

## QoS-PMR Broadband Services

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

**Service Area: Kolkata Quarter:  
Mar-2026**

**Due date of Submission: 15-Apr-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		2192
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		282
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		1910
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		84512
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		84512
2	Grand total of Subscriber for which PMR is being submitted		86422
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		5624
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.17
12	Fault Repair by Next Working Day (%)	>=85%	93.00
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)		7105
18	Billing and charging complaints not found valid		7103
19	Billing and charging complaints (%)	<=0.1%	0.00
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		41007
24	Number of calls connected to call centre / customer care		40061
25	Accessibility of call centre/ customer care (%)	>=95%	97.69
26	Number of subscribers requested to connect to the operator		36842
27	Number of calls answered by the operator within 90 seconds		35736
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

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

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 DELIGHT 9+4	2	0	40	40	40	40
2	Kolkata	BEGINNERS_STAR	134	0	40	40	40	40
3	Kolkata	Boost 100	2209	0	100	100	100	100
4	Kolkata	Boost 100 ( 3+1 )	619	0	100	100	100	100
5	Kolkata	Boost 100 ( 5+2 )	632	0	100	100	100	100
6	Kolkata	Boost 100 ( 9+4 )	734	0	100	100	100	100
7	Kolkata	BOOST 100_3M/6M PROMOTIONAL	183	0	100	100	100	100
8	Kolkata	BOOST 100_6M/12M PROMOTIONAL	162	0	100	100	100	100
9	Kolkata	BOOST 150	2326	0	150	150	150	150
10	Kolkata	Boost 150 ( 3+1 )	505	0	150	150	150	150
11	Kolkata	Boost 150 ( 5+2 )	584	0	150	150	150	150
12	Kolkata	Boost 150 ( 9+4 )	718	0	150	150	150	150
13	Kolkata	BOOST 150_3M/6M PROMOTIONAL	109	0	150	150	150	150
14	Kolkata	BOOST 150_6M/12M PROMOTIONAL	138	0	150	150	150	150
15	Kolkata	Boost 200	283	0	200	200	200	200
16	Kolkata	Boost 200 ( 3+1 )	86	0	200	200	200	200
17	Kolkata	Boost 200 ( 5+2 )	71	0	200	200	200	200
18	Kolkata	Boost 200 ( 9+4 )	81	0	200	200	200	200
19	Kolkata	BOOST 200_3M/6M PROMOTIONAL	11	0	200	200	200	200
20	Kolkata	BOOST 200_6M/12M PROMOTIONAL	20	0	200	200	200	200
21	Kolkata	BOOST 250	205	0	250	250	250	250
22	Kolkata	Boost 250 ( 3+1 )	49	0	250	250	250	250
23	Kolkata	Boost 250 ( 5+2 )	32	0	250	250	250	250
24	Kolkata	Boost 250 ( 9+4 )	74	0	250	250	250	250
25	Kolkata	BOOST 250_3M/6M PROMOTIONAL	9	0	250	250	250	250
26	Kolkata	BOOST 250_6M/12M PROMOTIONAL	7	0	250	250	250	250
27	Kolkata	BOOST 80	17904	0	80	80	80	80
28	Kolkata	Boost 80 ( 3+1 )	3313	0	80	80	80	80
29	Kolkata	Boost 80 ( 5+2 )	4223	0	80	80	80	80
30	Kolkata	Boost 80 ( 9+4 )	3647	0	80	80	80	80
31	Kolkata	BOOST 80_3M/6M PROMOTIONAL	1198	0	80	80	80	80
32	Kolkata	BOOST 80_6M/12M PROMOTIONAL	1125	0	80	80	80	80

		PROMOTIONAL						
33	Kolkata	EAGLE	293	0	52	52	52	52
34	Kolkata	EAGLE 3+1	131	0	52	52	52	52
35	Kolkata	EAGLE 5+2	158	0	52	52	52	52
36	Kolkata	EAGLE 9+4	47	0	52	52	52	52
37	Kolkata	EAGLE_3M/6M PROMOTIONAL	14	0	52	52	52	52
38	Kolkata	EAGLE_6M/12M PROMOTIONAL	3	0	52	52	52	52
39	Kolkata	GTPLKCBPL + 20	443	0	20	20	20	20
40	Kolkata	GTPLKCBPL 1024	12	0	1024	1024	1024	1024
41	Kolkata	GTPLKCBPL 400	20	0	400	400	400	400
42	Kolkata	GTPLKCBPL 500	15	0	500	500	500	500
43	Kolkata	GTPLKCBPL BEGINNERS PLUS	1068	0	20	20	20	20
44	Kolkata	GTPLKCBPL_15	1885	0	15	15	15	15
45	Kolkata	JAGUAR 5+2	2	0	80	80	80	80
46	Kolkata	JAGUAR 9+4	7	0	80	80	80	80
47	Kolkata	LAHA_SPECIAL_25	5	0	25	25	25	25
48	Kolkata	LAHA_SPECIAL_50	20	0	50	50	50	50
49	Kolkata	LAHA_SPECIAL_BEGINNERS	1	0	35	35	35	35
50	Kolkata	LION 9+4	1	0	140	140	140	140
51	Kolkata	OTT 100	42	0	100	100	100	100
52	Kolkata	OTT 100_180D	7	0	100	100	100	100
53	Kolkata	OTT 100_360D	7	0	100	100	100	100
54	Kolkata	OTT 150	33	0	150	150	150	150
55	Kolkata	OTT 150_180D	17	0	150	150	150	150
56	Kolkata	OTT 150_360D	4	0	150	150	150	150
57	Kolkata	OTT 200	5	0	200	200	200	200
58	Kolkata	OTT 200_180D	1	0	200	200	200	200
59	Kolkata	OTT 200_360D	1	0	200	200	200	200
60	Kolkata	OTT 250_180D	1	0	250	250	250	250
61	Kolkata	OTT 40	20	0	40	40	40	40
62	Kolkata	OTT 40_180D	10	0	40	40	40	40
63	Kolkata	OTT 40_360D	2	0	40	40	40	40
64	Kolkata	OTT 80	65	0	80	80	80	80
65	Kolkata	OTT 80_180D	41	0	80	80	80	80
66	Kolkata	OTT 80_360D	25	0	80	80	80	80
67	Kolkata	OTT Plus 100	25	0	100	100	100	100
68	Kolkata	OTT Plus 100_180D	16	0	100	100	100	100
69	Kolkata	OTT Plus 100_360D	7	0	100	100	100	100
70	Kolkata	OTT Plus 150	48	0	150	150	150	150
71	Kolkata	OTT Plus 150_180D	18	0	150	150	150	150
72	Kolkata	OTT Plus 150_360D	15	0	150	150	150	150
73	Kolkata	OTT Plus 200	6	0	200	200	200	200
74	Kolkata	OTT Plus 200_180D	2	0	200	200	200	200
75	Kolkata	OTT Plus 200_360D	2	0	200	200	200	200
76	Kolkata	OTT Plus 250	2	0	250	250	250	250
77	Kolkata	OTT Plus 250_360D	1	0	250	250	250	250
78	Kolkata	OTT Plus 40	47	0	40	40	40	40
79	Kolkata	OTT Plus 40_180D	32	0	40	40	40	40
80	Kolkata	OTT Plus 40_360D	4	0	40	40	40	40
81	Kolkata	OTT Plus 80	120	0	80	80	80	80
82	Kolkata	OTT Plus 80_180D	141	0	80	80	80	80

82	Kolkata	OTT Plus 80_180D	141	0	80	80	80	80
83	Kolkata	OTT Plus 80_360D	42	0	80	80	80	80
84	Kolkata	PANTHER 5+2	1	0	125	125	125	125
85	Kolkata	PANTHER 9+4	2	0	125	125	125	125
86	Kolkata	SME ILL_100 Mbps CC_180	3	0	100	100	100	100
87	Kolkata	SME ILL_100 Mbps CC_90	27	0	100	100	100	100
88	Kolkata	SME ILL_100Mbps CC	81	0	100	100	100	100
89	Kolkata	SME ILL_50 Mbps CC_90	8	0	50	50	50	50
90	Kolkata	SME ILL_50Mbps CC	32	0	50	50	50	50
91	Kolkata	SME ILL_1024 Mbps CC_90	7	0	1024	1024	1024	1024
92	Kolkata	SME ILL_1024Mbps CC	34	0	1024	1024	1024	1024
93	Kolkata	SME ILL_200 Mbps CC_90	27	0	200	200	200	200
94	Kolkata	SME ILL_200Mbps CC	40	0	200	200	200	200
95	Kolkata	SME ILL_2GBPS CC_90	1	0	2048	2048	2048	2048
96	Kolkata	SME ILL_3 GBPS CC	1	0	3072	3072	3072	3072
97	Kolkata	SME ILL_300 Mbps CC_90	1	0	300	300	300	300
98	Kolkata	SME ILL_300Mbps CC	6	0	300	300	300	300
99	Kolkata	SME ILL_500 Mbps CC_90	5	0	500	500	500	500
100	Kolkata	SME ILL_500Mbps CC	9	0	500	500	500	500
101	Kolkata	SPEED	1	0	65	65	65	65
102	Kolkata	Starter 30	9130	0	30	30	30	30
103	Kolkata	Starter 30 ( 3+1 )	3	0	30	30	30	30
104	Kolkata	Starter 30 ( 5+2 )	8	0	30	30	30	30
105	Kolkata	Starter 30 ( 9+4 )	2	0	30	30	30	30
106	Kolkata	STARTER 40	14560	0	40	40	40	40
107	Kolkata	Starter 40 ( 3+1 )	4691	0	40	40	40	40
108	Kolkata	Starter 40 ( 5+2 )	4627	0	40	40	40	40
109	Kolkata	Starter 40 ( 9+4 )	3418	0	40	40	40	40
110	Kolkata	STARTER 40_3M/6M PROMOTIONAL	2007	0	40	40	40	40
111	Kolkata	STARTER 40_6M/12M PROMOTIONAL	1927	0	40	40	40	40

✔ You have successfully submitted and verified on 09-Apr-2026 03:32 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.

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