

QoS-PMR Broadband Services

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

Service Area: **All India 2025** Quarter: **Dec-**

Due date of Submission: **15-Jan-2026**

1

Submit PMR

2

Submit DU Speed

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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		124723
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		124723
2	Grand total of Subscriber for which PMR is being submitted		124723
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%	69.00
9	Jitter (msec)	<=40msec	3.03

Fault Repair

10	Total no. of faults reported		5252
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.40
12	Fault Repair by Next Working Day (%)	>=85%	95.00
13	No. of faults repaired after three working days		52
14	Fault repair within three working days (%)	>=99%	99.01
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)		235
18	Billing and charging complaints not found valid		235
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		18022
24	Number of calls connected to call centre / customer care		18022
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		17543
27	Number of calls answered by the operator within 90 seconds		17543

27	Number of calls answered by the operator within 90 seconds		17345
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

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	INDI Daimond_100	5068	1	100	106.8	100	100.25
2	All India	INDI Silver_50	5905	1	50	54.7	50	52.87
3	All India	INDI UL_35	27758	1	35	36.53	35	35.21
4	All India	INDI_UL_65	10820	1	65	67.67	65	68.1
5	All India	SWAGATAM_20_3M	4738	1	20	21.77	20	22.59
6	All India	Upto50 Mb UL_6M	1158	1	50	54.17	50	52.86
7	All India	INDI XPON COMBO OFFER_50_12M	4214	1	50	54.17	50	52.86
8	All India	INDI UL_80	12568	1	80	83.12	80	87.71
9	All India	ACTIVE_NEW_30	448	1	30	32.37	30	32.45
10	All India	ZOOM_NEW_40	450	1	40	41.8	40	42.7
11	All India	Wellcome offer Kol_80_3:3M	2154	1	80	80.52	80	80.25
12	All India	INDINET_DEMO_OPERATOR	586	2	30	32.28	30	32.76
13	All India	INDINET_DEMO_OPERATOR_01	614	2	40	42.39	40	42.26
14	All India	INDI Plus_25	6049	1	25	26.34	25	26.42
15	All India	INDI_UL_80_12M	2233	1	80	86.43	80	85.6
16	All India	INDI_UL_150	1260	1	150	151.25	150	150.15
17	All India	INDI_UL_65_12M	1668	1	65	68.03	65	67.52
18	All India	INDI_UL_125_M	550	1	125	126.91	125	129.52
19	All India	INDI Platinum_125	537	1	125	126.91	125	129.52
20	All India	INDI_UL_40_12M	1258	1	40	43.46	40	43.25
21	All India	INDINET_DEMO_OPERATOR_02	942	2	50	54.7	50	52.87
22	All India	INDI_UL_100_12M	535	1	100	106.8	100	100.21
23	All India	Upto_50_Mb_UL	4086	1	50	58.39	50	52.35
24	All India	INDI_UL_80_6M	1292	1	80	86.43	80	85.6
25	All India	Wellcome offer ROB_50_3:3M	1514	1	50	58.39	50	52.35
26	All India	Upto_75_Mb_UL	1251	1	75	75.56	75	75.23
27	All India	INDI_Gr_100 UL	403	1	100	104.21	100	100.25
28	All India	ECO_NEW_20	1315	1	20	20.58	20	20.64
29	All India	INDI_UL_200	391	1	200	200.06	200	201.98
30	All India	INDI_UL_40_6M	980	1	40	41.8	40	42.7
31	All India	Welcome offer _80_3:3M	853	1	80	81.53	80	80.25
32	All India	INDI Silver_50_6M	1813	1	50	54.17	50	52.86
33	All India	INDI XPON COMBO OFFER_50_6M	2390	1	50	54.17	50	52.86
34	All India	Indi_Gr _Direct 75 SPCL	382	1	75	75.56	75	75.23
35	All India	INDINET OTT COMBO - 40	583	1	40	43.46	40	42.26
36	All India	INDI_UL_175	118	1	175	175.25	175	175.1
37	All India	INDI_UL_300	103	1	300	303.44	300	300.1

✔ You have successfully submitted and verified on 13-Jan-2026 04:12 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 16:12 PM