

Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service																						
S. No.	Quarter	LSA	A. Performance against QoS Parameters													B. Offered typical download/ upload speed and 90th percentile measured download/ upload speed for different tariff offered						
			Service Provisioning	Broadband Service Performance			Fault Repair			Customer Service							Name of Tariff offerings	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)	
			Provision of a service within 7 working days of payment of demand note by the customer	Latency	Packet Drop Rate	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	Jitter	Fault incidents (No. of faults per 100 subscribers)	Fault repair by next working day	Fault repair within three working days	Billing and charging complaints	Resolution of billing/ charging complaints within four weeks	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	Accessibility of call centre/ customer care	Percentage of calls answered by the operator(s) (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service					
			≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40ms	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%					
1	Q1 Mar'25	All India	100	2	0	78	2	6	87	87	0	100	100	100	100	100	100	30 Mbps	30	30	30	30
																	40 Mbps	40	40	40	40	
																	100 Mbps	100	100	100	100	
1	Q2 Jun'25	All India	100	2	0	78	2	6	88	91	0	100	100	97	98	100	100	30 Mbps	30	30	30	30
																	40 Mbps	40	40	40	40	
																	100 Mbps	100	100	100	100	
1	Q3 Sep'25	All India	100	2	0	77	1	7	87	92	0	100	100	96	100	100	100	30 Mbps	30	30	30	30
																	40 Mbps	40	40	40	40	
																	100 Mbps	100	100	100	100	
1	Q4 Dec'25	All India	100	2	0	76	2	5	90	100	0	100	100	96	99	100	100	30 Mbps	30	30	30	30
																	40 Mbps	40	40	40	40	
																	100 Mbps	100	100	100	100	