

QoS-PMR Broadband Services

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

Service Area: **Odisha** Quarter:
Sept-2025

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		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		5140
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		5140
2	Grand total of Subscriber for which PMR is being submitted		5140
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%	75.00
9	Jitter (msec)	<=40msec	10.00

Fault Repair

10	Total no. of faults reported		270
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.75
12	Fault Repair by Next Working Day (%)	>=85%	90.70
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)		34
18	Billing and charging complaints not found valid		30
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		310
24	Number of calls connected to call centre / customer care		298
25	Accessibility of call centre/ customer care (%)	>=95%	96.13
26	Number of subscribers requested to connect to the operator		207
27	Number of calls answered by the operator within 90 seconds		201
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.10
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	Odisha	BEGINNERS DELIGHT 9+4	15	0	40	40	40	40
2	Odisha	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	46	0	40	40	40	40
3	Odisha	Boost 100	133	0	100	100	100	100
4	Odisha	Boost 100 (3 + 15D)	21	0	100	100	100	100
5	Odisha	Boost 100 (5+1)	21	0	100	100	100	100
6	Odisha	Boost 100 (9+3)	17	0	100	100	100	100
7	Odisha	BOOST 100_3M/6M PROMOTIONAL	37	0	100	100	100	100
8	Odisha	BOOST 100_6M/12M PROMOTIONAL	31	0	100	100	100	100
9	Odisha	BOOST 150	85	0	150	150	150	150
10	Odisha	Boost 150 (3 + 15D)	14	0	150	150	150	150
11	Odisha	Boost 150 (5+1)	24	0	150	150	150	150
12	Odisha	Boost 150 (9+3)	6	0	150	150	150	150
13	Odisha	BOOST 150_3M/6M PROMOTIONAL	18	0	150	150	150	150
14	Odisha	BOOST 150_6M/12M PROMOTIONAL	19	0	150	150	150	150
15	Odisha	Boost 200	4	0	200	200	200	200
16	Odisha	Boost 200 (5+1)	5	0	200	200	200	200
17	Odisha	Boost 200 (9+3)	1	0	200	200	200	200

17	Odisha	BOOST 200 (9+3)	1	0	200	200	200	200
18	Odisha	BOOST 200_3M/6M PROMOTIONAL	4	0	200	200	200	200
19	Odisha	BOOST 200_6M/12M PROMOTIONAL	1	0	200	200	200	200
20	Odisha	BOOST 250	5	0	250	248	250	247
21	Odisha	Boost 250 (3 + 15D)	6	0	250	248	250	247
22	Odisha	Boost 250 (5+1)	4	0	250	248	250	247
23	Odisha	BOOST 250_3M/6M PROMOTIONAL	2	0	250	248	250	247
24	Odisha	BOOST 80	426	0	80	80	80	80
25	Odisha	Boost 80 (3 + 15D)	99	0	80	80	80	80
26	Odisha	Boost 80 (5+1)	85	0	80	80	80	80
27	Odisha	Boost 80 (9+3)	33	0	80	80	80	80
28	Odisha	BOOST 80_3M/6M PROMOTIONAL	59	0	80	80	80	80
29	Odisha	BOOST 80_6M/12M PROMOTIONAL	62	0	80	80	80	80
30	Odisha	EAGLE	103	0	52	52	52	52
31	Odisha	EAGLE 3+1	2	0	52	52	52	52
32	Odisha	EAGLE 5+2	5	0	52	52	52	52
33	Odisha	EAGLE 9+4	3	0	52	52	52	52
34	Odisha	EAGLE_3M/6M PROMOTIONAL	2	0	52	52	52	52
35	Odisha	EAGLE_6M/12M PROMOTIONAL	7	0	52	52	52	52
36	Odisha	GTPLKCBPL BEGINNERS PLUS	127	0	20	20	20	20
37	Odisha	GTPLKCBPL_15	61	0	15	15	15	15
38	Odisha	GTPLKCBPL_TIPL_100 MBPS UL	23	0	100	100	100	100
39	Odisha	GTPLKCBPL_TIPL_150 MBPS UL	2	0	150	150	150	150
40	Odisha	GTPLKCBPL_TIPL_30 MBPS UL	5	0	30	30	30	30
41	Odisha	GTPLKCBPL_TIPL_50 MBPS UL	777	0	50	50	50	50
42	Odisha	GTPLKCBPL_TIPL_70 MBPS UL	593	0	70	70	70	70
43	Odisha	JAGUAR 9+4	15	0	80	80	80	80
44	Odisha	JAGUAR_6M/12M PROMOTIONAL	29	0	80	80	80	80
45	Odisha	LEOPARD_6M/12M PROMOTIONAL	3	0	160	160	160	160
46	Odisha	LION_6M/12M PROMOTIONAL	1	0	140	140	140	140
47	Odisha	OTT 150_360D	1	0	150	150	150	150
48	Odisha	OTT 80	2	0	80	80	80	80
49	Odisha	OTT Plus 100_180D	1	0	100	100	100	100
50	Odisha	OTT Plus 100_360D	1	0	100	100	100	100
51	Odisha	OTT Plus 150	1	0	150	150	150	150
52	Odisha	OTT Plus 150_180D	1	0	150	150	150	150
53	Odisha	OTT Plus 80	3	0	80	80	80	80
54	Odisha	OTT Plus 80_180D	1	0	80	80	80	80
55	Odisha	OTT Plus 80_360D	5	0	80	80	80	80
56	Odisha	PANTHER 9+4	2	0	125	125	125	125
57	Odisha	PANTHER_6M/12M PROMOTIONAL	7	0	125	125	125	125
58	Odisha	PUMA_6M/12M PROMOTIONAL	2	0	90	90	90	90

58	Odisha	TIGER_6M/12M PROMOTIONAL	2	0	30	30	30	30
59	Odisha	Starter 30	395	0	30	30	30	30
60	Odisha	STARTER 40	765	0	40	40	40	40
61	Odisha	Starter 40 (3 + 15D)	203	0	40	40	40	40
62	Odisha	Starter 40 (5+1)	202	0	40	40	40	40
63	Odisha	Starter 40 (9+3)	44	0	40	40	40	40
64	Odisha	STARTER 40_3M/6M PROMOTIONAL	302	0	40	40	40	40
65	Odisha	STARTER 40_6M/12M PROMOTIONAL	159	0	40	40	40	40
66	Odisha	TIGER_6M/12M PROMOTIONAL	2	0	200	200	200	200

✔ You have successfully submitted and verified on 10-Oct-2025 06:51 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 17:42 PM