Performance with respect to the benchmark of Quality of Service parameters for Broadband (Wireline) Service for the quarter of Sept 2026

A. Performance against QoS Parameters

Sr. No.	Service area	Service Provisioning	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 within 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 or rectification of significant network outage, as applicable	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%	≤ 40ms	≤ 5	≥ 85%	≥ 99%	≤ 0.1%	100%	100%	≥ 95%	≥ 95%	100%	100%
1	**Mumbai**	NA *	3.92	0.00	63.00	0.69	4.82	86.13	99.57	0.00	100.00	100.00	96.10	99.67	100.00	100.00

NB: * Not Applicable Since customers pay at installation, the service is given first, so a demand note isn't needed and avoids delay.