

QoS-PMR Broadband Services

Service Provider: Tata Play Broadband Private Limited (formerly Tata Sky Broadband Pvt.Ltd.)

Service Area: All India Quarter: **Mar-2026**

Due date of Submission: 15-Apr-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		625881
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		625881
2	Grand total of Subscriber for which PMR is being submitted		625881
3	Total number of connections for which demand note paid by the customer		41773
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 c	7.00
7	Packet Drop Rate (%)	<=1%	1.00
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	8.00
9	Jitter (msec)	<=40msec c	16.00

Fault Repair

10	Total no. of faults reported		7054
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.38
12	Fault Repair by Next Working Day (%)	>=85%	91.00
13	No. of faults repaired after three working days		64
14	Fault repair within three working days (%)	>=99%	99.09
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		121629
24	Number of calls connected to call centre / customer care		121609
25	Accessibility of call centre/ customer care (%)	>=95%	99.98
26	Number of subscribers requested to connect to the operator		118651
27	Number of calls answered by the operator within 90 seconds		116560
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	98.24
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)
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				different group	Mbps)	Mbps)	Mbps)	Mbps)
1	All India	50 Mbps	131076		45	45	45	46
2	All India	100 Mbps	267686		90	90	90	95
3	All India	150 Mbps	43775		180	180	180	180
4	All India	200 Mbps	149110		180	181	180	185
5	All India	300 Mbps	28456		270	272	270	275
6	All India	500 Mbps	3870		450	452	450	460

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✔ **This is timely submission !**

* The Parameters highlighted in red indicates non compliance.

Color indicates QoS Parameters as per regulations.

Color indicates auto Calculated value.

Date: 08-Apr-2026 15:30 PM