Performance Monitoring Report for Broadband (Wireline) Service

Name of the Service Provider	DEN Broadband Limited			
Category of License or Authorisation		Cat-A		<u> </u>
Report for the Quarter ending		June	Year	2025

				Service Provisionin	ng			Broadband Service Perfor	mance		Fault Repair																											
Service area code	the end of	the end of reporting period		the end of reporting		period		the end of reporting period		the end of reporting period		the end of reporting period		the end of reporting period		the end of reporting period w		the end of reporting period with no		the end of reporting period wh		the end of reporting period with not		the end of reporting period will not		the end of reporting period				Latency	Packet Drop Rate	Percentile value of measured test samples for which download and upload speed is ≥ offered typical download and upload speed in tariff	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point	Jitter	Total no. of faults reported	Fault incidences (No. of faults per 100 subscribers	Fault repair by next working day	No. of faults repaired after three working
	Postpaid	Prepaid		of demand note	the customer			offerings	Link(s))		days																								
Benchmark	-	-	-	-	≥ 98%	≤ 50 msec	≤ 1%	90th percentile	≤ 80%	≤ 40ms	-	≤ 5	≥ 85%																									
All India	0	41,798	2290.00	0.00	100.00	32.00	0.14	Refer Sheet 'DU_Speed'	70.00	30.00	4376.00	10.47	96.00	32.00																								
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Details of exclusions, if any (Please mention date and time along w which is excluded from overall performa		erformance of																																				

	prov	No. of subscribers, to whom rent rebate/ validity extension provided						
days	Postpaid	Prepaid						
≥ 99%								
99.27	0.00	8.00						
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	Customer Service																
hilling and	Billing and charging complaints not found valid	Dillian and	Number of billing or charging complaints NOT resolved within 4 weeks	Resolution of billing/	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	Total number of call attempts on call centre / customer care		Accessibility of call centre/ customer care	Number of subscribers requested to connect to the operator	Number of calls answered by the operator within 90 seconds	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Total number of requests received for Termination / Closure of service	Number of requests for Termination / Closure of service completed after 7 working days	Termination/ closure of service within seven working days of receipt of customer's request	Number of closure of service which require refund	Number of service provisioing request for which deposit taken but service could not be provisioned	Number of deposits not refunded within 45 days
-	-	≤ 0.1%	-	100%	100%	-	-	≥ 95%	-	-	≥ 95%	-	-	100%	-	-	-
0.00	0.00	0.00	0.00	-	0.00	43253.00	43253.00	100.00	21129.00	20087.00	95.07	0.00	0.00	-	0.00	0.00	0.00
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Refund of deposits within 45 days of closure of service or nonprovisioning of service

S No	Service Area code
1	All India
2	All India
3	All India
4	All India
6	All India
7	All India
8	All India
9	All India
10	All India
11	All India
12	All India
13	All India
14	All India
15	All India
16	All India
17	All India
18	All India
19	All India
20	All India
21	All India
22	All India
23	All India
24	All India

Name of Tariff offerings	Number of Active Subscribers as on last day of the reporting period
Broadband Plan 3Mbps	27
Broadband Plan 4Mbps	150
Broadband Plan 5Mbps	15
Broadband Plan 6Mbps	1
Broadband Plan 10Mbps	906
Broadband Plan 12Mbps	39
Broadband Plan 15Mbps	8
Broadband Plan 20Mbps	3708
Broadband Plan 25Mbps	1560
Broadband Plan 30Mbps	4593
Broadband Plan 40Mbps	1864
Broadband Plan 50Mbps	6294
Broadband Plan 60Mbps	1302
Broadband Plan 75Mbps	4167
Broadband Plan 80Mbps	7
Broadband Plan 100Mbps	8972
Broadband Plan 105Mbps	25
Broadband Plan 150Mbps	751
Broadband Plan 200Mbps	3365
Broadband Plan 250Mbps	344
Broadband Plan 300Mbps	3612
Broadband Plan 350Mbps	29
Broadband Plan 500Mbps	59

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)		
1	3	3		
2	4	4		
3	5	5		
4	6	6		
5	8	8		
6	10	10		
7	12	12		
8	16	16		
9	20	20		
10	24	24		
11	32	32		
12	40	40		
13	48	48		
14	60	60		
15	64	64		
16	80	80		
17	84	84		
18	120	120		
19	160	160		
20	200	200		
21	240	240		
22	280	280		
23	400	400		

Offered typical upload speed (In Mbps)	90th percentile value of upload speed measured in test samples (In Mbps)
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
4	4
5	5
6	6
8	8
10	10
12	12
13	13
16	16
18	18
24	24
32	32
40	40
48	48
56	56
80	80