

## Traffic Management Key Facts Indicator\*

<b>Section 1: Traffic management in relation to your broadband product</b> (not including during busy times and places to manage network congestion see Section 2)	
Name of broadband product	All EE Small business mobile data plans
<b>Use and availability of services, content, application and protocols on this tariff</b>	
Are any services, content, applications or protocols blocked on this product?*	Yes
If so what?	All price plans and add-ons block unsolicited spam email (unauthenticated Simple Mail Transfer Protocol (SMTP) email) whilst in the UK and abroad.
Are there any services, content, or protocols always slowed down?	No
If so what?	Not applicable
Are any services, content, applications or protocols prioritised?	Yes
If so what?	There is no prioritisation for different types of data traffic on EE small business mobile plans, however, our 4G Calling service and emergency service calls take priority over mobile data
Are any managed services delivered on this product?	No
If so what? What impact?	Not applicable
<b>How we ensure compliance with data caps, download limits and fair usage policies</b>	
What are the download/upload limits or data usage caps on this tariff?	<p>Small business data plans have various data allowances (refer to your price plan details within the Small Business Price Guide) and out of bundle data charges may once the allowance is used up, or depending on your plan you may have the option of purchasing more data until your next bill cycle. At the end of the bill cycle the data allowance will be refreshed and usage will be reset to zero.</p> <p>Where a user has access to a data allowance at an individual user level and a shared data allowance at account level, the individual data allowance will be used up before using any shared allowance. If no shared data allowance is available, or has been used up, a run-on rate applies.</p>
Is traffic management used to manage compliance with data caps and download limits?	Yes
Under what circumstances?	On certain Small Business plans, once the data allowance from the package is used services will be stopped until a further data add-on is purchased. Until then Internet access will not be permitted other than access to EE customer services to enable top ups.
Level of speed reduction?	Not applicable
Duration of speed reduction?	Not applicable
Is traffic management used in relation to heavy users?	Yes
Under what circumstances?	Some EE Small business data plans include a price cap for out of bundle charges. Customers may continue to use mobile data services after reaching any applicable price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the price cap is continued

	month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level
Level of speed reduction?	Not applicable
Duration of speed reduction?	Not applicable

**Section 2: Traffic management to optimise network utilisation**

Is traffic management used during peak hours?	No	
When are typical peak hours?	Not applicable	Not applicable

**What type of traffic is managed during these periods?**

<i>Traffic Type</i>	<i>Blocked</i>	<i>Slowed down</i>	<i>Prioritised</i>
P2P			
Newsgroups			
Browsing/email			
VOIP (Voice over IP)			
Gaming			
Audio streaming			
Video streaming			
Music downloads			
Video downloads			
Instant messaging			
Software updates			

Is traffic management used to manage congestion in particular locations?	No	
If so how?	Not applicable	

\* This KFI gives an overview of typical traffic management practices undertaken on this product; it does not cover circumstances where exceptional external events may impact on network congestion levels.

\*\* This excludes any service, application or protocol that an ISP is required to block by law and child abuse images as informed by the list provided by the Internet Watch Foundation. In additional parental filters may be applied in accordance with the UK Mobile Operator Code of Practice, this can be removed

\*\*\* The controls outlined in the table are applied at all times, not just peak hours.