

QoS-PMR Broadband Services

Service Provider: Radinet Info
Solutions Pvt Ltd

Service Area: Uttar Pradesh
(West) 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		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		4580
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		4580
2	Grand total of Subscriber for which PMR is being submitted		4580
3	Total number of connections for which demand note paid by the customer		104
4	Total number of connections provisioned after 7 working days of payment of demand note		2
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	98.08

Broadband Service Performance

6	Latency (msec)	<=50m sec	32.00
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%	62.00
9	Jitter (msec)	<=40m sec	24.00

Fault Repair

10	Total no. of faults reported		214
11	Fault incidences (No. of faults per 100 subscribers)	<=5	1.56
12	Fault Repair by Next Working Day (%)	>=85%	99.53
13	No. of faults repaired after three working days		1
14	Fault repair within three working days (%)	>=99%	99.53
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		1092
24	Number of calls connected to call centre / customer care		1090
25	Accessibility of call centre/ customer care (%)	>=95%	99.82
26	Number of subscribers requested to connect to the operator		45
27	Number of calls answered by the operator within 90 seconds		44
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.78
29	Total number of requests received for Termination / Closure of service		0
30	Number of requests for Termination / Closure of service completed after 7		0

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	Uttar Pradesh (West)	Bonanza Pack 100 mbps	585	1	80	80	25	25
2	Uttar Pradesh (West)	Platinum Pack 150 mbps	76	2	120	120	37.5	37.5
3	Uttar Pradesh (West)	Platinum Plus 200 mbps	51	3	160	160	50	50
4	Uttar Pradesh (West)	Titanium Pack 300 mbps	12	4	240	240	75	75
5	Uttar Pradesh (West)	Janta Plus Pack 50 mbps	3856	5	40	40	12.5	12.5

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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: 14-Jul-2026 15:39 PM

QoS-PMR Broadband Services

Service Provider: Radinet Info
Solutions Pvt Ltd

Service Area: Rajasthan
Quarter: Jun-2026

Due date of Submission: 15-Jul-
2026

1

Submit PMR

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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		38453
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		38453
2	Grand total of Subscriber for which PMR is being submitted		38453
3	Total number of connections for which demand note paid by the customer		692
4	Total number of connections provisioned after 7 working days of payment of demand note		6
5	Provision of a service within 7 working days of payment of demand note by the customer (%)	>=98%	99.13

Broadband Service Performance

6	Latency (msec)	<=50m sec	19.00
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%	73.00
9	Jitter (msec)	<=40m sec	11.00

Fault Repair

10	Total no. of faults reported		2358
11	Fault incidences (No. of faults per 100 subscribers)	<=5	2.04
12	Fault Repair by Next Working Day (%)	>=85%	99.87
13	No. of faults repaired after three working days		3
14	Fault repair within three working days (%)	>=99%	99.87
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		3521
24	Number of calls connected to call centre / customer care		3520
25	Accessibility of call centre/ customer care (%)	>=95%	99.97
26	Number of subscribers requested to connect to the operator		48
27	Number of calls answered by the operator within 90 seconds		47
28	Percentage of calls answered by the operators (voice to voice) within 90 seconds (%)	>=95%	97.92
29	Total number of requests received for Termination / Closure of service		0
30	Number of requests for Termination / Closure of service completed after 7		0

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	Rajasthan	Bonanza Pack 100 mbps	8167	1	80	80	25	25
2	Rajasthan	Platinum Pack 150 mbps	1288	2	120	120	37.5	37.5
3	Rajasthan	Platinum Plus 200 mbps	1440	3	160	160	50	50
4	Rajasthan	Titanium Pack 300 mbps	314	4	240	240	75	75
5	Rajasthan	Janta Plus Pack 50 mbps	27244	5	40	40	12.5	12.5

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Date: 14-Jul-2026 15:39 PM

QoS-PMR Broadband Services

Service Provider: Radinet Info
Solutions Pvt Ltd

Service Area: Madhya Pradesh
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		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		1249
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		1249
2	Grand total of Subscriber for which PMR is being submitted		1249
3	Total number of connections for which demand note paid by the customer		56
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%	64.00
9	Jitter (msec)	<=40m sec	20.00

Fault Repair

10	Total no. of faults reported		36
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)		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		168
24	Number of calls connected to call centre / customer care		168
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		10
27	Number of calls answered by the operator within 90 seconds		10
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		0
30	Number of requests for Termination / Closure of service completed after 7		0

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	Madhya Pradesh	Bonanza Pack 100 mbps	198	1	80	80	25	25
2	Madhya Pradesh	Platinum Pack 150 mbps	15	2	120	120	37.5	37.5
3	Madhya Pradesh	Platinum Plus 200 mbps	17	3	160	160	50	50
4	Madhya Pradesh	Titanium Pack 300 mbps	7	4	240	240	75	75
5	Madhya Pradesh	Janta Plus Pack 50 mbps	1012	5	40	40	12.5	12.5

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QoS-PMR Broadband Services

Service Provider: Radinet Info
Solutions Pvt Ltd

Service Area: Maharashtra
Quarter: Jun-2026

Due date of Submission: 15-Jul-
2026

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Submit PMR

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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		1297
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		1297
2	Grand total of Subscriber for which PMR is being submitted		1297
3	Total number of connections for which demand note paid by the customer		51
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%	69.00
9	Jitter (msec)	<=40m sec	22.00

Fault Repair

10	Total no. of faults reported		49
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)		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		187
24	Number of calls connected to call centre / customer care		187
25	Accessibility of call centre/ customer care (%)	>=95%	100.00
26	Number of subscribers requested to connect to the operator		12
27	Number of calls answered by the operator within 90 seconds		12
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		0
30	Number of requests for Termination / Closure of service completed after 7		0

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%
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%

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	492	1	80	80	25	25
2	Maharashtra	Platinum Plus 200 mbps	34	2	160	160	50	50
3	Maharashtra	Titanium Pack 300 mbps	3	3	240	240	75	75
4	Maharashtra	Janta Plus Pack 50 mbps	768	4	40	40	12.5	12.5

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