

QoS-PMR Broadband Services

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

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

Due date of Submission: **15-Apr-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		130869
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		130869
2	Grand total of Subscriber for which PMR is being submitted		130869
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	13.00
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%	68.00
9	Jitter (msec)	<=40msec	22.97

Fault Repair

10	Total no. of faults reported		5061
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.29
12	Fault Repair by Next Working Day (%)	>=85%	98.00
13	No. of faults repaired after three working days		62
14	Fault repair within three working days (%)	>=99%	98.77
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		16419
24	Number of calls connected to call centre / customer care		16419
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)
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				such different group		(in Mbps)	(in Mbps)	
1	All India	INDI_UL_80	13241	1	80	86.11	80	85.24
2	All India	INDI_UL_65	10552	1	65	69.5	65	68.33
3	All India	INDI_UL_35	28357	1	35	35.44	35	35.01
4	All India	Upto_50_Mb_UL	3909	1	50	52.32	50	52.88
5	All India	INDI_UL_100	5311	1	100	100	100	101.39
6	All India	INDI_UL_100_12M	874	1	100	103.5	100	103.59
7	All India	INDI_UL_35_5+2	3136	1	35	35.01	35	35.13
8	All India	INDI_UL_80_5+2	2620	1	80	81.39	80	84.08
9	All India	INDINET_DEMO_OPERATOR	573	2	30	32.43	30	32.65
10	All India	INDINET_DEMO_OPERATOR_02	939	2	50	53.7	50	52.88
11	All India	INDINET_DEMO_OPERATOR_01	607	2	40	43.45	40	42.8

✔ You have successfully submitted and verified on 15-Apr-2026 01:32 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: 15-Apr-2026 13:32 PM