

## QoS-PMR Broadband Services

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

**Service Area: West Bengal  
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		14
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		14
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		97438
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		97438
2	Grand total of Subscriber for which PMR is being submitted		97452
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%	73.00
9	Jitter (msec)	<=40msec	10.00

### Fault Repair

10	Total no. of faults reported		2189
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.75
12	Fault Repair by Next Working Day (%)	>=85%	94.63
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)		1501
18	Billing and charging complaints not found valid		1494
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		13891
24	Number of calls connected to call centre / customer care		13570
25	Accessibility of call centre/ customer care (%)	>=95%	97.69
26	Number of subscribers requested to connect to the operator		12480
27	Number of calls answered by the operator within 90 seconds		12105
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	West Bengal	BEGINNERS DELIGHT 9+4	3	0	40	40	40	40
2	West Bengal	Boost 100	1675	0	100	100	100	100
3	West Bengal	Boost 100 ( 3+1 )	481	0	100	100	100	100
4	West Bengal	Boost 100 ( 5+2 )	456	0	100	100	100	100
5	West Bengal	Boost 100 ( 9+4 )	443	0	100	100	100	100
6	West Bengal	BOOST 100_3M/6M PROMOTIONAL	205	0	100	100	100	100
7	West Bengal	BOOST 100_6M/12M PROMOTIONAL	217	0	100	100	100	100
8	West Bengal	BOOST 150	1326	0	150	150	150	150
9	West Bengal	Boost 150 ( 3+1 )	300	0	150	150	150	150
10	West Bengal	Boost 150 ( 5+2 )	329	0	150	150	150	150
11	West Bengal	Boost 150 ( 9+4 )	379	0	150	150	150	150
12	West Bengal	BOOST 150_3M/6M PROMOTIONAL	114	0	150	150	150	150
13	West Bengal	BOOST 150_6M/12M PROMOTIONAL	163	0	150	150	150	150
14	West Bengal	Boost 200	373	0	200	200	200	200
15	West Bengal	Boost 200 ( 3+1 )	45	0	200	200	200	200
16	West Bengal	Boost 200 ( 5+2 )	41	0	200	200	200	200
17	West Bengal	Boost 200 ( 9+4 )	50	0	200	200	200	200
18	West Bengal	BOOST 200_3M/6M PROMOTIONAL	18	0	200	200	200	200
19	West Bengal	BOOST 200_6M/12M PROMOTIONAL	21	0	200	200	200	200
20	West Bengal	BOOST 250	196	0	250	250	250	250
21	West Bengal	Boost 250 ( 3+1 )	25	0	250	250	250	250
22	West Bengal	Boost 250 ( 5+2 )	30	0	250	250	250	250
23	West Bengal	Boost 250 ( 9+4 )	66	0	250	250	250	250
24	West Bengal	BOOST 250_3M/6M PROMOTIONAL	11	0	250	250	250	250

	Bengal	PROMOTIONAL						
25	West Bengal	BOOST 250_6M/12M PROMOTIONAL	22	0	250	250	250	250
26	West Bengal	BOOST 80	9414	0	80	80	80	80
27	West Bengal	Boost 80 ( 3+1 )	2453	0	80	80	80	80
28	West Bengal	Boost 80 ( 5+2 )	2887	0	80	80	80	80
29	West Bengal	Boost 80 ( 9+4 )	2197	0	80	80	80	80
30	West Bengal	BOOST 80_3M/6M PROMOTIONAL	1201	0	80	80	80	80
31	West Bengal	BOOST 80_6M/12M PROMOTIONAL	1192	0	80	80	80	80
32	West Bengal	DHUPGURI 20M	274	0	20	20	20	20
33	West Bengal	EAGLE	184	0	52	52	52	52
34	West Bengal	EAGLE 3+1	57	0	52	52	52	52
35	West Bengal	EAGLE 5+2	47	0	52	52	52	52
36	West Bengal	EAGLE 9+4	8	0	52	52	52	52
37	West Bengal	EAGLE_3M/6M PROMOTIONAL	20	0	52	52	52	52
38	West Bengal	EAGLE_6M/12M PROMOTIONAL	26	0	52	52	52	52
39	West Bengal	GTPL KCBPL_60	17	0	60	60	60	60
40	West Bengal	GTPLKCBPL 400	2	0	400	400	400	400
41	West Bengal	GTPLKCBPL BEGINNERS PLUS	3211	0	20	20	20	20
42	West Bengal	GTPLKCBPL_15	5080	0	15	15	15	15
43	West Bengal	HDPL_100 MBPS UL	17	0	100	100	100	100
44	West Bengal	HDPL_150 MBPS UL	7	0	150	150	150	150
45	West Bengal	HDPL_20 MBPS UL	57	0	20	20	20	20
46	West Bengal	HDPL_200 MBPS UL	4	0	200	200	200	200
47	West Bengal	HDPL_250 MBPS UL	3	0	250	250	250	250
48	West Bengal	HDPL_30 MBPS UL	42	0	30	30	30	30
49	West Bengal	HDPL_40 MBPS UL	157	0	40	40	40	40
50	West Bengal	HDPL_50 MBPS UL	9	0	50	50	50	50
51	West Bengal	HDPL_80 MBPS UL	62	0	80	80	80	80
52	West Bengal	JAGUAR 3+1	1	0	80	80	80	80
53	West Bengal	JAGUAR 9+4	4	0	80	80	80	80
54	West Bengal	JAGUAR_6M/12M PROMOTIONAL	1	0	80	80	80	80
55	West Bengal	LEOPARD 9+4	1	0	160	160	160	160
56	West Bengal	LION 9+4	1	0	140	140	140	140

	Bengal							
57	West Bengal	OTT 100	17	0	100	100	100	100
58	West Bengal	OTT 100_180D	9	0	100	100	100	100
59	West Bengal	OTT 100_360D	3	0	100	100	100	100
60	West Bengal	OTT 150	13	0	150	150	150	150
61	West Bengal	OTT 150_180D	8	0	150	150	150	150
62	West Bengal	OTT 150_360D	6	0	150	150	150	150
63	West Bengal	OTT 200	1	0	200	200	200	200
64	West Bengal	OTT 200_180D	1	0	200	200	200	200
65	West Bengal	OTT 200_360D	1	0	200	200	200	200
66	West Bengal	OTT 250_360D	1	0	250	250	250	250
67	West Bengal	OTT 40	31	0	40	40	40	40
68	West Bengal	OTT 40_180D	5	0	40	40	40	40
69	West Bengal	OTT 80	26	0	80	80	80	80
70	West Bengal	OTT 80_180D	28	0	80	80	80	80
71	West Bengal	OTT 80_360D	19	0	80	80	80	80
72	West Bengal	OTT Plus 100	13	0	100	100	100	100
73	West Bengal	OTT Plus 100_180D	11	0	100	100	100	100
74	West Bengal	OTT Plus 100_360D	9	0	100	100	100	100
75	West Bengal	OTT Plus 150	16	0	150	150	150	150
76	West Bengal	OTT Plus 150_180D	14	0	150	150	150	150
77	West Bengal	OTT Plus 150_360D	3	0	150	150	150	150
78	West Bengal	OTT Plus 200	6	0	200	200	200	200
79	West Bengal	OTT Plus 200_180D	2	0	200	200	200	200
80	West Bengal	OTT Plus 200_360D	2	0	200	200	200	200
81	West Bengal	OTT Plus 250	2	0	250	250	250	250
82	West Bengal	OTT Plus 250_360D	1	0	250	250	250	250
83	West Bengal	OTT Plus 40	68	0	40	40	40	40
84	West Bengal	OTT Plus 40_180D	27	0	40	40	40	40
85	West Bengal	OTT Plus 40_360D	9	0	40	40	40	40
86	West Bengal	OTT Plus 80	47	0	80	80	80	80
87	West Bengal	OTT Plus 80_180D	80	0	80	80	80	80
88	West Bengal	OTT Plus 80_360D	31	0	80	80	80	80

88	Bengal							
89	West Bengal	PANTHER	1	0	125	125	125	125
90	West Bengal	PANTHER 5+2	1	0	125	125	125	125
91	West Bengal	PANTHER 9+4	1	0	125	125	125	125
92	West Bengal	QUICK	6	0	35	35	35	35
93	West Bengal	SINHA_SPECIAL_25	18	0	25	25	25	25
94	West Bengal	Starter 30	7955	0	30	30	30	30
95	West Bengal	STARTER 40	22198	0	40	40	40	40
96	West Bengal	Starter 40 ( 3+1 )	7634	0	40	40	40	40
97	West Bengal	Starter 40 ( 5+2 )	8303	0	40	40	40	40
98	West Bengal	Starter 40 ( 9+4 )	5417	0	40	40	40	40
99	West Bengal	STARTER 40_3M/6M PROMOTIONAL	4837	0	40	40	40	40
100	West Bengal	STARTER 40_6M/12M PROMOTIONAL	4118	0	40	40	40	40
101	West Bengal	WEBEL_COMMERCIAL	2	0	350	350	350	350
102	West Bengal	WEBEL_CORAL	2	0	150	150	150	150
103	West Bengal	WEBEL_CRYSTAL	48	0	100	100	100	100
104	West Bengal	WEBEL_DOUS	44	0	130	130	130	130
105	West Bengal	WEBEL_ECONOMY	684	0	60	60	60	60
106	West Bengal	WEBEL_ECONOMY_180	1	0	60	60	60	60
107	West Bengal	WEBEL_ECONOMY_360	1	0	60	60	60	60
108	West Bengal	WEBEL_GOLD	4	0	110	110	110	110
109	West Bengal	WEBEL_PREMIUM	14	0	200	200	200	200
110	West Bengal	WEBEL_UNIQUE	28	0	80	80	80	80

✔ You have successfully submitted and verified on 09-Apr-2026 03:47 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: 21-Apr-2026 11:43 AM