Appendix-VI Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service

for West Bengal Service Area

A. Performance against QoS Parameters

S No	Quarter	Service Provisionin	Broadband Service Performance				Fault Repair			Customer Service						
		Provision of a service within 7 working days of payment of demand note by the customer	Latency	Packet Drop Rate	Maximum Bandwidth utilization of any Customer serving node to ISP Gateway Node [Intra-network] or Internet Exchange Point Link(s)	Jitter	Fault incidences (No. of faults per 100 subscribers)	Fault repair by next working day	Fault repair with in three working days	Billing and charging complaints	Resolution of billing / charging complaints within four weeks	Application of adjustment to customer's account within one week from the date of resolution of billing and charging complaints or rectification of faults	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination/ closure of service within seven working days of receipt of customer's request	Refund of deposits within 45 days of closure of service or non-provisioning of service
		≥ 98%	≤ 50 msec	≤ 1%	≤ 80%	≤ 40 msec	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
1	Sep-26	100	2	0	45	0.1	1.68	88	99.27	0	NA	100	100	100	NA	100
2																
3																
4																
5																
6																
7																
8																

B. Offered typical download/ upload speed and 90th percentile measured download/ upload speed for different tariff offerings

S No	Quarter	Name of Tariff offerings	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	Sep-26	12M Value150	150	151.76	150	151.8
2	Sep-26	6M Value150	150	151.76	150	151.8
3	Sep-26	BB_Biz_100Mbps	100	101.2	100	101.3
4	Sep-26	BB_Biz_150Mbps	150	151.76	150	151.8
5	Sep-26	BB_Biz_200Mbps	200	201.9	200	201.76
6	Sep-26	BB_Biz_50Mbps	50	51.67	50	51.9
7	Sep-26	Biz_300	300	301.25	300	301.87
8	Sep-26	Biz_500	500	501.9	500	501.2
9	Sep-26	Bronze70	70	72.02	70	71.44
10	Sep-26	Bronze80	80	81.8	80	81.6
11	Sep-26	Freedom100	100	101.2	100	101.3
12	Sep-26	Freedom150	150	151.76	150	151.8
13	Sep-26	Freedom20	20	21.44	20	21.87
14	Sep-26	Freedom40	40	41.33	40	42.48
15	Sep-26	Gold200	200	201.9	200	201.76
16	Sep-26	Gold300	300	301.25	300	301.87
17	Sep-26	Gold400	400	401.76	400	401.98
18	Sep-26	Saver100	100	101.2	100	101.3
19	Sep-26	Saver70	70	72.02	70	71.44
20	Sep-26	Silver100	100	101.2	100	101.3
21	Sep-26	Silver125	125	126.51	125	126.65
22	Sep-26	Silver150	150	151.76	150	151.8
23	Sep-26	Super Saver100	100	101.2	100	101.3
24	Sep-26	Super Saver150	150	151.76	150	151.8
25	Sep-26	Super Saver70	70	72.02	70	71.44
26	Sep-26	Value40	40	41.33	40	42.48
27	Sep-26	Value90	90	90.15	90	90.12