

# QoS-PMR Broadband Services

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

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

**Due date of Submission: 15-Jan-2026**

1

2

3

Submit PMR

Submit DU Speed

Preview and Final Submit

## Service Provisioning

S.No.	Parameter	Benchm ark	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		5256
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		5256
2	Grand total of Subscriber for which PMR is being submitted		5256
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)	<=50ms ec	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)	<=40ms ec	10.00

## Fault Repair

10	Total no. of faults reported		252
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.60
12	Fault Repair by Next Working Day (%)	>=85%	94.04
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)		25
18	Billing and charging complaints not found valid		23
19	Billing and charging complaints (%)	<=0.1%	0.04
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	265
24	Number of calls connected to call centre / customer care	258
25	Accessibility of call centre/ customer care (%)	>=95% 97.36
26	Number of subscribers requested to connect to the operator	181
27	Number of calls answered by the operator within 90 seconds	175
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 96.69
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	11	0	40	40	40	40
2	Odisha	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	14	0	40	40	40	40
3	Odisha	Boost 100	144	0	100	100	100	100
4	Odisha	Boost 100 ( 3 + 15D )	20	0	100	100	100	100
5	Odisha	Boost 100 ( 5+1 )	26	0	100	100	100	100
6	Odisha	Boost 100 ( 9+3 )	31	0	100	100	100	100
7	Odisha	BOOST 100_3M/6M PROMOTIONAL	45	0	100	100	100	100
8	Odisha	BOOST 100_6M/12M PROMOTIONAL	43	0	100	100	100	100
9	Odisha	BOOST 150	78	0	150	150	150	150
10	Odisha	Boost 150 ( 3 + 15D )	10	0	150	150	150	150
11	Odisha	Boost 150 ( 5+1 )	29	0	150	150	150	150
12	Odisha	Boost 150 ( 9+3 )	11	0	150	150	150	150
13	Odisha	BOOST 150_3M/6M PROMOTIONAL	14	0	150	150	150	150
14	Odisha	BOOST 150_6M/12M PROMOTIONAL	29	0	150	150	150	150
15	Odisha	Boost 200	15	0	200	200	200	200
16	Odisha	Boost 200 ( 5+1 )	6	0	200	200	200	200
17	Odisha	Boost 200 ( 9+3 )	1	0	200	200	200	200
18	Odisha	BOOST 200_3M/6M PROMOTIONAL	6	0	200	200	200	200

18	Odisha	BOOST 200_3M/6M PROMOTIONAL	3	0	200	200	200	200
19	Odisha	BOOST 200_6M/12M PROMOTIONAL	3	0	200	200	200	200
20	Odisha	BOOST 250	4	0	250	250	250	250
21	Odisha	Boost 250 ( 3 + 15D )	4	0	250	250	250	250
22	Odisha	Boost 250 ( 5+1 )	4	0	250	250	250	250
23	Odisha	Boost 250 ( 9+3 )	2	0	250	250	250	250
24	Odisha	BOOST 250_3M/6M PROMOTIONAL	3	0	250	250	250	250
25	Odisha	BOOST 250_6M/12M PROMOTIONAL	1	0	250	250	250	250
26	Odisha	BOOST 80	372	0	80	80	80	80
27	Odisha	Boost 80 ( 3 + 15D )	72	0	80	80	80	80
28	Odisha	Boost 80 ( 5+1 )	87	0	80	80	80	80
29	Odisha	Boost 80 ( 9+3 )	60	0	80	80	80	80
30	Odisha	BOOST 80_3M/6M PROMOTIONAL	93	0	80	80	80	80
31	Odisha	BOOST 80_6M/12M PROMOTIONAL	86	0	80	80	80	80
32	Odisha	EAGLE	74	0	52	52	52	52
33	Odisha	EAGLE 3+1	1	0	52	52	52	52
34	Odisha	EAGLE 5+2	9	0	52	52	52	52
35	Odisha	EAGLE 9+4	4	0	52	52	52	52
36	Odisha	EAGLE_3M/6M PROMOTIONAL	6	0	52	52	52	52
37	Odisha	EAGLE_6M/12M PROMOTIONAL	7	0	52	52	52	52
38	Odisha	GTPLKCBPL BEGINNERS PLUS	207	0	20	20	20	20
39	Odisha	GTPLKCBPL_15	69	0	15	15	15	15
40	Odisha	GTPLKCBPL_TIPL_100 MBPS UL	115	0	100	100	100	100
41	Odisha	GTPLKCBPL_TIPL_150 MBPS UL	4	0	150	150	150	150
42	Odisha	GTPLKCBPL_TIPL_30 MBPS UL	1	0	30	30	30	30
43	Odisha	GTPLKCBPL_TIPL_50 MBPS UL	671	0	50	50	50	50
44	Odisha	GTPLKCBPL_TIPL_70 MBPS UL	457	0	70	70	70	70
45	Odisha	JAGUAR 9+4	8	0	80	80	80	80
46	Odisha	JAGUAR_6M/12M PROMOTIONAL	7	0	80	80	80	80
47	Odisha	LEOPARD_6M/12M PROMOTIONAL	1	0	160	160	160	160
48	Odisha	OTT 150_360D	1	0	150	150	150	150
49	Odisha	OTT 80	1	0	80	80	80	80
50	Odisha	OTT 80_360D	1	0	80	80	80	80
51	Odisha	OTT Plus 100	1	0	100	100	100	100
52	Odisha	OTT Plus 100_180D	1	0	100	100	100	100
53	Odisha	OTT Plus 100_360D	1	0	100	100	100	100
54	Odisha	OTT Plus 150	1	0	150	150	150	150
55	Odisha	OTT Plus 150_180D	1	0	150	150	150	150
56	Odisha	OTT Plus 80	2	0	80	80	80	80
57	Odisha	OTT Plus 80_180D	2	0	80	80	80	80
58	Odisha	OTT Plus 80_360D	5	0	80	80	80	80
59	Odisha	PANTHER_6M/12M PROMOTIONAL	3	0	125	125	125	125
60	Odisha	PUMA_6M/12M	1	0	20	20	20	20

60	Odisha	PUMA_6M/12M PROMOTIONAL	1	0	90	90	90	90
61	Odisha	Starter 30	448	0	30	30	30	30
62	Odisha	STARTER 40	790	0	40	40	40	40
63	Odisha	Starter 40 ( 3 + 15D )	134	0	40	40	40	40
64	Odisha	Starter 40 ( 5+1 )	230	0	40	40	40	40
65	Odisha	Starter 40 ( 9+3 )	117	0	40	40	40	40
66	Odisha	STARTER 40_3M/6M PROMOTIONAL	304	0	40	40	40	40
67	Odisha	STARTER 40_6M/12M PROMOTIONAL	246	0	40	40	40	40
68	Odisha	TIGER_6M/12M PROMOTIONAL	1	0	200	200	200	200

 You have successfully submitted and verified on 09-Jan-2026 07:07 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: 13-Jan-2026 18:40 PM