

QoS-PMR Broadband Services

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

**Service Area: West Bengal Quarter:
Sept-2026**

Due date of Submission: 15-Oct-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		103263
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		103263
2	Grand total of Subscriber for which PMR is being submitted		103277
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		2368
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.76
12	Fault Repair by Next Working Day (%)	>=85%	94.76
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)		1156
18	Billing and charging complaints not found valid		1148
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		15485
24	Number of calls connected to call centre / customer care		15114
25	Accessibility of call centre/ customer care (%)	>=95%	97.60
26	Number of subscribers requested to connect to the operator		13808
27	Number of calls answered by the operator within 90 seconds		13394
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.00

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								
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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	50 Mbps + Platinum HD-Monthly	2	0	50	50	50	50
2	West Bengal	BEGINNERS DELIGHT 9+4	2	0	40	40	40	40
3	West Bengal	Boost 100	1641	0	100	100	100	100
4	West Bengal	Boost 100 (3+1)	634	0	100	100	100	100
5	West Bengal	Boost 100 (5+2)	635	0	100	100	100	100
6	West Bengal	Boost 100 (9+4)	578	0	100	100	100	100
7	West Bengal	BOOST 100_1M/1M PROMOTIONAL	38	0	100	100	100	100
8	West Bengal	BOOST 100_3M/6M PROMOTIONAL	216	0	100	100	100	100
9	West Bengal	BOOST 100_6M/12M PROMOTIONAL	284	0	100	100	100	100
10	West Bengal	BOOST 150	1160	0	150	150	150	150
11	West Bengal	Boost 150 (3+1)	345	0	150	150	150	150
12	West Bengal	Boost 150 (5+2)	388	0	150	150	150	150
13	West Bengal	Boost 150 (9+4)	445	0	150	150	150	150
14	West Bengal	BOOST 150_1M/1M PROMOTIONAL	14	0	150	150	150	150
15	West Bengal	BOOST 150_3M/6M PROMOTIONAL	102	0	150	150	150	150
16	West Bengal	BOOST 150_6M/12M PROMOTIONAL	162	0	150	150	150	150
17	West Bengal	Boost 200	245	0	200	200	200	200
18	West Bengal	Boost 200 (3+1)	68	0	200	200	200	200
19	West Bengal	Boost 200 (5+2)	57	0	200	200	200	200
20	West Bengal	Boost 200 (9+4)	56	0	200	200	200	200
21	West Bengal	BOOST 200_1M/1M PROMOTIONAL	6	0	200	200	200	200
22	West Bengal	BOOST 200_3M/6M PROMOTIONAL	22	0	200	200	200	200
23	West Bengal	BOOST 200_6M/12M PROMOTIONAL	24	0	200	200	200	200
24	West Bengal	BOOST 250	195	0	250	250	250	250
25	West Bengal	Boost 250 (3+1)	24	0	250	250	250	250
26	West Bengal	Boost 250 (5+2)	34	0	250	250	250	250
27	West Bengal	Boost 250 (9+4)	67	0	250	250	250	250

27	West Bengal	Boost 250 (9+4)	67	0	250	250	250	250
28	West Bengal	BOOST 250_1M/1M PROMOTIONAL	3	0	250	250	250	250
29	West Bengal	BOOST 250_3M/6M PROMOTIONAL	13	0	250	250	250	250
30	West Bengal	BOOST 250_6M/12M PROMOTIONAL	27	0	250	250	250	250
31	West Bengal	BOOST 80	8259	0	80	80	80	80
32	West Bengal	Boost 80 (3+1)	2747	0	80	80	80	80
33	West Bengal	Boost 80 (5+2)	3033	0	80	80	80	80
34	West Bengal	Boost 80 (9+4)	2278	0	80	80	80	80
35	West Bengal	BOOST 80_1M/1M PROMOTIONAL	129	0	80	80	80	80
36	West Bengal	BOOST 80_3M/6M PROMOTIONAL	1219	0	80	80	80	80
37	West Bengal	BOOST 80_6M/12M PROMOTIONAL	1267	0	80	80	80	80
38	West Bengal	DHUPGURI 20M	308	0	20	20	20	20
39	West Bengal	EAGLE	118	0	52	52	52	52
40	West Bengal	EAGLE 3+1	56	0	52	52	52	52
41	West Bengal	EAGLE 5+2	32	0	52	52	52	52
42	West Bengal	EAGLE 9+4	11	0	52	52	52	52
43	West Bengal	EAGLE_3M/6M PROMOTIONAL	7	0	52	52	52	52
44	West Bengal	EAGLE_6M/12M PROMOTIONAL	7	0	52	52	52	52
45	West Bengal	GTPL KCBPL_60	19	0	60	60	60	60
46	West Bengal	GTPLKCBPL 400	5	0	400	400	400	400
47	West Bengal	GTPLKCBPL BEGINNERS PLUS	3936	0	20	20	20	20
48	West Bengal	GTPLKCBPL_15	6321	0	15	15	15	15
49	West Bengal	HDPL_20 MBPS UL	1	0	20	20	20	20
50	West Bengal	HDPL_250 MBPS UL	1	0	250	250	250	250
51	West Bengal	HDPL_30 MBPS UL	2	0	30	30	30	30
52	West Bengal	HDPL_50 MBPS UL	3	0	50	50	50	50
53	West Bengal	HDPL_80 MBPS UL	1	0	80	80	80	80
54	West Bengal	JAGUAR 9+4	1	0	80	80	80	80
55	West Bengal	LEOPARD 9+4	1	0	160	160	160	160
56	West Bengal	OTT 100	15	0	100	100	100	100
57	West Bengal	OTT 100_180D	12	0	100	100	100	100
58	West Bengal	OTT 100_360D	6	0	100	100	100	100
59	West Bengal	OTT 150	13	0	150	150	150	150
60	West Bengal	OTT 150_180D	4	0	150	150	150	150
61	West Bengal	OTT 150_360D	5	0	150	150	150	150
62	West Bengal	OTT 200	1	0	200	200	200	200

	Bengal							
63	West Bengal	OTT 200_180D	2	0	200	200	200	200
64	West Bengal	OTT 200_360D	1	0	200	200	200	200
65	West Bengal	OTT 250_360D	1	0	250	250	250	250
66	West Bengal	OTT 50	22	0	50	50	50	50
67	West Bengal	OTT 50_180D	12	0	50	50	50	50
68	West Bengal	OTT 50_360D	5	0	50	50	50	50
69	West Bengal	OTT 80	20	0	80	80	80	80
70	West Bengal	OTT 80_180D	16	0	80	80	80	80
71	West Bengal	OTT 80_360D	16	0	80	80	80	80
72	West Bengal	OTT Plus 100	17	0	100	100	100	100
73	West Bengal	OTT Plus 100_180D	12	0	100	100	100	100
74	West Bengal	OTT Plus 100_360D	10	0	100	100	100	100
75	West Bengal	OTT Plus 150	16	0	150	150	150	150
76	West Bengal	OTT Plus 150_180D	11	0	150	150	150	150
77	West Bengal	OTT Plus 150_360D	5	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	250	250	250
82	West Bengal	OTT Plus 250_360D	4	0	250	250	250	250
83	West Bengal	OTT Plus 50	54	0	50	50	50	50
84	West Bengal	OTT Plus 50_180D	49	0	50	50	50	50
85	West Bengal	OTT Plus 50_360D	19	0	50	50	50	50
86	West Bengal	OTT Plus 80	35	0	80	80	80	80
87	West Bengal	OTT Plus 80_180D	81	0	80	80	80	80
88	West Bengal	OTT Plus 80_360D	22	0	80	80	80	80
89	West Bengal	SINHA_SPECIAL_25	8	0	25	25	25	25
90	West Bengal	Starter 30	6286	0	30	30	30	30
91	West Bengal	STARTER 30_1M/1M PROMOTIONAL	2	0	30	30	30	30
92	West Bengal	STARTER 50	21614	0	50	50	50	50
93	West Bengal	Starter 50 (3+1)	9915	0	50	50	50	50
94	West Bengal	Starter 50 (5+2)	9928	0	50	50	50	50
95	West Bengal	Starter 50 (9+4)	6158	0	50	50	50	50
96	West Bengal	STARTER 50_1M/1M PROMOTIONAL	721	0	50	50	50	50
97	West Bengal	STARTER 50_3M/6M PROMOTIONAL	5349	0	50	50	50	50
98	West Bengal	STARTER 50_6M/12M PROMOTIONAL	4731	0	50	50	50	50

	Bengal	PROMOTIONAL						
99	West Bengal	WEBEL_COMMERCIAL	3	0	350	350	350	350
100	West Bengal	WEBEL_CORAL	4	0	150	150	150	150
101	West Bengal	WEBEL_CRYSTAL	49	0	100	100	100	100
102	West Bengal	WEBEL_DOUS	43	0	130	130	130	130
103	West Bengal	WEBEL_ECONOMY	679	0	60	60	60	60
104	West Bengal	WEBEL_ECONOMY_180	1	0	60	60	60	60
105	West Bengal	WEBEL_ECONOMY_360	1	0	60	60	60	60
106	West Bengal	WEBEL_GOLD	3	0	110	110	110	110
107	West Bengal	WEBEL_PREMIUM	14	0	200	200	200	200
108	West Bengal	WEBEL_UNIQUE	26	0	80	80	80	80



You have successfully submitted and verified on 08-Oct-2026 04:07 pm



This is timely submission !

* The Parameters highlighted in **red** indicates non compliance.

 Color indicates QoS Parameters as per regulations.

 Color indicates auto Calculated value.

Date: 08-Oct-2026 16:07 PM