

Performance with respect to the benchmark of Quality of Service Parameters



for Broadband (Wireline) Service For the quarter of Apr-Jun 2025

A. Performance against QoS Parameters

Quarter	Service area code	Service Provisioning	Broadband Service Performance				Fault Repair			Customer Service						
		Provision of a service within 7 working days of payment of demand note by the customer	Latency	Packet Drop Rate	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	Jitter	Fault incidences (No. of faults per 100 subscribers)	Fault repair by next working day	Fault repair within three working days	Billing and charging complaints	Resolution of billing/ charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaint	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
	Benchmark	≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40ms	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
Apr- June 2025	All India	99.47	11.00	0.00	45.27	8.00	3.05	92.59	99.40	0.05	100.00	100.00	99.65	95.32	100.00	100.00

B. Offered typical download/ upload speed and 90th percentile measured download/ upload speed for different tariff

April- June 2025							
S No	Service Area code	Name of Tariff offerings	Offered typical download speed (In Mbps)	90th percentile value of download speed measured in test samples (In	Offered typical upload speed (In	90th percentile value of upload speed measured in test samples (In	
1	AI	TBLSYMSTD_M2, TBLSYMSTD_Q2, TBLSYMSTD_H2, TBLSYMSTD_A2, BF20M_24_MGR, STDLH_VAR	14	15.84	6	6.71	
2	AI	PREULH_SPL, PREULA_SPL, PREULM_01_SPL, PREULA_SPL, TBLSYMPRE_M4, TBLSYMPRE_Q4, TBLSYMPRE_H4, TBLSYMPRE_H4	21	23.62	9	10.11	
3	AI	PRIME_ULH_SPL, PRIME_ULA_SPL, PRIME_ULM_LCO_01, BF40M_24_MGR, BF40M_A_C4, TBLSYMSTD_M1, TBLSYMSTD_Q1, TBLSYMSTD_H1, TBLSYMSTD_A1	28	30.95	12	13.67	
4	AI	TURBO_ULH_SPL, TURBO_ULA_SPL, TURBO_ULM_CHE, TBLSYMPRIME_M1, TBLSYMPRIME_Q1, TBLSYMPRIME_H1, TBLSYMPRIME_A1	42	45.96	20	23.1	
5	AI	UPREULQ_SPL, UPREULH_SPL, UPREULM_SPL, UPREULA_SPL, BF_UPRE_ULM_LCO, BF_UPRE_ULQ_LCO, BF_UPRE_ULH_LCO, BF_UPRE_ULA_LCO	70	77.24	30	38.41	