

QoS-PMR Broadband Services

**Service Provider: DEN
Broadband Limited**

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

Quarter: Due date of Submission: 15-Apr-2026

1

Submit PMR

2

Submit DU Speed

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Preview and Final Submit

Service Provisioning

S.No.	Parameter	Benchm ark	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		38475
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		38475
2	Grand total of Subscriber for which PMR is being submitted		38475
3	Total number of connections for which demand note paid by the customer		1445
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

6	Latency (msec)	<=50m sec	35.00
7	Packet Drop Rate (%)	<=1%	0.19
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)	<=40m sec	31.00

Fault Repair

10	Total no. of faults reported		2357
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.04
12	Fault Repair by Next Working Day (%)	>=85%	93.46
13	No. of faults repaired after three working days		17
14	Fault repair within three working days (%)	>=99%	99.28
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)		40
18	Billing and charging complaints not found valid		40
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		20232
24	Number of calls connected to call centre / customer care		20232
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		14313
27	Number of calls answered by the operator within 90 seconds		13692
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	95.66
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

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			6
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%		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	27	1	3	3	2	2
2	All India	Broadband Plan 4Mbps	134	2	4	4	2	2
3	All India	Broadband Plan 5Mbps	9	3	5	5	2	2
4	All India	Broadband Plan 6Mbps	1	4	6	6	2	2
5	All India	Broadband Plan 10Mbps	763	5	8	8	2	2
6	All India	Broadband Plan 12Mbps	41	6	10	10	2	2
7	All India	Broadband Plan 15Mbps	5	7	12	12	2	2
8	All India	Broadband Plan 20Mbps	2642	8	16	16	2	2
9	All India	Broadband Plan 25Mbps	1385	9	20	20	4	4
10	All India	Broadband Plan 30Mbps	4212	10	24	24	5	5
11	All India	Broadband Plan 40Mbps	1755	11	32	32	6	6
12	All India	Broadband Plan 50Mbps	5461	12	40	40	8	8
13	All India	Broadband Plan 60Mbps	1348	13	48	48	10	10
14	All India	Broadband Plan 75Mbps	4355	14	60	60	12	12
15	All India	Broadband Plan 80Mbps	5	15	64	64	13	13
16	All India	Broadband Plan 100Mbps	8304	16	80	80	16	16
17	All India	Broadband Plan 105Mbps	33	17	84	84	18	18
18	All India	Broadband Plan 150Mbps	711	18	120	120	24	24
19	All India	Broadband Plan 200Mbps	3184	19	160	160	32	32
20	All India	Broadband Plan 250Mbps	295	20	200	200	40	40
21	All India	Broadband Plan 300Mbps	3707	21	240	240	48	48
22	All India	Broadband Plan 350Mbps	31	22	280	280	56	56
23	All India	Broadband Plan 500Mbps	67	23	400	400	80	80

✔ You have successfully submitted and verified on 13-Apr-2026 06:16 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-Apr-2026 18:16 PM

