QoS-PMR Broadband Services

Service Provider: **DEN Broadband Limited**	Service Area: **All India** Quarter: **Dec-2025**	**Due date of Submission:** 15-Jan-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		39670
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		39670
2	Grand total of Subscriber for which PMR is being submitted		39670
3	Total number of connections for which demand note paid by the customer		1978
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%	100.00

Broadband Service Performance

S.No.	Parameter	Benchmark	Performance
6	Latency (msec)	<=50msec	33.00
7	Packet Drop Rate (%)	<=1%	0.10
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	62.00
9	Jitter (msec)	<=40msec	34.00

Fault Repair

S.No.	Parameter	Benchmark	Performance
10	Total no. of faults reported		2922
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.46
12	Fault Repair by Next Working Day (%)	>=85%	95.82
13	No. of faults repaired after three working days		21
14	Fault repair within three working days (%)	>=99%	99.28
15	No. of Postpaid subscribers, to whom rent rebate/ validity extension provided		21
16	No. of Prepaid subscribers, to whom rent rebate/ validity extension provided		21

Customer Service

S.No.	Parameter	Benchmark	Performance
17	Number of total billing and charging complaints reported (Prepaid + Postpaid)		3
18	Billing and charging complaints not found valid		3

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		28477
24	Number of calls connected to call centre / customer care		28477
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		15080
27	Number of calls answered by the operator within 90 seconds		14464
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	95.92
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		44
33	Number of service provisioing 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%	100.00

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	Broadband Plan 3Mbps	19	1	3	3	2	2
2	All India	Broadband Plan 4Mbps	145	2	4	4	2	2
3	All India	Broadband Plan 5Mbps	12	3	5	5	2	2
4	All India	Broadband Plan 6Mbps	1	4	6	6	2	2
5	All India	Broadband Plan 10Mbps	814	5	8	8	2	2
6	All India	Broadband Plan 12Mbps	40	6	10	10	2	2
7	All India	Broadband Plan 15Mbps	7	7	12	12	2	2
8	All India	Broadband Plan 20Mbps	3021	8	16	16	2	2
9	All India	Broadband Plan 25Mbps	1468	9	20	20	4	4
10	All India	Broadband Plan 30Mbps	4285	10	24	24	5	5
11	All India	Broadband Plan 40Mbps	1881	11	32	32	6	6
12	All India	Broadband Plan 50Mbps	5780	12	40	40	8	8
13	All India	Broadband Plan 60Mbps	1346	13	48	48	10	10

13	All India	Broadband Plan 60Mbps	1346	13	48	48	10	10
14	All India	Broadband Plan 75Mbps	4315	14	60	60	12	12
15	All India	Broadband Plan 80Mbps	5	15	64	64	13	13
16	All India	Broadband Plan 100Mbps	8448	16	80	80	16	16
17	All India	Broadband Plan 105Mbps	33	17	84	84	18	18
18	All India	Broadband Plan 150Mbps	744	18	120	120	24	24
19	All India	Broadband Plan 200Mbps	3239	19	160	160	32	32
20	All India	Broadband Plan 250Mbps	316	20	200	200	40	40
21	All India	Broadband Plan 300Mbps	3655	21	240	240	48	48
22	All India	Broadband Plan 350Mbps	32	22	280	280	56	56
23	All India	Broadband Plan 500Mbps	64	23	400	400	80	80

✅ **You have successfully submitted and verified on 10-Jan-2026 10:25 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: 10-Jan-2026 22:25 PM