	>=95%	96.79
26	Number of subscribers requested to connect to the operator		40319
27	Number of calls answered by the operator within 90 seconds		39109
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.00

28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.00
29	Total number of requests received for Termination / Closure of service		100
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		100
33	Number of service provisioning 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								
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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	Kolkata	BEGINNERS_STAR	129	0	40	40	40	40
2	Kolkata	Boost 100	2215	0	100	100	100	100
3	Kolkata	Boost 100 (3+1)	687	0	100	100	100	100
4	Kolkata	Boost 100 (5+2)	663	0	100	100	100	100
5	Kolkata	Boost 100 (9+4)	801	0	100	100	100	100
6	Kolkata	BOOST 100_1M/1M PROMOTIONAL	23	0	100	100	100	100
7	Kolkata	BOOST 100_3M/6M PROMOTIONAL	204	0	100	100	100	100
8	Kolkata	BOOST 100_6M/12M PROMOTIONAL	198	0	100	100	100	100
9	Kolkata	BOOST 150	2181	0	150	150	150	150
10	Kolkata	Boost 150 (3+1)	535	0	150	150	150	150
11	Kolkata	Boost 150 (5+2)	635	0	150	150	150	150
12	Kolkata	Boost 150 (9+4)	756	0	150	150	150	150
13	Kolkata	BOOST 150_1M/1M PROMOTIONAL	22	0	150	150	150	150
14	Kolkata	BOOST 150_3M/6M PROMOTIONAL	101	0	150	150	150	150
15	Kolkata	BOOST 150_6M/12M PROMOTIONAL	139	0	150	150	150	150
16	Kolkata	Boost 200	260	0	200	200	200	200
17	Kolkata	Boost 200 (3+1)	109	0	200	200	200	200
18	Kolkata	Boost 200 (5+2)	80	0	200	200	200	200
19	Kolkata	Boost 200 (9+4)	87	0	200	200	200	200
20	Kolkata	BOOST 200_1M/1M PROMOTIONAL	4	0	200	200	200	200
21	Kolkata	BOOST 200_3M/6M PROMOTIONAL	15	0	200	200	200	200
22	Kolkata	BOOST 200_6M/12M PROMOTIONAL	22	0	200	200	200	200
23	Kolkata	BOOST 250	204	0	250	250	250	250
24	Kolkata	Boost 250 (3+1)	51	0	250	250	250	250
25	Kolkata	Boost 250 (5+2)	41	0	250	250	250	250
26	Kolkata	Boost 250 (9+4)	79	0	250	250	250	250
27	Kolkata	BOOST 250_1M/1M PROMOTIONAL	4	0	250	250	250	250
28	Kolkata	BOOST 250_3M/6M PROMOTIONAL	11	0	250	250	250	250
29	Kolkata	BOOST 250_6M/12M PROMOTIONAL	7	0	250	250	250	250
30	Kolkata	BOOST 80	16775	0	80	80	80	80
31	Kolkata	Boost 80 (3+1)	3446	0	80	80	80	80
32	Kolkata	Boost 80 (5+2)	4204	0	80	80	80	80
33	Kolkata	Boost 80 (9+4)	3708	0	80	80	80	80
34	Kolkata	BOOST 80_1M/1M PROMOTIONAL	156	0	80	80	80	80

34	Kolkata	BOOST 80_1M/1M PROMOTIONAL	156	0	80	80	80	80
35	Kolkata	BOOST 80_3M/6M PROMOTIONAL	1094	0	80	80	80	80
36	Kolkata	BOOST 80_6M/12M PROMOTIONAL	1087	0	80	80	80	80
37	Kolkata	EAGLE	282	0	52	52	52	52
38	Kolkata	EAGLE 3+1	120	0	52	52	52	52
39	Kolkata	EAGLE 5+2	145	0	52	52	52	52
40	Kolkata	EAGLE 9+4	48	0	52	52	52	52
41	Kolkata	EAGLE_3M/6M PROMOTIONAL	24	0	52	52	52	52
42	Kolkata	EAGLE_6M/12M PROMOTIONAL	4	0	52	52	52	52
43	Kolkata	GTPLKCBPL + 20	496	0	20	20	20	20
44	Kolkata	GTPLKCBPL 1024	12	0	1024	1024	1024	1024
45	Kolkata	GTPLKCBPL 400	20	0	400	400	400	400
46	Kolkata	GTPLKCBPL 500	15	0	500	500	500	500
47	Kolkata	GTPLKCBPL BEGINNERS PLUS	1088	0	20	20	20	20
48	Kolkata	GTPLKCBPL_15	2116	0	15	15	15	15
49	Kolkata	JAGUAR 5+2	2	0	80	80	80	80
50	Kolkata	JAGUAR 9+4	6	0	80	80	80	80
51	Kolkata	LAHA_SPECIAL_25	4	0	25	25	25	25
52	Kolkata	LAHA_SPECIAL_50	26	0	50	50	50	50
53	Kolkata	LAHA_SPECIAL_BEGINNERS	1	0	35	35	35	35
54	Kolkata	LION 9+4	1	0	140	140	140	140
55	Kolkata	OTT 100	42	0	100	100	100	100
56	Kolkata	OTT 100_180D	13	0	100	100	100	100
57	Kolkata	OTT 100_360D	8	0	100	100	100	100
58	Kolkata	OTT 150	34	0	150	150	150	150
59	Kolkata	OTT 150_180D	16	0	150	150	150	150
60	Kolkata	OTT 150_360D	4	0	150	150	150	150
61	Kolkata	OTT 200	3	0	200	200	200	200
62	Kolkata	OTT 200_180D	2	0	200	200	200	200
63	Kolkata	OTT 200_360D	1	0	200	200	200	200
64	Kolkata	OTT 250_180D	1	0	250	250	250	250
65	Kolkata	OTT 40	26	0	40	40	40	40
66	Kolkata	OTT 40_180D	20	0	40	40	40	40
67	Kolkata	OTT 40_360D	3	0	40	40	40	40
68	Kolkata	OTT 80	61	0	80	80	80	80
69	Kolkata	OTT 80_180D	32	0	80	80	80	80
70	Kolkata	OTT 80_360D	24	0	80	80	80	80
71	Kolkata	OTT Plus 100	23	0	100	100	100	100
72	Kolkata	OTT Plus 100_180D	18	0	100	100	100	100
73	Kolkata	OTT Plus 100_360D	9	0	100	100	100	100
74	Kolkata	OTT Plus 150	40	0	150	150	150	150
75	Kolkata	OTT Plus 150_180D	16	0	150	150	150	150
76	Kolkata	OTT Plus 150_360D	12	0	150	150	150	150
77	Kolkata	OTT Plus 200	4	0	200	200	200	200
78	Kolkata	OTT Plus 200_180D	2	0	200	200	200	200
79	Kolkata	OTT Plus 200_360D	3	0	200	200	200	200
80	Kolkata	OTT Plus 250	3	0	250	250	250	250
81	Kolkata	OTT Plus 250_360D	1	0	250	250	250	250
82	Kolkata	OTT Plus 40	56	0	40	40	40	40
83	Kolkata	OTT Plus 40_180D	60	0	40	40	40	40
84	Kolkata	OTT Plus 40_360D	7	0	40	40	40	40
85	Kolkata	OTT Plus 80	127	0	80	80	80	80
86	Kolkata	OTT Plus 80_180D	132	0	80	80	80	80
87	Kolkata	OTT Plus 80_360D	39	0	80	80	80	80
88	Kolkata	PANTHER 5+2	1	0	125	125	125	125

88	Kolkata	PANTHER 5+2	1	0	125	125	125	125
89	Kolkata	PANTHER 9+4	1	0	125	125	125	125
90	Kolkata	SME ILL_100 Mbps CC_180	3	0	100	100	100	100
91	Kolkata	SME ILL_100 Mbps CC_90	38	0	100	100	100	100
92	Kolkata	SME ILL_100Mbps CC	81	0	100	100	100	100
93	Kolkata	SME ILL_50 Mbps CC_90	10	0	50	50	50	50
94	Kolkata	SME ILL_50Mbps CC	44	0	50	50	50	50
95	Kolkata	SME ILL_10 MBPS CC_90	2	0	10	10	10	10
96	Kolkata	SME ILL_100 MBPS CC_360	1	0	100	100	100	100
97	Kolkata	SME ILL_1024 Mbps CC_90	8	0	1024	1024	1024	1024
98	Kolkata	SME ILL_1024Mbps CC	39	0	1024	1024	1024	1024
99	Kolkata	SME ILL_200 Mbps CC_90	29	0	200	200	200	200
100	Kolkata	SME ILL_200Mbps CC	48	0	200	200	200	200
101	Kolkata	SME ILL_300 Mbps CC_90	1	0	300	300	300	300
102	Kolkata	SME ILL_300Mbps CC	9	0	300	300	300	300
103	Kolkata	SME ILL_5 MBPS CC_90	31	0	5	5	5	5
104	Kolkata	SME ILL_500 Mbps CC_90	7	0	500	500	500	500
105	Kolkata	SME ILL_500Mbps CC	12	0	500	500	500	500
106	Kolkata	Starter 30	8925	0	30	30	30	30
107	Kolkata	Starter 30 (3+1)	5	0	30	30	30	30
108	Kolkata	Starter 30 (5+2)	8	0	30	30	30	30
109	Kolkata	Starter 30 (9+4)	2	0	30	30	30	30
110	Kolkata	STARTER 30_1M/1M PROMOTIONAL	113	0	30	30	30	30
111	Kolkata	STARTER 40	13902	0	40	40	40	40
112	Kolkata	Starter 40 (3+1)	5170	0	40	40	40	40
113	Kolkata	Starter 40 (5+2)	4803	0	40	40	40	40
114	Kolkata	Starter 40 (9+4)	3677	0	40	40	40	40
115	Kolkata	STARTER 40_1M/1M PROMOTIONAL	287	0	40	40	40	40
116	Kolkata	STARTER 40_3M/6M PROMOTIONAL	2059	0	40	40	40	40
117	Kolkata	STARTER 40_6M/12M PROMOTIONAL	1933	0	40	40	40	40



You have successfully submitted and verified on 13-Jul-2026 03:37 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: 08-Oct-2026 16:22 PM