

QoS-PMR Broadband Services

Service Provider: **Alliance Broadband Services Pvt. Ltd.**

Service Area: **All India** Quarter: **Sep-2025**

Due date of Submission: **15-Oct-2025**

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		556266
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		556266
2	Grand total of Subscriber for which PMR is being submitted		556266
3	Total number of connections for which demand note paid by the customer		37092
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	20.00
7	Packet Drop Rate (%)	<=1%	0.12
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	75.00
9	Jitter (msec)	<=40msec	36.00

Fault Repair

10	Total no. of faults reported		54096
11	Fault incidences (No. of faults per 100 subscribers)	<=5	3.24
12	Fault Repair by Next Working Day (%)	>=85%	87.00
13	No. of faults repaired after three working days		481
14	Fault repair within three working days (%)	>=99%	99.11
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)		0
18	Billing and charging complaints not found valid		0
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		167571
24	Number of calls connected to call centre / customer care		159276
25	Accessibility of call centre/ customer care (%)	>=95%	95.05
26	Number of subscribers requested to connect to the operator		143272
27	Number of calls answered by the operator within 90 seconds		143272
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	100.00
29	Total number of requests received for Termination / Closure of service		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		0
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%	NA

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	ANNUAL COMBO 1	187	1	160	160	160	160
2	All India	ANNUAL COMBO 2	12	1	160	160	160	160
3	All India	BROWSER	111987	2	50	50	50	50
4	All India	Cruise	2671	6	120	120	120	120
5	All India	Binge 100	4796	4	80	80	80	80
6	All India	Flash+	354	10	320	320	320	320
7	All India	Gigablast	41	0	800	800	300	300
8	All India	Innovator	65	11	400	400	400	400
9	All India	Launcher	7670	2	32	32	32	32
10	All India	Premium+	2558	7	140	140	140	140
11	All India	Prime+	2460	6	120	120	120	120
12	All India	Binge 150	5275	0	96	96	96	96
13	All India	Binge 40	1034	2	32	32	32	32
14	All India	SME 1 Gbps	109	0	800	800	800	800
15	All India	SME 140	1717	5	112	112	112	112
16	All India	SME 170	682	0	136	136	136	136
17	All India	SME 175	1362	7	140	140	140	140
18	All India	SME 200	425	1	160	160	160	160
19	All India	SME 250	1854	8	200	200	200	200
20	All India	SME 400	590	13	320	320	320	320
21	All India	SME 510	198	11	400	400	400	400
22	All India	Southern Blockbuster	9	6	120	120	120	120
23	All India	Speed+	1210	8	200	200	200	200
24	All India	Starter	209387	3	64	64	64	64
25	All India	STREAM	999	3	64	64	64	64
26	All India	SURAKSHA 300	46	9	240	240	240	240
27	All India	SURAKSHA 50	16	12	40	40	40	40
28	All India	Utsav 140 (3M + 3M)	32866	5	112	112	112	112
29	All India	Utsav 140 (6M + 6M)	16848	5	112	112	112	112
30	All India	Utsav 175	2695	7	140	140	140	140
31	All India	Utsav 250	1824	8	200	200	200	200
32	All India	Utsav 400	481	10	320	320	320	320
33	All India	Welcome 100	1218	4	80	80	80	80
34	All India	Welcome 15	12822	0	12	12	12	12
35	All India	Welcome 150	3388	6	120	120	120	120
36	All India	Welcome 150+	415	6	120	120	120	120
37	All India	Welcome 300	28	9	240	240	240	240
38	All India	Welcome 40	2230	2	32	32	32	32
39	All India	Welcome 40+	155	2	32	32	32	32
40	All India	WELCOME 400	578	10	320	320	320	320
41	All India	Welcome 400+	127	10	320	320	320	320
42	All India	Zoom	15985	4	80	80	80	80
43	All India	IPTV Basic 50	5199	12	40	40	40	40

43	All India	IPTV Basic 50	3199	12	40	40	40	40
44	All India	IPTV Smart 100	469	4	80	80	80	80
45	All India	IPTV Cruise 150	235	5	120	120	120	120
46	All India	IPTV HD Lite	121	5	120	120	120	120
47	All India	QTR 400	584	10	320	320	320	320
48	All India	QTR 150	591	6	120	120	120	120
49	All India	QTR 50	643	15	40	40	40	40
50	All India	QTR 400+	248	10	320	320	320	320
51	All India	QTR 150+	300	5	120	120	120	120
52	All India	QTR 50+	283	15	40	40	40	40

✔ You have successfully submitted and verified on 13-Oct-2025 04:07 PM

This is delayed submission !

* The Parameters highlighted in red indicates non compliance.

 Color indicates QoS Parameters as per regulations.

 Color indicates auto Calculated value.

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