

	Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service for the Quarter of December 2025																
	A. Performance against QoS Parameters																
S.No.	Quarter	LSA	Service Provisioning	Broadband Service Performance				Fault Repair			Customer Service						
			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 incidences (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 operators (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
	Benchmark		≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40ms	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
1	QE Dec-2025	All India	98.82	9.10	0.00	4.95	6.96	3.89	88.42	99.48	0.03	100.00	100.00	99.99	95.00	100.00	100.00

B. Offered typical download/ upload speed and 90th percentile measured download/ upload speed for different tariff offerings							
S.No.	Quarter	LSA	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)
1	QE Dec-2025	All India	398	30	31	30	30
2	QE Dec-2025	All India	499	40	43	40	43
3	QE Dec-2025	All India	799	100	106	100	106