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

A. Performance against QoS Parameters

| S No | Quart e r | 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 | | Pack et Drop Rate | Maximu m Bandwid th utilizatio n of any Custome r serving node to ISP Gateway Node [Intra- network] or Internet Exchang e Point Link(s) | | Fault incidenc es (No. of faults per 100 subscrib ers) | Fault repai r by next worki ng day | Faul t repa ir with in thre e wor king days | Billing and chargi ng compl aints | of billing / chargi ng compl aints within four | t to customer's | ity of call centr e/ custo mer | Percenta ge of calls answere d by the operator s (voice to voice) within 90 seconds | Terminati on/ closure of service within seven working days of receipt of customer' s request | Refund of deposit s within 45 days of closure of service or non- provisi oning of service |
| | | ≥ 98% | ≤ 50 | ≤ 1% | ≤ 80% | ≤ 40 mse c | ≤ 5 | ≥ 85% | ≥ 99% | ≤ 0.1% | 100% | 100% | ≥ 95% | ≥ 95% | 100% | 100% |
| 1 | Sep-25 | 100 | 12 | 0 | 63 | 2.07 | 2.58 | 100 | 100 | 0 | 100 | 100 | 100 | 100 | 100 | 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-25 | 12M Value150 | 150 | 154.65 | 150 | 154.23 | | |
| 2 | Sep-25 | 6M Value150 | 150 | 154.65 | 150 | 154.23 | | |
| 3 | Sep-25 | BB_Biz_100Mbps | 100 | 102.14 | 100 | 103.32 | | |
| 4 | Sep-25 | Bronze70 | 70 | 72.12 | 70 | 72.33 | | |
| 5 | Sep-25 | Bronze80 | 80 | 81.45 | 80 | 82.34 | | |
| 6 | Sep-25 | Freedom100 | 100 | 102.14 | 100 | 103.32 | | |
| 7 | Sep-25 | Freedom20 | 20 | 22.32 | 20 | 21.34 | | |
| 8 | Sep-25 | Freedom40 | 40 | 41.43 | 40 | 42.32 | | |
| 9 | Sep-25 | Saver70 | 70 | 72.12 | 70 | 72.33 | | |
| 10 | Sep-25 | Silver125 | 125 | 127.64 | 125 | 126.76 | | |
| 11 | Sep-25 | Value40 | 40 | 41.43 | 40 | 42.32 | | |
| 12 | Sep-25 | Value90 | 90 | 91.65 | 90 | 92.33 | | |
| 13 | Sep-25 | BB_Biz_50Mbps | 50 | 51.76 | 50 | 52.12 | | |
| 14 | Sep-25 | Silver100 | 100 | 102.14 | 100 | 103.32 | | |
| 15 | Sep-25 | Silver150 | 150 | 154.65 | 150 | 154.23 | | |
| 16 | Sep-25 | BB_Biz_150Mbps | 150 | 154.65 | 150 | 154.23 | | |
| 17 | Sep-25 | Saver100 | 100 | 102.14 | 100 | 103.32 | | |