

QoS-PMR Broadband Services

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

**Service Area: Kolkata Quarter:
Dec-2025**

Due date of Submission: 15-Jan-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		2288
1 (b)	Postpaid: Total number of Subscriber excluded from PMR- Subscriber with service level Agreement (SLA)		206
1 (c)	Postpaid: Number of Subscribers for which PMR is being submitted		2082
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		84175
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		84175
2	Grand total of Subscriber for which PMR is being submitted		86257
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		5095
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.97
12	Fault Repair by Next Working Day (%)	>=85%	99.00
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)		6494
18	Billing and charging complaints not found valid		6470
19	Billing and charging complaints (%)	<=0.1%	0.03
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	100%	100.00

	resolution of billing and charging complaints or rectification of faults or rectification of significant network outage, as applicable (%)		
23	Total number of call attempts on call centre / customer care		41735
24	Number of calls connected to call centre / customer care		40733
25	Accessibility of call centre/ customer care (%)	>=95%	97.60
26	Number of subscribers requested to connect to the operator		38290
27	Number of calls answered by the operator within 90 seconds		37141
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 5+2	1	0	40	40	40	40
2	Kolkata	BEGINNERS DELIGHT 9+4	333	0	40	40	40	40
3	Kolkata	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	168	0	40	40	40	40
4	Kolkata	BEGINNERS DELIGHT_F	1	0	40	40	40	40
5	Kolkata	BEGINNERS_STAR	132	0	40	40	40	40
6	Kolkata	Boost 100	2247	0	100	100	100	100
7	Kolkata	Boost 100 (3 + 15D)	471	0	100	100	100	100
8	Kolkata	Boost 100 (5+1)	589	0	100	100	100	100
9	Kolkata	Boost 100 (5+2)	1	0	100	100	100	100
10	Kolkata	Boost 100 (9+3)	585	0	100	100	100	100
11	Kolkata	BOOST 100_3M/6M PROMOTIONAL	190	0	100	100	100	100
12	Kolkata	BOOST 100_6M/12M PROMOTIONAL	132	0	100	100	100	100
13	Kolkata	BOOST 150	2457	0	150	150	150	150
14	Kolkata	Boost 150 (3 + 15D)	442	0	150	150	150	150
15	Kolkata	Boost 150 (5+1)	554	0	150	150	150	150
16	Kolkata	Boost 150 (9+3)	592	0	150	150	150	150
17	Kolkata	Boost 150 (9+4)	1	0	150	150	150	150
18	Kolkata	BOOST 150_3M/6M PROMOTIONAL	141	0	150	150	150	150
19	Kolkata	BOOST 150_6M/12M	121	0	150	150	150	150

19	Kolkata	BOOST 150_6M/12M PROMOTIONAL	121	0	150	150	150	150
20	Kolkata	Boost 200	280	0	200	200	200	200
21	Kolkata	Boost 200 (3 + 15D)	70	0	200	200	200	200
22	Kolkata	Boost 200 (3+1)	1	0	200	200	200	200
23	Kolkata	Boost 200 (5+1)	56	0	200	200	200	200
24	Kolkata	Boost 200 (9+3)	58	0	200	200	200	200
25	Kolkata	BOOST 200_3M/6M PROMOTIONAL	12	0	200	200	200	200
26	Kolkata	BOOST 200_6M/12M PROMOTIONAL	17	0	200	200	200	200
27	Kolkata	BOOST 250	211	0	250	250	250	250
28	Kolkata	Boost 250 (3 + 15D)	40	0	250	250	250	250
29	Kolkata	Boost 250 (5+1)	30	0	250	250	250	250
30	Kolkata	Boost 250 (9+3)	55	0	250	250	250	250
31	Kolkata	BOOST 250_3M/6M PROMOTIONAL	7	0	250	250	250	250
32	Kolkata	BOOST 250_6M/12M PROMOTIONAL	6	0	250	250	250	250
33	Kolkata	BOOST 80	19191	0	80	80	80	80
34	Kolkata	Boost 80 (3 + 15D)	2948	0	80	80	80	80
35	Kolkata	Boost 80 (3+1)	4	0	80	80	80	80
36	Kolkata	Boost 80 (5+1)	4303	0	80	80	80	80
37	Kolkata	Boost 80 (5+2)	4	0	80	80	80	80
38	Kolkata	Boost 80 (9+3)	2949	0	80	80	80	80
39	Kolkata	Boost 80 (9+4)	1	0	80	80	80	80
40	Kolkata	BOOST 80_3M/6M PROMOTIONAL	1469	0	80	80	80	80
41	Kolkata	BOOST 80_6M/12M PROMOTIONAL	1053	0	80	80	80	80
42	Kolkata	CHEETAH 9+4	8	0	250	250	250	250
43	Kolkata	EAGLE	274	0	52	52	52	52
44	Kolkata	EAGLE 3+1	139	0	52	52	52	52
45	Kolkata	EAGLE 5+2	151	0	52	52	52	52
46	Kolkata	EAGLE 9+4	46	0	52	52	52	52
47	Kolkata	EAGLE_3M/6M PROMOTIONAL	18	0	52	52	52	52
48	Kolkata	EAGLE_6M/12M PROMOTIONAL	5	0	52	52	52	52
49	Kolkata	GTPLKCBPL + 20	362	0	20	20	20	20
50	Kolkata	GTPLKCBPL 1024	11	0	1024	1024	1024	1024
51	Kolkata	GTPLKCBPL 400	18	0	400	400	400	400
52	Kolkata	GTPLKCBPL 500	10	0	500	500	500	500
53	Kolkata	GTPLKCBPL BEGINNERS PLUS	948	0	20	20	20	20
54	Kolkata	GTPLKCBPL_15	1577	0	15	15	15	15
55	Kolkata	JAGUAR 3+1	1	0	80	80	80	80
56	Kolkata	JAGUAR 5+2	8	0	80	80	80	80
57	Kolkata	JAGUAR 9+4	418	0	80	80	80	80
58	Kolkata	JAGUAR_6M/12M PROMOTIONAL	106	0	80	80	80	80
59	Kolkata	LAHA_SPECIAL_25	1	0	25	25	25	25
60	Kolkata	LAHA_SPECIAL_50	10	0	50	50	50	50
61	Kolkata	LAHA_SPECIAL_BEGINNERS	2	0	35	35	35	35
62	Kolkata	LEOPARD 9+4	6	0	160	160	160	160
63	Kolkata	LION 9+4	23	0	140	140	140	140
64	Kolkata	OTT 100	42	0	100	100	100	100

64	Kolkata	OTT 100	42	0	100	100	100	100
65	Kolkata	OTT 100_180D	7	0	100	100	100	100
66	Kolkata	OTT 100_360D	8	0	100	100	100	100
67	Kolkata	OTT 150	36	0	150	150	150	150
68	Kolkata	OTT 150_180D	17	0	150	150	150	150
69	Kolkata	OTT 150_360D	3	0	150	150	150	150
70	Kolkata	OTT 200	5	0	200	200	200	200
71	Kolkata	OTT 200_360D	1	0	200	200	200	200
72	Kolkata	OTT 250_180D	1	0	250	250	250	250
73	Kolkata	OTT 80	51	0	80	80	80	80
74	Kolkata	OTT 80_180D	35	0	80	80	80	80
75	Kolkata	OTT 80_360D	24	0	80	80	80	80
76	Kolkata	OTT Plus 100	24	0	100	100	100	100
77	Kolkata	OTT Plus 100_180D	12	0	100	100	100	100
78	Kolkata	OTT Plus 100_360D	8	0	100	100	100	100
79	Kolkata	OTT Plus 150	50	0	150	150	150	150
80	Kolkata	OTT Plus 150_180D	14	0	150	150	150	150
81	Kolkata	OTT Plus 150_360D	12	0	150	150	150	150
82	Kolkata	OTT Plus 200	7	0	200	200	200	200
83	Kolkata	OTT Plus 200_180D	1	0	200	200	200	200
84	Kolkata	OTT Plus 200_360D	2	0	200	200	200	200
85	Kolkata	OTT Plus 250	1	0	250	250	250	250
86	Kolkata	OTT Plus 250_360D	2	0	250	250	250	250
87	Kolkata	OTT Plus 80	113	0	80	80	80	80
88	Kolkata	OTT Plus 80_180D	138	0	80	80	80	80
89	Kolkata	OTT Plus 80_360D	47	0	80	80	80	80
90	Kolkata	PANTHER	1	0	125	125	125	125
91	Kolkata	PANTHER 5+2	1	0	125	125	125	125
92	Kolkata	PANTHER 9+4	79	0	125	125	125	125
93	Kolkata	PANTHER_6M/12M PROMOTIONAL	13	0	125	125	125	125
94	Kolkata	PUMA 5+2	1	0	90	90	90	90
95	Kolkata	PUMA 9+4	58	0	90	90	90	90
96	Kolkata	PUMA_6M/12M PROMOTIONAL	9	0	90	90	90	90
97	Kolkata	SME ILL_100 Mbps CC_180	3	0	100	100	100	100
98	Kolkata	SME ILL_100 Mbps CC_90	7	0	100	100	100	100
99	Kolkata	SME ILL_100Mbps CC	74	0	100	100	100	100
100	Kolkata	SME ILL_50 Mbps CC_90	1	0	50	50	50	50
101	Kolkata	SME ILL_50Mbps CC	21	0	50	50	50	50
102	Kolkata	SME ILL_1024 Mbps CC_90	6	0	1024	1024	1024	1024
103	Kolkata	SME ILL_1024Mbps CC	27	0	1024	1024	1024	1024
104	Kolkata	SME ILL_200 Mbps CC_90	6	0	200	200	200	200
105	Kolkata	SME ILL_200Mbps CC	42	0	200	200	200	200
106	Kolkata	SME ILL_2GBPS CC_90	1	0	2048	2048	2048	2048
107	Kolkata	SME ILL_300Mbps CC	5	0	300	300	300	300
108	Kolkata	SME ILL_500 Mbps CC_90	3	0	500	500	500	500
109	Kolkata	SME ILL_500Mbps CC	9	0	500	500	500	500
110	Kolkata	SPEED	1	0	65	65	65	65
111	Kolkata	Starter 30	9362	0	30	30	30	30
112	Kolkata	Starter 30 (3+1)	3	0	30	30	30	30
113	Kolkata	Starter 30 (5+2)	4	0	30	30	30	30
114	Kolkata	Starter 30 (9+4)	1	0	30	30	30	30

114	Kolkata	Starter 30 (9+4)	1	0	30	30	30	30
115	Kolkata	STARTER 40	15401	0	40	40	40	40
116	Kolkata	Starter 40 (3 + 15D)	3853	0	40	40	40	40
117	Kolkata	Starter 40 (3+1)	8	0	40	40	40	40
118	Kolkata	Starter 40 (5+1)	4440	0	40	40	40	40
119	Kolkata	Starter 40 (5+2)	3	0	40	40	40	40
120	Kolkata	Starter 40 (9+3)	2678	0	40	40	40	40
121	Kolkata	Starter 40 (9+4)	1	0	40	40	40	40
122	Kolkata	STARTER 40_3M/6M PROMOTIONAL	2169	0	40	40	40	40
123	Kolkata	STARTER 40_6M/12M PROMOTIONAL	1646	0	40	40	40	40
124	Kolkata	TIGER 9+4	5	0	200	200	200	200
125	Kolkata	TIGER_6M/12M PROMOTIONAL	1	0	200	200	200	200



You have successfully submitted and verified on 09-Jan-2026 07:00 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: 13-Jan-2026 18:37 PM