

## QoS-PMR Broadband Services

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

Service Area: **West Bengal**  
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		15
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		15
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		90466
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		90466
2	Grand total of Subscriber for which PMR is being submitted		90481
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		2107
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.78
12	Fault Repair by Next Working Day (%)	>=85%	97.70
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)		954
18	Billing and charging complaints not found valid		902
19	Billing and charging complaints (%)	<=0.1%	0.06
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		16566
24	Number of calls connected to call centre / customer care		15928
25	Accessibility of call centre/ customer care (%)	>=95%	96.15
26	Number of subscribers requested to connect to the operator		14820
27	Number of calls answered by the operator within 90 seconds		14375
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	West Bengal	BEGINNERS DELIGHT	2	0	40	40	40	40
2	West Bengal	BEGINNERS DELIGHT 3+1	5	0	40	40	40	40
3	West Bengal	BEGINNERS DELIGHT 5+2	8	0	40	40	40	40
4	West Bengal	BEGINNERS DELIGHT 9+4	1115	0	40	40	40	40
5	West Bengal	BEGINNERS DELIGHT_3M/6M PROMOTIONAL	5	0	40	40	40	40
6	West Bengal	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	1207	0	40	40	40	40
7	West Bengal	Boost 100	1420	0	100	100	100	100
8	West Bengal	Boost 100 ( 3 + 15D )	401	0	100	100	100	100
9	West Bengal	Boost 100 ( 5+1 )	321	0	100	100	100	100
10	West Bengal	Boost 100 ( 9+3 )	189	0	100	100	100	100
11	West Bengal	BOOST 100_3M/6M PROMOTIONAL	164	0	100	100	100	100
12	West Bengal	BOOST 100_6M/12M PROMOTIONAL	125	0	100	100	100	100
13	West Bengal	BOOST 150	1262	0	150	150	150	150



13	West Bengal	BOOST 150	1262	0	150	150	150	150
14	West Bengal	Boost 150 ( 3 + 15D )	320	0	150	150	150	150
15	West Bengal	Boost 150 ( 5+1 )	342	0	150	150	150	150
16	West Bengal	Boost 150 ( 9+3 )	200	0	150	150	150	150
17	West Bengal	BOOST 150_3M/6M PROMOTIONAL	117	0	150	150	150	150
18	West Bengal	BOOST 150_6M/12M PROMOTIONAL	104	0	150	150	150	150
19	West Bengal	Boost 200	194	0	200	200	200	200
20	West Bengal	Boost 200 ( 3 + 15D )	40	0	200	200	200	200
21	West Bengal	Boost 200 ( 5+1 )	29	0	200	200	200	200
22	West Bengal	Boost 200 ( 9+3 )	26	0	200	200	200	200
23	West Bengal	BOOST 200_3M/6M PROMOTIONAL	7	0	200	200	200	200
24	West Bengal	BOOST 200_6M/12M PROMOTIONAL	15	0	200	200	200	200
25	West Bengal	BOOST 250	184	0	250	248	250	247
26	West Bengal	Boost 250 ( 3 + 15D )	16	0	250	248	250	247
27	West Bengal	Boost 250 ( 5+1 )	30	0	250	248	250	247
28	West Bengal	Boost 250 ( 9+3 )	38	0	250	248	250	247
29	West Bengal	BOOST 250_3M/6M PROMOTIONAL	9	0	250	248	250	247
30	West Bengal	BOOST 250_6M/12M PROMOTIONAL	11	0	250	248	250	247
31	West Bengal	BOOST 80	10053	0	80	80	80	80
32	West Bengal	Boost 80 ( 3 + 15D )	2559	0	80	80	80	80
33	West Bengal	Boost 80 ( 5+1 )	2967	0	80	80	80	80
34	West Bengal	Boost 80 ( 9+3 )	1124	0	80	80	80	80
35	West Bengal	BOOST 80_3M/6M PROMOTIONAL	1553	0	80	80	80	80
36	West Bengal	BOOST 80_6M/12M PROMOTIONAL	791	0	80	80	80	80
37	West Bengal	CHEETAH 9+4	15	0	250	248	250	247
38	West Bengal	CHEETAH_3M/6M PROMOTIONAL	1	0	250	248	250	247
39	West Bengal	CHEETAH_6M/12M PROMOTIONAL	11	0	250	248	250	247
40	West Bengal	DHUPGURI 20M	284	0	20	20	20	20
41	West Bengal	EAGLE	99	0	52	52	52	52
42	West Bengal	EAGLE 3+1	43	0	52	52	52	52
43	West Bengal	EAGLE 5+2	24	0	52	52	52	52
44	West Bengal	EAGLE 9+4	2	0	52	52	52	52
45	West Bengal	EAGLE_3M/6M	17	0	52	52	52	52

45	West Bengal	EAGLE_3M/6M PROMOTIONAL	17	0	52	52	52	52
46	West Bengal	EAGLE_6M/12M PROMOTIONAL	22	0	52	52	52	52
47	West Bengal	GTPL KCBPL_60	35	0	60	60	60	60
48	West Bengal	GTPLKCBPL 400	2	0	400	380	400	380
49	West Bengal	GTPLKCBPL BEGINNERS PLUS	2317	0	20	20	20	20
50	West Bengal	GTPLKCBPL_15	3489	0	15	15	15	15
51	West Bengal	JAGUAR	5	0	80	80	80	80
52	West Bengal	JAGUAR 3+1	3	0	80	80	80	80
53	West Bengal	JAGUAR 5+2	2	0	80	80	80	80
54	West Bengal	JAGUAR 9+4	563	0	80	80	80	80
55	West Bengal	JAGUAR_3M/6M PROMOTIONAL	2	0	80	80	80	80
56	West Bengal	JAGUAR_6M/12M PROMOTIONAL	431	0	80	80	80	80
57	West Bengal	LEOPARD 9+4	15	0	160	160	160	160
58	West Bengal	LEOPARD_6M/12M PROMOTIONAL	5	0	160	160	160	160
59	West Bengal	LION 9+4	10	0	140	140	140	140
60	West Bengal	LION_6M/12M PROMOTIONAL	11	0	140	140	140	140
61	West Bengal	OTT 100	8	0	100	100	100	100
62	West Bengal	OTT 100_180D	3	0	100	100	100	100
63	West Bengal	OTT 100_360D	6	0	100	100	100	100
64	West Bengal	OTT 150	17	0	150	150	150	150
65	West Bengal	OTT 150_180D	4	0	150	150	150	150
66	West Bengal	OTT 150_360D	2	0	150	150	150	150
67	West Bengal	OTT 200	3	0	200	200	200	200
68	West Bengal	OTT 200_360D	1	0	200	200	200	200
69	West Bengal	OTT 80	26	0	80	80	80	80
70	West Bengal	OTT 80_180D	20	0	80	80	80	80
71	West Bengal	OTT 80_360D	15	0	80	80	80	80
72	West Bengal	OTT Plus 100	10	0	100	100	100	100
73	West Bengal	OTT Plus 100_180D	4	0	100	100	100	100
74	West Bengal	OTT Plus 100_360D	4	0	100	100	100	100
75	West Bengal	OTT Plus 150	21	0	150	150	150	150
76	West Bengal	OTT Plus 150_180D	9	0	150	150	150	150
77	West Bengal	OTT Plus 150_360D	2	0	150	150	150	150

77	West Bengal	OTT Plus 150_360D	3	0	150	150	150	150
78	West Bengal	OTT Plus 200	2	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	1	0	200	200	200	200
81	West Bengal	OTT Plus 250	2	0	250	248	250	247
82	West Bengal	OTT Plus 80	55	0	80	80	80	80
83	West Bengal	OTT Plus 80_180D	71	0	80	80	80	80
84	West Bengal	OTT Plus 80_360D	24	0	80	80	80	80
85	West Bengal	PANTHER 3+1	1	0	125	125	125	125
86	West Bengal	PANTHER 5+2	1	0	125	125	125	125
87	West Bengal	PANTHER 9+4	93	0	125	125	125	125
88	West Bengal	PANTHER_6M/12M PROMOTIONAL	50	0	125	125	125	125
89	West Bengal	PUMA 9+4	56	0	90	90	90	90
90	West Bengal	PUMA_6M/12M PROMOTIONAL	19	0	90	90	90	90
91	West Bengal	QUICK	22	0	35	35	35	35
92	West Bengal	QUICK_3M/6M PROMOTIONAL	1	0	35	35	35	35
93	West Bengal	SPEED	1	0	65	65	65	65
94	West Bengal	Starter 30	7097	0	30	30	30	30
95	West Bengal	STARTER 40	21789	0	40	40	40	40
96	West Bengal	Starter 40 ( 3 + 15D )	7492	0	40	40	40	40
97	West Bengal	Starter 40 ( 5+1 )	7858	0	40	40	40	40
98	West Bengal	Starter 40 ( 9+3 )	2545	0	40	40	40	40
99	West Bengal	STARTER 40_3M/6M PROMOTIONAL	5477	0	40	40	40	40
100	West Bengal	STARTER 40_6M/12M PROMOTIONAL	2440	0	40	40	40	40
101	West Bengal	TIGER 9+4	5	0	200	200	200	200
102	West Bengal	TIGER_6M/12M PROMOTIONAL	5	0	200	200	200	200
103	West Bengal	WEBEL_COMMERCIAL	1	0	350	328	350	320
104	West Bengal	WEBEL_CORAL	2	0	150	150	150	150
105	West Bengal	WEBEL_CRYSTAL	42	0	100	100	100	100
106	West Bengal	WEBEL_DOUS	42	0	130	130	130	130
107	West Bengal	WEBEL_ECONOMY	721	0	60	60	60	60
108	West Bengal	WEBEL_ECONOMY_180	2	0	60	60	60	60



	Bengal							
109	West Bengal	WEBEL_ECONOMY_360	1	0	60	60	60	60
110	West Bengal	WEBEL_GOLD	3	0	110	110	110	110
111	West Bengal	WEBEL_PREMIUM	13	0	200	200	200	200
112	West Bengal	WEBEL_UNIQUE	28	0	80	80	80	80

✔ You have successfully submitted and verified on 10-Oct-2025 06:42 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 17:37 PM