

QoS-PMR Broadband Services

Service Provider: **Indinet Service Pvt. Ltd**

Service Area: **All India** Quarter: **Sep-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		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		124986
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		124986
2	Grand total of Subscriber for which PMR is being submitted		124986
3	Total number of connections for which demand note paid by the customer		0
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%	NA

Broadband Service Performance

6	Latency (msec)	<=50msec	1.00
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%	67.00
9	Jitter (msec)	<=40msec	2.90

Fault Repair

10	Total no. of faults reported		5750
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.53
12	Fault Repair by Next Working Day (%)	>=85%	93.00
13	No. of faults repaired after three working days		54
14	Fault repair within three working days (%)	>=99%	99.06
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)		221
18	Billing and charging complaints not found valid		221
19	Billing and charging complaints (%)	<=0.1%	0.00
20	Number of billing or charging complaints NOT resolved within 4 weeks		0
21	Resolution of billing/ charging complaints within four weeks (%)	100%	NA
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		7449
24	Number of calls connected to call centre / customer care		7449
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		7002
27	Number of calls answered by the operator within 90 seconds		7002
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	100.00
29	Total number of requests received for Termination / Closure of service		0

29	Total number of requests received for Termination / Closure of service		0
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%	NA
32	Number of closure of service which require refund		1
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	All India	ACTIVE_NEW_30	471	1	30	32.37	30	32.45
2	All India	ECO_NEW_20	1368	1	20	21.87	20	20.34
3	All India	IINDI XPON COMBO OFFER _50_12M	2985	1	50	50.15	50	54.11
4	All India	Indi_Gr_Direct 75 SPCL	383	1	75	75.56	75	75.23
5	All India	INDI Daimond_100	2720	1	100	104.21	100	100.25
6	All India	INDI Gold_80	4036	1	80	86.93	80	84.79
7	All India	INDI Platinum_125	577	1	125	130.56	125	129.52
8	All India	INDI Plus_25	6189	1	25	28.94	25	27.2
9	All India	INDI Plus_35	12379	1	35	36.53	35	35.21
10	All India	INDI Silver_50	6102	1	50	52.94	50	54.17
11	All India	Indi Welcome A -3M _50	273	1	50	58.39	50	52.35
12	All India	Indi Welcome A -3M_100	105	1	100	100.25	100	100.97
13	All India	INDI XPON COMBO _50_12M	266	1	50	50.15	50	54.11
14	All India	INDI XPON COMBO OFFER _80	264	1	80	86.93	80	84.79
15	All India	INDI_50 UL	120	1	50	50.15	50	54.11
16	All India	INDI_Gr_100 UL	348	1	100	104.21	100	100.25
17	All India	INDI_UL_100	2556	1	100	100.25	100	100.97
18	All India	INDI_UL_125_M	507	1	125	130.56	125	129.52
19	All India	INDI_UL_150	1193	1	150	151.25	150	150.15
20	All India	INDI_UL_175	124	1	175	175.25	175	175.1
21	All India	INDI_UL_200	359	1	200	200.06	200	201.98
22	All India	INDI_UL_35	16605	1	35	36.53	35	35.21
23	All India	INDI_UL_40_12M	1162	1	40	43.46	40	43.25
24	All India	INDI_UL_65	11197	1	65	65.2	65	65.15
25	All India	INDI_UL_80	8667	1	80	86.43	80	85.6
26	All India	INDINET OTT COMBO - 40	543	1	40	43.46	40	42.26
27	All India	INDINET_DEMO_OPERATOR	598	2	30	32.28	30	32.76
28	All India	INDINET_DEMO_OPERATOR_01	633	2	40	42.39	40	42.26
29	All India	INDINET_DEMO_OPERATOR_02	960	2	50	50.15	50	54.11
30	All India	SWAGATAM_20	3887	1	20	21.87	20	20.34
31	All India	Upto_50_Mb_UL	4238	1	50	58.39	50	52.35
32	All India	Upto_75_Mb_UL	1293	1	75	75.56	75	75.23
33	All India	Welcome offer _80_3:3M	1015	1	80	81.53	80	80.25
34	All India	Wellcome offer Kol_80_3:3M	2368	1	80	80.52	80	80.25
35	All India	Wellcome offer ROB _50_3:3M	1693	1	50	58.39	50	52.35
36	All India	ZOOM_NEW_40	351	1	40	42.39	40	42.26
37	All India	INDI Plus_35_6M	2679	1	35	36.53	35	35.21
38	All India	INDI_UL_80_12M	2531	1	80	86.43	80	85.6
39	All India	INDI_UL_65_12M	1716	1	65	65.2	65	65.15
40	All India	INDI_UL_80_6M	1676	1	80	86.43	80	85.6
41	All India	INDI Gold_80_12M	856	1	80	86.93	80	84.79
42	All India	INDI Plus_25_12M	6189	1	25	28.94	25	27.2

41	All India	INDI Gold_30_12M	355	1	35	36.53	35	34.73
42	All India	INDI Plus_35_12M	1989	1	35	36.53	35	35.21
43	All India	INDI XPON COMBO OFFER _50_6M	2559	1	50	50.15	50	54.11

Continue for Final Submission

✔ 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: 10-Oct-2025 13:02 PM