

QoS-PMR Broadband Services

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

**Service Area: West Bengal
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		13
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		13
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		92384
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		92384
2	Grand total of Subscriber for which PMR is being submitted		92397
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		1386
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.50
12	Fault Repair by Next Working Day (%)	>=85%	96.68
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)		1190
18	Billing and charging complaints not found valid		1172
19	Billing and charging complaints (%)	<=0.1%	0.02
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		14137
24	Number of calls connected to call centre / customer care		13798
25	Accessibility of call centre/ customer care (%)	>=95%	97.60
26	Number of subscribers requested to connect to the operator		12970
27	Number of calls answered by the operator within 90 seconds		12581
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	1	0	40	40	40	40
3	West Bengal	BEGINNERS DELIGHT 5+2	2	0	40	40	40	40
4	West Bengal	BEGINNERS DELIGHT 9+4	537	0	40	40	40	40
5	West Bengal	BEGINNERS DELIGHT_6M/12M PROMOTIONAL	306	0	40	40	40	40
6	West Bengal	Boost 100	1631	0	100	100	100	100
7	West Bengal	Boost 100 (3 + 15D)	365	0	100	100	100	100
8	West Bengal	Boost 100 (5+1)	384	0	100	100	100	100
9	West Bengal	Boost 100 (9+3)	321	0	100	100	100	100
10	West Bengal	BOOST 100_3M/6M PROMOTIONAL	182	0	100	100	100	100
11	West Bengal	BOOST 100_6M/12M PROMOTIONAL	183	0	100	100	100	100
12	West Bengal	BOOST 150	1368	0	150	150	150	150
13	West Bengal	Boost 150 (3 + 15D)	234	0	150	150	150	150
14	West Bengal	Boost 150 (5+1)	340	0	150	150	150	150

14	West Bengal	Boost 150 (5+1)	340	0	150	150	150	150
15	West Bengal	Boost 150 (9+3)	298	0	150	150	150	150
16	West Bengal	BOOST 150_3M/6M PROMOTIONAL	100	0	150	150	150	150
17	West Bengal	BOOST 150_6M/12M PROMOTIONAL	141	0	150	150	150	150
18	West Bengal	Boost 200	245	0	200	200	200	200
19	West Bengal	Boost 200 (3 + 15D)	28	0	200	200	200	200
20	West Bengal	Boost 200 (5+1)	33	0	200	200	200	200
21	West Bengal	Boost 200 (9+3)	34	0	200	200	200	200
22	West Bengal	BOOST 200_3M/6M PROMOTIONAL	13	0	200	200	200	200
23	West Bengal	BOOST 200_6M/12M PROMOTIONAL	20	0	200	200	200	200
24	West Bengal	BOOST 250	198	0	250	250	250	250
25	West Bengal	Boost 250 (3 + 15D)	14	0	250	250	250	250
26	West Bengal	Boost 250 (5+1)	32	0	250	250	250	250
27	West Bengal	Boost 250 (9+3)	52	0	250	250	250	250
28	West Bengal	BOOST 250_3M/6M PROMOTIONAL	14	0	250	250	250	250
29	West Bengal	BOOST 250_6M/12M PROMOTIONAL	21	0	250	250	250	250
30	West Bengal	BOOST 80	9981	0	80	80	80	80
31	West Bengal	Boost 80 (3 + 15D)	1974	0	80	80	80	80
32	West Bengal	Boost 80 (5+1)	2846	0	80	80	80	80
33	West Bengal	Boost 80 (9+3)	1721	0	80	80	80	80
34	West Bengal	BOOST 80_3M/6M PROMOTIONAL	1305	0	80	80	80	80
35	West Bengal	BOOST 80_6M/12M PROMOTIONAL	1087	0	80	80	80	80
36	West Bengal	CHEETAH 9+4	8	0	250	250	250	250
37	West Bengal	CHEETAH_6M/12M PROMOTIONAL	1	0	250	250	250	250
38	West Bengal	DHUPGURI 20M	284	0	20	20	20	20
39	West Bengal	EAGLE	166	0	52	52	52	52
40	West Bengal	EAGLE 3+1	70	0	52	52	52	52
41	West Bengal	EAGLE 5+2	49	0	52	52	52	52
42	West Bengal	EAGLE 9+4	3	0	52	52	52	52
43	West Bengal	EAGLE_3M/6M PROMOTIONAL	19	0	52	52	52	52
44	West Bengal	EAGLE_6M/12M PROMOTIONAL	22	0	52	52	52	52
45	West Bengal	GTPL KCBPL_60	19	0	60	60	60	60
46	West Bengal	GTPLKCBPL 400	2	0	400	400	400	400

46	West Bengal	GTPLKCBPL 400	2	0	400	400	400	400
47	West Bengal	GTPLKCBPL BEGINNERS PLUS	2731	0	20	20	20	20
48	West Bengal	GTPLKCBPL_15	4205	0	15	15	15	15
49	West Bengal	JAGUAR	1	0	80	80	80	80
50	West Bengal	JAGUAR 3+1	2	0	80	80	80	80
51	West Bengal	JAGUAR 9+4	247	0	80	80	80	80
52	West Bengal	JAGUAR_6M/12M PROMOTIONAL	119	0	80	80	80	80
53	West Bengal	LEOPARD 9+4	7	0	160	160	160	160
54	West Bengal	LEOPARD_6M/12M PROMOTIONAL	1	0	160	160	160	160
55	West Bengal	LION 9+4	4	0	140	140	140	140
56	West Bengal	LION_6M/12M PROMOTIONAL	1	0	140	140	140	140
57	West Bengal	OTT 100	16	0	100	100	100	100
58	West Bengal	OTT 100_180D	5	0	100	100	100	100
59	West Bengal	OTT 100_360D	6	0	100	100	100	100
60	West Bengal	OTT 150	18	0	150	150	150	150
61	West Bengal	OTT 150_180D	6	0	150	150	150	150
62	West Bengal	OTT 150_360D	4	0	150	150	150	150
63	West Bengal	OTT 200	2	0	200	200	200	200
64	West Bengal	OTT 200_180D	1	0	200	200	200	200
65	West Bengal	OTT 200_360D	1	0	200	200	200	200
66	West Bengal	OTT 250_360D	1	0	250	250	250	250
67	West Bengal	OTT 80	34	0	80	80	80	80
68	West Bengal	OTT 80_180D	26	0	80	80	80	80
69	West Bengal	OTT 80_360D	20	0	80	80	80	80
70	West Bengal	OTT Plus 100	13	0	100	100	100	100
71	West Bengal	OTT Plus 100_180D	4	0	100	100	100	100
72	West Bengal	OTT Plus 100_360D	6	0	100	100	100	100
73	West Bengal	OTT Plus 150	23	0	150	150	150	150
74	West Bengal	OTT Plus 150_180D	11	0	150	150	150	150
75	West Bengal	OTT Plus 150_360D	4	0	150	150	150	150
76	West Bengal	OTT Plus 200	3	0	200	200	200	200
77	West Bengal	OTT Plus 200_180D	1	0	200	200	200	200
78	West Bengal	OTT Plus 200_360D	2	0	200	200	200	200

78	West Bengal	OTT Plus 200_360D	2	0	200	200	200	200
79	West Bengal	OTT Plus 250	3	0	250	250	250	250
80	West Bengal	OTT Plus 80	57	0	80	80	80	80
81	West Bengal	OTT Plus 80_180D	83	0	80	80	80	80
82	West Bengal	OTT Plus 80_360D	32	0	80	80	80	80
83	West Bengal	PANTHER	1	0	125	125	125	125
84	West Bengal	PANTHER 5+2	1	0	125	125	125	125
85	West Bengal	PANTHER 9+4	39	0	125	125	125	125
86	West Bengal	PANTHER_6M/12M PROMOTIONAL	12	0	125	125	125	125
87	West Bengal	PUMA 9+4	22	0	90	90	90	90
88	West Bengal	PUMA_6M/12M PROMOTIONAL	2	0	90	90	90	90
89	West Bengal	QUICK	16	0	35	35	35	35
90	West Bengal	SPEED	2	0	65	65	65	65
91	West Bengal	Starter 30	7860	0	30	30	30	30
92	West Bengal	STARTER 40	22561	0	40	40	40	40
93	West Bengal	Starter 40 (3 + 15D)	6110	0	40	40	40	40
94	West Bengal	Starter 40 (5+1)	7779	0	40	40	40	40
95	West Bengal	Starter 40 (9+3)	4204	0	40	40	40	40
96	West Bengal	STARTER 40_3M/6M PROMOTIONAL	5023	0	40	40	40	40
97	West Bengal	STARTER 40_6M/12M PROMOTIONAL	3555	0	40	40	40	40
98	West Bengal	TIGER 9+4	4	0	200	200	200	200
99	West Bengal	TIGER_6M/12M PROMOTIONAL	1	0	200	200	200	200
100	West Bengal	WEBEL_COMMERCIAL	1	0	350	350	350	350
101	West Bengal	WEBEL_CORAL	2	0	150	150	150	150
102	West Bengal	WEBEL_CRYSTAL	45	0	100	100	100	100
103	West Bengal	WEBEL_DOUS	45	0	130	130	130	130
104	West Bengal	WEBEL_ECONOMY	706	0	60	60	60	60
105	West Bengal	WEBEL_ECONOMY_180	2	0	60	60	60	60
106	West Bengal	WEBEL_ECONOMY_360	1	0	60	60	60	60
107	West Bengal	WEBEL_GOLD	4	0	110	110	110	110
108	West Bengal	WEBEL_PREMIUM	15	0	200	200	200	200
109	West Bengal	WEBEL_UNIQUE	28	0	80	80	80	80

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You have successfully submitted and verified on 09-Jan-2026 07:14 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 18:43 PM