

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Maharashtra  
**Quarter:** Dec-2025

**Due date of Submission:** 15-Jan-2026

1

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Submit PMR

Submit DU Speed

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		1188
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		1188
2	Grand total of Subscriber for which PMR is being submitted		1188
3	Total number of connections for which demand note paid by the customer		25
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	68.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		18
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.51
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		7
18	Billing and charging complaints not found valid		6

18	Billing and charging complaints not found valid	6
19	Billing and charging complaints (%)	<=0.1 0.08
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	97
24	Number of calls connected to call centre / customer care	94
25	Accessibility of call centre/ customer care (%)	>=95% 96.91
26	Number of subscribers requested to connect to the operator	94
27	Number of calls answered by the operator within 90 seconds	94
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	7
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% 100.00
32	Number of closure of service which require refund	7
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% 100.00

### 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	Maharashtra	100 mbps	307	1	80	80	25	25
2	Maharashtra	50 mbps	779	2	40	40	12.5	12.5
3	Maharashtra	150 mbps	55	3	120	120	37.5	37.5
4	Maharashtra	200 mbps	32	4	160	160	50	50
5	Maharashtra	300 mbps	15	5	240	240	75	75

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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.

Color indicates auto calculated value.

Date: 14-Jan-2026 19:35 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Madhya Pradesh  
**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		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		1286
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		1286
2	Grand total of Subscriber for which PMR is being submitted		1286
3	Total number of connections for which demand note paid by the customer		37
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	65.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		52
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.35
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		15
18	Billing and charging complaints not found valid		14

18	Billing and charging complaints not found valid		14
19	Billing and charging complaints (%)	<=0.1 %	0.08
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		65
24	Number of calls connected to call centre / customer care		63
25	Accessibility of call centre/ customer care (%)	>=95%	96.92
26	Number of subscribers requested to connect to the operator		63
27	Number of calls answered by the operator within 90 seconds		63
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	100.00
29	Total number of requests received for Termination / Closure of service		12
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%	100.00
32	Number of closure of service which require refund		12
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%	100.00

### 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	Madhya Pradesh	100 mbps	207	1	80	80	25	25
2	Madhya Pradesh	50 mbps	957	2	40	40	12.5	12.5
3	Madhya Pradesh	150 mbps	61	3	120	120	37.5	37.5
4	Madhya Pradesh	200 mbps	38	4	160	160	50	50
5	Madhya Pradesh	300 mbps	23	5	240	240	75	75

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 Color indicates QoS Parameters as per regulations.

 Color indicates auto Calculated value.

Date: 14-Jan-2026 19:36 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Uttar Pradesh (West)  
**Quarter:** Dec-2025

**Due date of Submission:** 15-Jan-2026

1

Submit PMR

2

Submit DU Speed

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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		4718
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		4718
2	Grand total of Subscriber for which PMR is being submitted		4718
3	Total number of connections for which demand note paid by the customer		43
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)	<=50m sec	35.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40m sec	25.00

## Fault Repair

10	Total no. of faults reported		179
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.26
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		23
18	Billing and charging complaints not found valid		22

18	Billing and charging complaints not found valid	22
19	Billing and charging complaints (%)	<=0.1 0.02
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	498
24	Number of calls connected to call centre / customer care	481
25	Accessibility of call centre/ customer care (%)	>=95% 96.59
26	Number of subscribers requested to connect to the operator	481
27	Number of calls answered by the operator within 90 seconds	478
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 99.38
29	Total number of requests received for Termination / Closure of service	19
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% 100.00
32	Number of closure of service which require refund	19
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% 100.00

### 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	Uttar Pradesh (West)	100 mbps	603	1	80	80	25	25
2	Uttar Pradesh (West)	50 mbps	3852	2	40	40	12.5	12.5
3	Uttar Pradesh (West)	150 mbps	87	3	120	120	37.5	37.5
4	Uttar Pradesh (West)	200 mbps	103	4	160	160	50	50
5	Uttar Pradesh (West)	300 mbps	73	5	240	240	75	75

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# QoS-PMR Broadband Services

Service Provider: Radinet Info Solutions Pvt Ltd

Service Area: Rajasthan Quarter: Dec-2025

Due date of Submission: 15-Jan-2026

1

2

3

Submit PMR

Submit DU Speed

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		39252
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		39252
2	Grand total of Subscriber for which PMR is being submitted		39252
3	Total number of connections for which demand note paid by the customer		113
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)	<=50m sec	20.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	72.00
9	Jitter (msec)	<=40m sec	10.00

## Fault Repair

10	Total no. of faults reported		1687
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.43
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		34
18	Billing and charging complaints not found valid		33

18	Billing and charging complaints not found valid	33
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% 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	2073
24	Number of calls connected to call centre / customer care	2017
25	Accessibility of call centre/ customer care (%)	>=95% 97.30
26	Number of subscribers requested to connect to the operator	2017
27	Number of calls answered by the operator within 90 seconds	1998
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 99.06
29	Total number of requests received for Termination / Closure of service	27
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% 100.00
32	Number of closure of service which require refund	27
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% 100.00

### 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	Rajasthan	100 mbps	8179	1	80	80	25	25
2	Rajasthan	50 mbps	26941	2	40	40	12.5	12.5
3	Rajasthan	150 mbps	1730	3	120	120	37.5	37.5
4	Rajasthan	200 mbps	2015	4	160	160	50	50
5	Rajasthan	300 mbps	387	5	240	240	75	75

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✓ This is timely submission !

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Date: 14-Jan-2026 19:36 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Maharashtra  
**Quarter:** Jun-2025

**Due date of Submission:** 15-Jul-2025

1

2

3

Submit PMR

Submit DU Speed

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		1004
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		1004
2	Grand total of Subscriber for which PMR is being submitted		1004
3	Total number of connections for which demand note paid by the customer		13
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	68.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		29
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.96
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		1
18	Billing and charging complaints not found valid		1

18	Billing and charging complaints not found valid	1
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	98
24	Number of calls connected to call centre / customer care	95
25	Accessibility of call centre/ customer care (%)	>=95% 96.94
26	Number of subscribers requested to connect to the operator	95
27	Number of calls answered by the operator within 90 seconds	95
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	11
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% 100.00
32	Number of closure of service which require refund	11
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% 100.00

### 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	Maharashtra	100 mbps	279	1	80	80	25	25
2	Maharashtra	50 mbps	664	2	40	40	12.5	12.5
3	Maharashtra	150 mbps	23	3	120	120	37.5	37.5
4	Maharashtra	200 mbps	27	4	160	160	50	50
5	Maharashtra	300 mbps	11	5	240	240	75	75

✓ You have successfully submitted and verified on 10-Jul-2025 07:42 pm

This is delayed submission !

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Date: 15-Jan-2026 21:23 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Madhya Pradesh  
**Quarter:** Sept-2025

**Due date of Submission:** 15-Oct-2025

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		1381
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		1381
2	Grand total of Subscriber for which PMR is being submitted		1381
3	Total number of connections for which demand note paid by the customer		24
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	65.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		43
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.04
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		13
18	Billing and charging complaints not found valid		12

18	Billing and charging complaints not found valid	12
19	Billing and charging complaints (%)	<=0.1 0.07
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	59
24	Number of calls connected to call centre / customer care	57
25	Accessibility of call centre/ customer care (%)	>=95% 96.61
26	Number of subscribers requested to connect to the operator	57
27	Number of calls answered by the operator within 90 seconds	57
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	11
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% 100.00
32	Number of closure of service which require refund	11
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% 100.00

### 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	Madhya Pradesh	100 mbps	209	1	80	80	25	25
2	Madhya Pradesh	50 mbps	1051	2	40	40	12.5	12.5
3	Madhya Pradesh	150 mbps	63	3	120	120	37.5	37.5
4	Madhya Pradesh	200 mbps	41	4	160	160	50	50
5	Madhya Pradesh	300 mbps	17	5	240	240	75	75

✓ You have successfully submitted and verified on 10-Oct-2025 02:04 pm

**This is delayed submission !**

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**Date:** 15-Jan-2026 21:22 PM

# QoS-PMR Broadband Services

Service Provider: Radinet Info Solutions Pvt Ltd

Service Area: Rajasthan Quarter: Jun-2025

Due date of Submission: 15-Jul-2025

1

2

3

Submit PMR

Submit DU Speed

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		39171
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		39171
2	Grand total of Subscriber for which PMR is being submitted		39171
3	Total number of connections for which demand note paid by the customer		97
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)	<=50m sec	20.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	72.00
9	Jitter (msec)	<=40m sec	10.00

## Fault Repair

10	Total no. of faults reported		1818
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.55
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		35
18	Billing and charging complaints not found valid		34

18	Billing and charging complaints not found valid	34
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% 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	1972
24	Number of calls connected to call centre / customer care	1937
25	Accessibility of call centre/ customer care (%)	>=95% 98.23
26	Number of subscribers requested to connect to the operator	1937
27	Number of calls answered by the operator within 90 seconds	1937
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	35
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% 100.00
32	Number of closure of service which require refund	35
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% 100.00

### 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	Rajasthan	100 mbps	8080	1	80	80	25	25
2	Rajasthan	50 mbps	26982	2	40	40	12.5	12.5
3	Rajasthan	150 mbps	1717	3	120	120	37.5	37.5
4	Rajasthan	200 mbps	2008	4	160	160	50	50
5	Rajasthan	300 mbps	384	5	240	240	75	75

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Date: 15-Jan-2026 21:25 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Uttar Pradesh (West)  
**Quarter:** Jun-2025

**Due date of Submission:** 15-Jul-2025

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		5188
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		5188
2	Grand total of Subscriber for which PMR is being submitted		5188
3	Total number of connections for which demand note paid by the customer		23
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)	<=50m sec	35.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40m sec	25.00

## Fault Repair

10	Total no. of faults reported		211
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.36
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		8
18	Billing and charging complaints not found valid		7

18	Billing and charging complaints not found valid	7
19	Billing and charging complaints (%)	<=0.1 0.02 %
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	518
24	Number of calls connected to call centre / customer care	504
25	Accessibility of call centre/ customer care (%)	>=95% 97.30
26	Number of subscribers requested to connect to the operator	504
27	Number of calls answered by the operator within 90 seconds	504
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	23
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% 100.00
32	Number of closure of service which require refund	23
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% 100.00

### 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	Uttar Pradesh (West)	100 mbps	683	1	80	80	25	25
2	Uttar Pradesh (West)	50 mbps	4159	2	40	40	12.5	12.5
3	Uttar Pradesh (West)	150 mbps	111	3	120	120	37.5	37.5
4	Uttar Pradesh (West)	200 mbps	149	4	160	160	50	50
5	Uttar Pradesh (West)	300 mbps	86	5	240	240	75	75

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Date: 15-Jan-2026 21:25 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Maharashtra  
**Quarter:** Mar-2025

**Due date of Submission:** 15-Apr-2025

1

2

3

Submit PMR

Submit DU Speed

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		632
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		632
2	Grand total of Subscriber for which PMR is being submitted		632
3	Total number of connections for which demand note paid by the customer		12
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)	<=50m sec	22.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	65.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		21
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.11
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		1
18	Billing and charging complaints not found valid		1

18	Billing and charging complaints not found valid	1
19	Billing and charging complaints (%)	<=0.1 %
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	86
24	Number of calls connected to call centre / customer care	83
25	Accessibility of call centre/ customer care (%)	>=95% 96.51
26	Number of subscribers requested to connect to the operator	83
27	Number of calls answered by the operator within 90 seconds	82
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 98.80
29	Total number of requests received for Termination / Closure of service	4
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% 100.00
32	Number of closure of service which require refund	4
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% 100.00

### 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	Maharashtra	Bonanza Pack (100 mbps )	118	1	80	80	25	25
2	Maharashtra	Janta Plus Pack (50 mbps )	492	2	40	40	12.5	12.5
3	Maharashtra	Platinum Pack (150 mbps )	8	3	120	120	37.5	37.5
4	Maharashtra	Platinum Plus Pack (200 mbps )	9	4	160	160	50	50
5	Maharashtra	Titanium Pack ( 300 mbps )	5	5	240	240	75	75

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**Date:** 15-Jan-2026 21:26 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Madhya Pradesh  
**Quarter:** Mar-2025

**Due date of Submission:** 15-Apr-2025

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		1327
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		1327
2	Grand total of Subscriber for which PMR is being submitted		1327
3	Total number of connections for which demand note paid by the customer		12
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)	<=50m sec	40.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		60
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.51
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		11
18	Billing and charging complaints not found valid		10

18	Billing and charging complaints not found valid		10
19	Billing and charging complaints (%)	<=0.1 %	0.08
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		212
24	Number of calls connected to call centre / customer care		206
25	Accessibility of call centre/ customer care (%)	>=95%	97.17
26	Number of subscribers requested to connect to the operator		205
27	Number of calls answered by the operator within 90 seconds		205
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	100.00
29	Total number of requests received for Termination / Closure of service		37
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%	100.00
32	Number of closure of service which require refund		37
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%	100.00

### 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	Madhya Pradesh	Bonanza Pack (100 mbps )	190	1	80	80	25	25
2	Madhya Pradesh	Janta Plus Pack (50 mbps )	1031	2	40	40	12.5	12.5
3	Madhya Pradesh	Platinum Pack (150 mbps )	55	3	120	120	37.5	37.5
4	Madhya Pradesh	Platinum Plus Pack (200 mbps )	37	4	160	160	50	50
5	Madhya Pradesh	Titanium Pack ( 300 mbps )	14	5	240	240	75	75

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**Date:** 15-Jan-2026 21:27 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Rajasthan    **Quarter:** Mar-2025

**Due date of Submission:** 15-Apr-2025

1

2

3

Submit PMR

Submit DU Speed

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		38782
1 (e)	Prepaid: Total number of Subscribers excluded from PMR- Subscriber with service level Agreement (SLA)		32
1 (f)	Prepaid: Number of Subscribers for which PMR is being submitted		38750
2	Grand total of Subscriber for which PMR is being submitted		38750
3	Total number of connections for which demand note paid by the customer		1877
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)	<=50m sec	22.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	70.00
9	Jitter (msec)	<=40m sec	10.00

## Fault Repair

10	Total no. of faults reported		1809
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.56
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		32
18	Billing and charging complaints not found valid		30

18	Billing and charging complaints not found valid	30
19	Billing and charging complaints (%)	<=0.1 %
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	2504
24	Number of calls connected to call centre / customer care	2414
25	Accessibility of call centre/ customer care (%)	>=95% 96.41
26	Number of subscribers requested to connect to the operator	2414
27	Number of calls answered by the operator within 90 seconds	2414
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	2100
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% 100.00
32	Number of closure of service which require refund	2100
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% 100.00

### 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	Rajasthan	Bonanza Pack (100 mbps )	8011	1	80	80	25	25
2	Rajasthan	Janta Plus Pack (50 mbps )	26749	2	40	40	12.5	12.5
3	Rajasthan	Platinum Pack (150 mbps )	1664	3	120	120	37.5	37.5
4	Rajasthan	Platinum Plus Pack (200 mbps )	1961	4	160	160	50	50
5	Rajasthan	Titanium Pack ( 300 mbps )	365	5	240	240	75	75

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**Date:** 15-Jan-2026 21:27 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Uttar Pradesh (West)  
**Quarter:** Mar-2025

**Due date of Submission:** 15-Apr-2025

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		5466
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		5466
2	Grand total of Subscriber for which PMR is being submitted		5466
3	Total number of connections for which demand note paid by the customer		728
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)	<=50m sec	36.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	61.00
9	Jitter (msec)	<=40m sec	25.00

## Fault Repair

10	Total no. of faults reported		202
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.23
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		6
18	Billing and charging complaints not found valid		5

18	Billing and charging complaints not found valid	5
19	Billing and charging complaints (%)	<=0.1 0.02
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	1479
24	Number of calls connected to call centre / customer care	1465
25	Accessibility of call centre/ customer care (%)	>=95% 99.05
26	Number of subscribers requested to connect to the operator	1465
27	Number of calls answered by the operator within 90 seconds	1465
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	1207
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% 100.00
32	Number of closure of service which require refund	1207
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% 100.00

### 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	Uttar Pradesh (West)	Bonanza Pack (100 mbps )	583	1	80	80	25	25
2	Uttar Pradesh (West)	Janta Plus Pack (50 mbps )	4660	2	40	40	12.5	12.5
3	Uttar Pradesh (West)	Platinum Pack (150 mbps )	62	3	120	120	37.5	37.5
4	Uttar Pradesh (West)	Platinum Plus Pack (200 mbps )	102	4	160	160	50	50
5	Uttar Pradesh (West)	Titanium Pack ( 300 mbps )	59	5	240	240	75	75

 You have successfully submitted and verified on 14-Apr-2025 02:53 pm

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Date: 15-Jan-2026 21:28 PM

# QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Maharashtra  
**Quarter:** Sept-2025

**Due date of Submission:** 15-Oct-2025

1

2

3

Submit PMR

Submit DU Speed

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		980
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		980
2	Grand total of Subscriber for which PMR is being submitted		980
3	Total number of connections for which demand note paid by the customer		14
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	68.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		21
11	Fault incidences (No. of faults per 100 subscribers)	<=5	0.71
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		3
18	Billing and charging complaints not found valid		3

18	Billing and charging complaints not found valid	3
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	87
24	Number of calls connected to call centre / customer care	86
25	Accessibility of call centre/ customer care (%)	>=95% 98.85
26	Number of subscribers requested to connect to the operator	86
27	Number of calls answered by the operator within 90 seconds	86
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	9
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% 100.00
32	Number of closure of service which require refund	9
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% 100.00

### 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	Maharashtra	100 mbps	277	1	80	80	25	25
2	Maharashtra	50 mbps	651	2	40	40	12.5	12.5
3	Maharashtra	150 mbps	20	3	120	120	37.5	37.5
4	Maharashtra	200 mbps	21	4	160	160	50	50
5	Maharashtra	300 mbps	11	5	240	240	75	75

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Date: 15-Jan-2026 21:21 PM

# QoS-PMR Broadband Services

Service Provider: **Radinet Info Solutions Pvt Ltd**

Service Area: **Madhya Pradesh**  
Quarter: **Sep-2025**

Due date of Submission: **15-Oct-2025**

1

2

3

Submit PMR

Submit DU Speed

Preview and Final Submit

## Service Provisioning

S.No.	Parameter	Benchm ark	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		1381
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		1381
2	Grand total of Subscriber for which PMR is being submitted		1381
3	Total number of connections for which demand note paid by the customer		24
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)	<=50m sec	38.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	65.00
9	Jitter (msec)	<=40m sec	20.00

## Fault Repair

10	Total no. of faults reported		43
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.04
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		13
18	Billing and charging complaints not found valid		12
19	DU Speed not found valid		0.07

18	Billing and charging complaints NOT refund valid	12
19	Billing and charging complaints (%)	<=0.1 0.07 %
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	59
24	Number of calls connected to call centre / customer care	57
25	Accessibility of call centre/ customer care (%)	>=95% 96.61
26	Number of subscribers requested to connect to the operator	57
27	Number of calls answered by the operator within 90 seconds	57
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	11
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% 100.00
32	Number of closure of service which require refund	11
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% 100.00

### 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	Madhya Pradesh	100 mbps	209	1	80	80	25	25
2	Madhya Pradesh	50 mbps	1051	2	40	40	12.5	12.5
3	Madhya Pradesh	150 mbps	63	3	120	120	37.5	37.5
4	Madhya Pradesh	200 mbps	41	4	160	160	50	50
5	Madhya Pradesh	300 mbps	17	5	240	240	75	75

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**Date:** 16-Jan-2026 14:23 PM

# QoS-PMR Broadband Services

Service Provider: Radinet Info Solutions Pvt Ltd

Service Area: Rajasthan Quarter: Sept-2025

Due date of Submission: 15-Oct-2025

1

2

3

Submit PMR

Submit DU Speed

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		39290
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		39290
2	Grand total of Subscriber for which PMR is being submitted		39290
3	Total number of connections for which demand note paid by the customer		87
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)	<=50m sec	20.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	72.00
9	Jitter (msec)	<=40m sec	10.00

## Fault Repair

10	Total no. of faults reported		1731
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.47
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		39
18	Billing and charging complaints not found valid		37

18	Billing and charging complaints not found valid	37
19	Billing and charging complaints (%)	<=0.1 0.01
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	2036
24	Number of calls connected to call centre / customer care	1993
25	Accessibility of call centre/ customer care (%)	>=95% 97.89
26	Number of subscribers requested to connect to the operator	1993
27	Number of calls answered by the operator within 90 seconds	1993
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95% 100.00
29	Total number of requests received for Termination / Closure of service	29
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% 100.00
32	Number of closure of service which require refund	29
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% 100.00

### 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	Rajasthan	100 mbps	8187	1	80	80	25	25
2	Rajasthan	50 mbps	26971	2	40	40	12.5	12.5
3	Rajasthan	150 mbps	1730	3	120	120	37.5	37.5
4	Rajasthan	200 mbps	2015	4	160	160	50	50
5	Rajasthan	300 mbps	387	5	240	240	75	75

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Date: 15-Jan-2026 21:22 PM

## QoS-PMR Broadband Services

**Service Provider:** Radinet Info Solutions Pvt Ltd

**Service Area:** Uttar Pradesh (West)  
**Quarter:** Sept-2025

**Due date of Submission:** 15-Oct-2025

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		5039
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		5039
2	Grand total of Subscriber for which PMR is being submitted		5039
3	Total number of connections for which demand note paid by the customer		27
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)	<=50m sec	35.00
7	Packet Drop Rate (%)	<=1%	0.01
8	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s) (%)	<=80%	63.00
9	Jitter (msec)	<=40m sec	25.00

### Fault Repair

10	Total no. of faults reported		195
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.29
12	Fault Repair by Next Working Day (%)	>=85%	100.00
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)		17
18	Billing and charging complaints not found valid		15

18	Billing and charging complaints not found valid		15
19	Billing and charging complaints (%)	<=0.1 %	0.04
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		523
24	Number of calls connected to call centre / customer care		517
25	Accessibility of call centre/ customer care (%)	>=95%	98.85
26	Number of subscribers requested to connect to the operator		517
27	Number of calls answered by the operator within 90 seconds		517
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	100.00
29	Total number of requests received for Termination / Closure of service		17
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%	100.00
32	Number of closure of service which require refund		17
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%	100.00

### 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	Uttar Pradesh (West)	100 mbps	657	1	80	80	25	25
2	Uttar Pradesh (West)	50 mbps	4056	2	40	40	12.5	12.5
3	Uttar Pradesh (West)	150 mbps	103	3	120	120	37.5	37.5
4	Uttar Pradesh (West)	200 mbps	144	4	160	160	50	50
5	Uttar Pradesh (West)	300 mbps	79	5	240	240	75	75

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