

QoS-PMR Broadband Services

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

Service Area: **All India** Quarter: **Jun-2026**

Due date of Submission: **15-Jul-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		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		137271
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		137271
2	Grand total of Subscriber for which PMR is being submitted		137271
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	12.00
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%	79.00
9	Jitter (msec)	<=40msec	20.00

Fault Repair

10	Total no. of faults reported		5719
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.39
12	Fault Repair by Next Working Day (%)	>=85%	97.00
13	No. of faults repaired after three working days		50
14	Fault repair within three working days (%)	>=99%	99.13
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)		136
18	Billing and charging complaints not found valid		0
19	Billing and charging complaints (%)	<=0.1%	0.10
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		26952
24	Number of calls connected to call centre / customer care		26952
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		0
27	Number of calls answered by the operator within 90 seconds		0
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	NA
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		0
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%	NA

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)
-------	--------------	--------------------------	---	---	--	--	--	--

				group				
1	All India	INDI_UL_35	26744	2	35	35.91	35	35.13
2	All India	INDI_UL_80	14098	2	80	84.81	80	85.45
3	All India	INDI_UL_65	9727	2	65	66.44	65	67.14
4	All India	SWAGATAM_20_3M	6137	2	20	22.38	20	22.4
5	All India	INDI XPON COMBO OFFER _50_9+4	5831	2	50	52.1	50	55.04
6	All India	INDI_UL_100	5473	2	100	100.47	100	102.97
7	All India	INDI Silver_50	5322	2	50	52.7	50	53.89
8	All India	INDI Plus_25	5322	2	25	27.37	25	28.23
9	All India	Upto_50_Mb_UL	3525	2	50	52.32	50	52.88
10	All India	INDI_UL_35_5+2	3471	2	35	35.91	35	35.13
11	All India	INDI_UL_80_5+2	3391	2	80	81.39	80	84.08
12	All India	INDI_UL_80_9+4	2749	2	80	84.86	80	86.26
13	All India	INDI XPON COMBO OFFER _50_6M	2423	2	50	54.38	50	52.88
14	All India	Welcome offer Kol_80_3:3M	2218	2	80	83.39	80	83.17
15	All India	INDI_UL_65_9+4	1644	2	65	65.93	65	68.12
16	All India	INDI_UL_150	1190	2	150	152.3	150	153.41
17	All India	Upto50 Mb UL_5+2	1129	2	50	52.67	50	53.12
18	All India	INDI_UL_65_5+2	1016	2	65	69.5	65	68.33
19	All India	INDINET_DEMO_OPERATOR_02	942	1	50	53.7	50	52.88
20	All India	INDINET_DEMO_OPERATOR_01	601	1	40	43.45	40	42.8
21	All India	INDINET_DEMO_OPERATOR	556	1	30	32.43	30	32.65
22	All India	ACTIVE_NEW_30	300	2	30	32.74	30	33.5
23	All India	Indi_Gr_Direct 75 SPCL	302	2	75	75.1	75	75.07

✔ You have successfully submitted and verified on 13-Jul-2026 11:56 AM

✔ 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-Jul-2026 11:56 AM