

QoS-PMR Broadband Services

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

Service Area: **Kolkata**
Sept-2025

Quarter:

Due date of Submission: 15-Oct-2025

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		2289
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		123
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		2166
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		85115
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		85115
2	Grand total of Subscriber for which PMR is being submitted		87281
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		5920
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.26
12	Fault Repair by Next Working Day (%)	>=85%	98.00
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)		5432
18	Billing and charging complaints not found valid		5429
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

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		48906
24	Number of calls connected to call centre / customer care		47022
25	Accessibility of call centre/ customer care (%)	>=95%	96.15
26	Number of subscribers requested to connect to the operator		43750
27	Number of calls answered by the operator within 90 seconds		42437
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

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	2	0	40	40	40	40
2	Kolkata	BEGINNERS DELIGHT 3+1	2	0	40	40	40	40
3	Kolkata	BEGINNERS DELIGHT 5+2	4	0	40	40	40	40
4	Kolkata	BEGINNERS DELIGHT 9+4	710	0	40	40	40	40
5	Kolkata	BEGINNERS DELIGHT_3M/6M PROMOTIONAL	2	0	40	40	40	40
6	Kolkata	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	548	0	40	40	40	40
7	Kolkata	BEGINNERS DELIGHT_F	1	0	40	40	40	40
8	Kolkata	BEGINNERS_STAR	127	0	40	40	40	40
9	Kolkata	Boost 100	2070	0	100	100	100	100
10	Kolkata	Boost 100 (3 + 15D)	554	0	100	100	100	100
11	Kolkata	Boost 100 (5+1)	510	0	100	100	100	100
12	Kolkata	Boost 100 (9+3)	386	0	100	100	100	100
13	Kolkata	BOOST 100_3M/6M PROMOTIONAL	189	0	100	100	100	100
14	Kolkata	BOOST 100_6M/12M PROMOTIONAL	83	0	100	100	100	100
15	Kolkata	BOOST 150	2493	0	150	150	150	150
16	Kolkata	Boost 150 (3 + 15D)	525	0	150	150	150	150
17	Kolkata	Boost 150 (5+1)	566	0	150	150	150	150

17	Kolkata	BOOST 150 (3+1)	366	0	150	150	150	150
18	Kolkata	Boost 150 (9+3)	435	0	150	150	150	150
19	Kolkata	BOOST 150_3M/6M PROMOTIONAL	136	0	150	150	150	150
20	Kolkata	BOOST 150_6M/12M PROMOTIONAL	78	0	150	150	150	150
21	Kolkata	Boost 200	268	0	200	200	200	200
22	Kolkata	Boost 200 (3 + 15D)	70	0	200	200	200	200
23	Kolkata	Boost 200 (5+1)	50	0	200	200	200	200
24	Kolkata	Boost 200 (9+3)	39	0	200	200	200	200
25	Kolkata	BOOST 200_3M/6M PROMOTIONAL	9	0	200	200	200	200
26	Kolkata	BOOST 200_6M/12M PROMOTIONAL	6	0	200	200	200	200
27	Kolkata	BOOST 250	204	0	250	248	250	247
28	Kolkata	Boost 250 (3 + 15D)	54	0	250	248	250	247
29	Kolkata	Boost 250 (5+1)	27	0	250	248	250	247
30	Kolkata	Boost 250 (9+3)	37	0	250	248	250	247
31	Kolkata	BOOST 250_3M/6M PROMOTIONAL	5	0	250	248	250	247
32	Kolkata	BOOST 250_6M/12M PROMOTIONAL	5	0	250	248	250	247
33	Kolkata	BOOST 80	19985	0	80	80	80	80
34	Kolkata	Boost 80 (3 + 15D)	3753	0	80	80	80	80
35	Kolkata	Boost 80 (3+1)	2	0	80	80	80	80
36	Kolkata	Boost 80 (5+1)	4569	0	80	80	80	80
37	Kolkata	Boost 80 (5+2)	1	0	80	80	80	80
38	Kolkata	Boost 80 (9+3)	1972	0	80	80	80	80
39	Kolkata	BOOST 80_3M/6M PROMOTIONAL	1715	0	80	80	80	80
40	Kolkata	BOOST 80_6M/12M PROMOTIONAL	767	0	80	80	80	80
41	Kolkata	CHEETAH 9+4	13	0	250	248	250	247
42	Kolkata	EAGLE	313	0	52	52	52	52
43	Kolkata	EAGLE 3+1	146	0	52	52	52	52
44	Kolkata	EAGLE 5+2	131	0	52	52	52	52
45	Kolkata	EAGLE 9+4	38	0	52	52	52	52
46	Kolkata	EAGLE_3M/6M PROMOTIONAL	34	0	52	52	52	52
47	Kolkata	EAGLE_6M/12M PROMOTIONAL	5	0	52	52	52	52
48	Kolkata	GTPLKCBPL + 20	284	0	20	20	20	20
49	Kolkata	GTPLKCBPL 1024	8	0	1024	960	1024	950
50	Kolkata	GTPLKCBPL 400	21	0	400	380	400	380
51	Kolkata	GTPLKCBPL 500	10	0	500	470	500	470
52	Kolkata	GTPLKCBPL BEGINNERS PLUS	803	0	20	20	20	20
53	Kolkata	GTPLKCBPL_15	1301	0	15	15	15	15
54	Kolkata	JAGUAR	4	0	80	80	80	80
55	Kolkata	JAGUAR 3+1	2	0	80	80	80	80
56	Kolkata	JAGUAR 5+2	12	0	80	80	80	80
57	Kolkata	JAGUAR 9+4	980	0	80	80	80	80
58	Kolkata	JAGUAR_3M/6M PROMOTIONAL	1	0	80	80	80	80
59	Kolkata	JAGUAR_6M/12M PROMOTIONAL	385	0	80	80	80	80
60	Kolkata	LAHA_SPECIAL_BEGINNERS	2	0	160	160	160	160
61	Kolkata	LEOPARD 9+4	12	0	160	160	160	160

61	Kolkata	LEOPARD 9+4	12	0	160	160	160	160
62	Kolkata	LEOPARD_6M/12M PROMOTIONAL	3	0	160	160	160	160
63	Kolkata	LION 9+4	50	0	140	140	140	140
64	Kolkata	LION_6M/12M PROMOTIONAL	5	0	140	140	140	140
65	Kolkata	OTT 100	36	0	100	100	100	100
66	Kolkata	OTT 100_180D	9	0	100	100	100	100
67	Kolkata	OTT 100_360D	8	0	100	100	100	100
68	Kolkata	OTT 150	27	0	150	150	150	150
69	Kolkata	OTT 150_180D	13	0	150	150	150	150
70	Kolkata	OTT 150_360D	2	0	150	150	150	150
71	Kolkata	OTT 200	3	0	200	200	200	200
72	Kolkata	OTT 200_360D	1	0	200	200	200	200
73	Kolkata	OTT 250_180D	1	0	250	248	250	247
74	Kolkata	OTT 80	56	0	80	80	80	80
75	Kolkata	OTT 80_180D	27	0	80	80	80	80
76	Kolkata	OTT 80_360D	19	0	80	80	80	80
77	Kolkata	OTT Plus 100	14	0	100	100	100	100
78	Kolkata	OTT Plus 100_180D	13	0	100	100	100	100
79	Kolkata	OTT Plus 100_360D	6	0	100	100	100	100
80	Kolkata	OTT Plus 150	60	0	150	150	150	150
81	Kolkata	OTT Plus 150_180D	13	0	150	150	150	150
82	Kolkata	OTT Plus 150_360D	8	0	150	150	150	150
83	Kolkata	OTT Plus 200	6	0	200	200	200	200
84	Kolkata	OTT Plus 200_180D	1	0	200	200	200	200
85	Kolkata	OTT Plus 200_360D	2	0	200	200	200	200
86	Kolkata	OTT Plus 250	1	0	250	248	250	247
87	Kolkata	OTT Plus 250_360D	2	0	250	248	250	247
88	Kolkata	OTT Plus 80	96	0	80	80	80	80
89	Kolkata	OTT Plus 80_180D	112	0	80	80	80	80
90	Kolkata	OTT Plus 80_360D	38	0	80	80	80	80
91	Kolkata	PANTHER	2	0	125	125	125	125
92	Kolkata	PANTHER 5+2	1	0	125	125	125	125
93	Kolkata	PANTHER 9+4	185	0	125	125	125	125
94	Kolkata	PANTHER_6M/12M PROMOTIONAL	49	0	125	125	125	125
95	Kolkata	PUMA 3+1	3	0	90	90	90	90
96	Kolkata	PUMA 5+2	1	0	90	90	90	90
97	Kolkata	PUMA 9+4	126	0	90	90	90	90
98	Kolkata	PUMA_3M/6M PROMOTIONAL	1	0	90	90	90	90
99	Kolkata	PUMA_6M/12M PROMOTIONAL	31	0	90	90	90	90
100	Kolkata	SME ILL_100 Mbps CC_90	2	0	100	100	100	100
101	Kolkata	SME ILL_100Mbps CC	55	0	100	100	100	100
102	Kolkata	SME ILL_50 Mbps CC_90	1	0	50	50	50	50
103	Kolkata	SME ILL_50Mbps CC	4	0	50	50	50	50
104	Kolkata	SME ILL_1024 Mbps CC_90	6	0	1024	960	1024	950
105	Kolkata	SME ILL_1024Mbps CC	24	0	1024	960	1024	950
106	Kolkata	SME ILL_200Mbps CC	12	0	200	200	200	200
107	Kolkata	SME ILL_2GBPS CC_90	1	0	2048	1950	2048	1940
108	Kolkata	SME ILL_300Mbps CC	5	0	300	260	300	260
109	Kolkata	SME ILL_500 Mbps CC_90	2	0	500	470	500	470

109	Kolkata	SME ILL_500Mbps CC_00	2	0	500	470	500	470
110	Kolkata	SME ILL_500Mbps CC_00	10	0	500	470	500	470
111	Kolkata	SPEED	1	0	65	65	65	65
112	Kolkata	Starter 30	9355	0	30	30	30	30
113	Kolkata	Starter 30 (3+1)	2	0	30	30	30	30
114	Kolkata	Starter 30 (5+2)	2	0	30	30	30	30
115	Kolkata	STARTER 40	15015	0	40	40	40	40
116	Kolkata	Starter 40 (3 + 15D)	4873	0	40	40	40	40
117	Kolkata	Starter 40 (3+1)	4	0	40	40	40	40
118	Kolkata	Starter 40 (5+1)	4417	0	40	40	40	40
119	Kolkata	Starter 40 (9+3)	1650	0	40	40	40	40
120	Kolkata	Starter 40 (9+4)	1	0	40	40	40	40
121	Kolkata	STARTER 40_3M/6M PROMOTIONAL	2421	0	40	40	40	40
122	Kolkata	STARTER 40_6M/12M PROMOTIONAL	1149	0	40	40	40	40
123	Kolkata	TIGER 9+4	17	0	200	200	200	200
124	Kolkata	TIGER_6M/12M PROMOTIONAL	3	0	200	200	200	200

✔ You have successfully submitted and verified on 10-Oct-2025 06:34 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-Dec-2025 17:36 PM