

QoS-PMR Broadband Services

Service Provider: **Hathway Cable & Datacom Pvt. Ltd.**

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

Due date of Submission: **15-Jan-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		14842
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		14842
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		1009514
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		1009514
2	Grand total of Subscriber for which PMR is being submitted		1024356
3	Total number of connections for which demand note paid by the customer		52802
4	Total number of connections provisioned after 7 working days of payment of demand note		697
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	98.68

Broadband Service Performance

6	Latency (msec)	<=50m sec	12.00
7	Packet Drop Rate (%)	<=1%	0.60
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	77.68
9	Jitter (msec)	<=40m sec	10.00

Fault Repair

10	Total no. of faults reported		123786
11	Fault incidences (No. of faults per 100 subscribers)	<=5	4.03
12	Fault Repair by Next Working Day (%)	>=85%	91.05
13	No. of faults repaired after three working days		357
14	Fault repair within three working days (%)	>=99%	99.71
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		357

Customer Service

17	Number of total billing and charging complaints reported (Prepaid + Postpaid)		604
18	Billing and charging complaints not found valid		0
19	Billing and charging complaints (%)	<=0.1%	0.06

19	Billing and charging complaints (%)	<=0.1%	0.06
20	Number of billing or charging complaints NOT resolved within 4 weeks		0
21	Resolution of billing/ charging complaints within four weeks (%)	100%	100.00
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		562450
24	Number of calls connected to call centre / customer care		562450
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		337362
27	Number of calls answered by the operator within 90 seconds		331071
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	98.14
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	50 Mbps Plan	283186	1	40	40	15	15
2	All India	100 Mbps Plan	188325	2	80	80	30	30
3	All India	40 Mbps Plan	184671	3	32	32	12	12
4	All India	200 Mbps Plan	116545	4	160	160	60	60
5	All India	125 Mbps Plan	43570	5	100	100	38	38
6	All India	150 Mbps Plan	35594	6	120	120	45	45
7	All India	400 Mbps Plan	23875	7	320	320	120	120
8	All India	75 Mbps Plan	68550	8	60	60	23	23
9	All India	300 Mbps Plan	15683	9	240	240	90	90
10	All India	25 Mbps Plan	32623	10	20	20	8	8
11	All India	80 Mbps Plan	7456	11	64	64	24	24
12	All India	30 Mbps Plan	6618	12	24	24	9	9
13	All India	350 Mbps Plan	5888	13	280	280	105	105
14	All India	250 Mbps Plan	5202	14	200	200	75	75

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15	All India	10 Mbps Plan	3743	15	8	8	3	3
16	All India	450 Mbps Plan	1592	16	360	360	135	135
17	All India	2 Mbps Plan	481	17	2	2	2	2
18	All India	15 Mbps Plan	256	18	12	12	5	5
19	All India	5 Mbps Plan	223	19	4	4	2	2
20	All India	60 Mbps Plan	179	20	48	48	18	18
21	All India	1 Gbps Plan	58	21	819	819	307	307
22	All India	500 Mbps Plan	20	22	400	400	150	150
23	All India	175 Mbps Plan	9	23	140	140	53	53
24	All India	20 Mbps Plan	4	24	16	16	6	6
25	All India	8 Mbps Plan	4	25	6	6	2	2
26	All India	64 Mbps Plan	1	26	51	51	19	19

✔ You have successfully submitted and verified on 14-Jan-2026 11:47 AM

✔ 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: 14-Jan-2026 11:47 AM