QoS-PMR Broadband Services

Service Provider: DEN Broadband Limited **Service Area:** All India **Quarter:** Jun-2026 **Due date of Submission:** 15-Jul-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		37299
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		37299
2	Grand total of Subscriber for which PMR is being submitted		37299
3	Total number of connections for which demand note paid by the customer		2530
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)	<=50msec	26.00
7	Packet Drop Rate (%)	<=1%	0.02
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40msec	29.00

Fault Repair

10	Total no. of faults reported		2552
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.28
12	Fault Repair by Next Working Day (%)	>=85%	92.91
13	No. of faults repaired after three working days		19
14	Fault repair within three working days (%)	>=99%	99.26
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		16

Customer Service

17	Number of total billing and charging complaints reported (Prepaid + Postpaid)		15
18	Billing and charging complaints not found valid		15
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		26094
24	Number of calls connected to call centre / customer care		26094
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		18049
27	Number of calls answered by the operator within 90 seconds		17158
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	95.06
29	Total number of requests received for Termination / Closure of service		0
30	Number of requests for Termination / Closure of service completed after 7		0

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		6
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	26	1	3	3	2	2
2	All India	Broadband Plan 4 mbps	124	2	4	4	2	2
3	All India	Broadband Plan 5 mbps	7	3	5	5	2	2
4	All India	Broadband Plan 10 mbps	698	4	8	8	2	2
5	All India	Broadband Plan 12 mbps	32	5	10	10	2	2
6	All India	Broadband Plan 15 mbps	7	6	12	12	2	2
7	All India	Broadband Plan 20 mbps	1925	7	16	16	2	2
8	All India	Broadband Plan 25 mbps	1364	8	20	20	4	4
9	All India	Broadband Plan 30 mbps	4059	9	24	24	5	5
10	All India	Broadband Plan 40 mbps	1652	10	32	32	6	6
11	All India	Broadband Plan 50 mbps	5034	11	40	40	8	8
12	All India	Broadband Plan 60 mbps	1354	12	48	48	10	10
13	All India	Broadband Plan 75 mbps	4375	13	60	60	12	12
14	All India	Broadband Plan 100 mbps	8831	14	80	80	16	16
15	All India	Broadband Plan 105 mbps	34	15	84	84	18	18
16	All India	Broadband Plan 150 mbps	679	16	120	120	24	24
17	All India	Broadband Plan 200 mbps	3012	17	160	160	32	32
18	All India	Broadband Plan 250 mbps	269	18	200	200	40	40
19	All India	Broadband Plan 300 mbps	3716	19	240	240	48	48
20	All India	Broadband Plan 350 mbps	33	20	280	280	56	56
21	All India	Broadband Plan 500 mbps	68	21	400	400	80	80

You have successfully submitted and verified on 11-Jul-2026 12:25 am

This is timely submission !

* The Parameters highlighted in red indicates non-compliance

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Color indicates QoS Parameters as per regulations.

Color indicates auto Calculated value.

Date: 11-Jul-2026 00:25 AM