

QoS-PMR Broadband Services

Service Provider: Indinet Service Pvt. Ltd

Service Area: All India Quarter: Mar-2025

Due date of Submission: 15-Apr-2025

Service Provisioning

Sr. 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		124445
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		124445
2	Grand total of Subscriber for which PMR is being submitted		124445
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)	<=50ms	1.00
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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%	64.00
9	Jitter (msec)	<=40ms ec	3.73

Fault Repair

10	Total no. of faults reported		7150
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.92
12	Fault Repair by Next Working Day (%)	>=85%	89.00
13	No. of faults repaired after three working days		56
14	Fault repair within three working days (%)	>=99%	99.22
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)		858
18	Billing and charging complaints not found valid		785
19	Billing and charging complaints (%)	<=0.1%	0.06
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

	Significant network outage, as applicable (%)		
23	Total number of call attempts on call centre / customer care		19200
24	Number of calls connected to call centre / customer care		19200
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		19200
27	Number of calls answered by the operator within 90 seconds		19200
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
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

#	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	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)
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				Such different group		(in Mbps)		(in Mbps)
1	All India	ACTIVE_NEW_30	565	1	30.0	32.37	30.0	32.45
2	All India	ECO_NEW_20	1527	1	20.0	21.87	20.0	20.34
3	All India	Express _New_30	141	1	30.0	32.37	30.0	32.45
4	All India	IINDI XPON COMBO OFFER _50_12M	495	1	50.0	50.15	50.0	54.11
5	All India	Indi _Gr _ Direct 75 SPCL	380	1	75.0	75.56	75.0	75.23
6	All India	INDI BIHAR XPON COMBO OFFER _100	58	1	100.0	100.25	100.0	100.97
7	All India	INDI BIHAR XPON COMBO OFFER _50	197	1	50.0	58.39	50.0	52.35
8	All India	INDI Daimond_100	2848	1	100.0	104.21	100.0	100.25
9	All India	INDI Gold_80	4149	1	80.0	86.93	80.0	84.79
10	All India	INDI Platinum_125	589	1	125.0	130.56	125.0	129.52
11	All India	INDI Plus_25	6514	1	25.0	28.94	25.0	27.2
12	All India	INDI Plus_35	12785	1	35.0	36.53	35.0	35.21
13	All India	INDI ROB _20 UL	22	1	20.0	21.87	20.0	20.34
14	All India	INDI ROB 3 _50 UL_6M	19	1	50.0	52.94	50.0	54.17
15	All India	INDI Silver_50	6516	1	50.0	52.94	50.0	54.17
16	All India	Indi Welcome A -3M _50	315	1	50.0	58.39	50.0	52.35
17	All India	Indi Welcome A -3M_100	112	1	100.0	100.25	100.0	100.97
18	All India	INDI XPON COMBO _50_12M	429	1	50.0	50.15	50.0	54.11
19	All India	INDI XPON COMBO OFFER _50	749	1	50.0	50.15	50.0	54.11
20	All India	INDI XPON COMBO OFFER _80	120	1	80.0	86.93	80.0	84.79
21	All India	INDI_50 UL	190	1	50.0	50.15	50.0	54.11

22	All India	INDI_Gr_50 UL	28	1	50.0	50.15	50.0	54.11
23	All India	INDI_Gr_UL200	11	1	200.0	200.06	200.0	201.98
24	All India	INDI_UL_100	2586	1	100.0	100.25	100.0	100.97
25	All India	INDI_UL_125_M	514	1	125.0	130.56	125.0	129.52
26	All India	INDI_UL_150	1242	1	150.0	151.25	150.0	150.15
27	All India	INDI_UL_175	136	1	175.0	175.25	175.0	175.1
28	All India	INDI_UL_200	355	1	200.0	200.06	200.0	201.98
29	All India	INDI_UL_300	87	1	300.0	304.0	300.0	302.43
30	All India	INDI_UL_35	17586	1	35.0	36.53	35.0	35.21
31	All India	INDI_UL_40_12M	957	1	40.0	43.46	40.0	43.25
32	All India	INDI_UL_65	12723	1	65.0	65.2	65.0	65.15
33	All India	INDI_UL_80	9048	1	80.0	86.43	80.0	85.6
34	All India	INDINET OTT COMBO - 40	590	1	40.0	43.46	40.0	42.26
35	All India	INDINET_DEMO_OPERATOR	625	2	30.0	32.28	30.0	32.76
36	All India	INDINET_DEMO_OPERATOR_01	661	2	40.0	42.39	40.0	42.26
37	All India	INDINET_DEMO_OPERATOR_02	935	2	50.0	50.15	50.0	54.11
38	All India	SWAGATAM_20	2062	1	20.0	21.87	20.0	20.34
39	All India	Upto_50_Mb_UL	4876	1	50.0	58.39	50.0	52.35
40	All India	Upto_75_Mb_UL	1582	1	75.0	75.56	75.0	75.23
41	All India	Welcome offer _80_3:3M	1206	1	80.0	81.53	80.0	80.25
42	All India	Wellcome offer Kol_80_3:3M	2600	1	80.0	80.25	80.0	80.25
43	All India	Wellcome offer ROB _50_3:3M	2118	1	50.0	58.39	50.0	52.35
44	All India	ZOOM_NEW_40	370	1	40.0	42.39	40.0	42.26

✔ You have successfully submitted and verified on 15-Apr-2025 01:46 PM

✔ **This is timely submission !**

* The Parameters highlighted in red indicates non compliance.



Color indicates QoS Parameters as per regulations.

Date: 15-Apr-2025 13:46 PM