

QoS-PMR Broadband Services

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

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

Due date of Submission: **15-Jul-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		11645
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		11645
1 (d)	Prepaid: Total number of Subscribers at the end of reporting period		998698
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		998698
2	Grand total of Subscriber for which PMR is being submitted		1010343
3	Total number of connections for which demand note paid by the customer		57836
4	Total number of connections provisioned after 7 working days of payment of demand note		767
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	98.67

Broadband Service Performance

6	Latency (msec)	<=50m sec	10.00
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%	0.78
9	Jitter (msec)	<=40m sec	10.00

Fault Repair

10	Total no. of faults reported		48613
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.60
12	Fault Repair by Next Working Day (%)	>=85%	87.80
13	No. of faults repaired after three working days		0
14	Fault repair within three working days (%)	>=99%	100.00
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)		872
18	Billing and charging complaints not found valid		0
19	Billing and charging complaints (%)	<=0.1%	0.09
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		565722
24	Number of calls connected to call centre / customer care		565722
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		342020
27	Number of calls answered by the operator within 90 seconds		333223
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.43
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	100%	NA

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	279000	1	40	40	15	15
2	All India	100 Mbps Plan	185832	2	80	80	30	30
3	All India	40 Mbps Plan	182231	3	32	32	12	12
4	All India	200 Mbps Plan	114935	4	160	160	60	60
5	All India	125 Mbps Plan	43027	5	100	100	37.5	37.5
6	All India	150 Mbps Plan	35148	6	120	120	45	45
7	All India	400 Mbps Plan	23580	7	320	320	120	120
8	All India	75 Mbps Plan	67627	8	60	60	22.5	22.5
9	All India	300 Mbps Plan	15483	9	240	240	90	90
10	All India	25 Mbps Plan	32140	10	20	20	7.5	7.5
11	All India	80 Mbps Plan	7351	11	64	64	24	24
12	All India	30 Mbps Plan	6503	12	24	24	9	9
13	All India	350 Mbps Plan	5763	13	280	280	105	105
14	All India	250 Mbps Plan	5169	14	200	200	75	75
15	All India	10 Mbps Plan	3691	15	8	8	3	3
16	All India	450 Mbps Plan	1611	16	360	360	135	135
17	All India	2 Mbps Plan	487	17	2	2	2	2
18	All India	15 Mbps Plan	260	18	12	12	4.5	4.5
19	All India	5 Mbps Plan	226	19	4	4	2	2
20	All India	60 Mbps Plan	181	20	48	48	18	18
21	All India	1 Gbps Plan	58	21	819	819	307.2	307.2
22	All India	500 Mbps Plan	20	22	400	400	150	150
23	All India	175 Mbps Plan	9	23	140	140	52.5	52.5
24	All India	20 Mbps Plan	4	24	16	16	6	6
25	All India	8 Mbps Plan	4	25	6	6	2.4	2.4
26	All India	64 Mbps Plan	3	26	51	51	19.2	19.2

✔ You have successfully submitted and verified on 14-Jul-2026 09:51 PM

✔ This is timely submission !

* The Parameters highlighted in red indicates non compliance.

Color indicates QoS Parameters as per regulations

WIS parameters are highlighted in red if it exceeds the compliance.

 Color indicates QoS Parameters as per regulations.

 Color indicates auto Calculated value.

Date: 14-Jul-2026 21:51 PM